



Giving Hope Today

## **LONG TERM CARE RESIDENT AND FAMILY HANDBOOK**



### **William Booth Special Care Home**

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Regina, Saskatchewan  
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[www.williamboothregina.ca](http://www.williamboothregina.ca)

**RESIDENTS FIRST / SAFETY ALWAYS / MISSION CENTRAL**



**The Salvation Army William Booth Special Care Home (WBSCH)  
Long Term Care Resident & Family Handbook**

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## The Salvation Army William Booth Special Care Home (WBSCH) Long Term Care Resident & Family Handbook

### WELCOME:

On behalf of our staff, volunteers, and residents, it is my pleasure to welcome you to The Salvation Army William Booth Special Care Home (WBSCH). We are very pleased that you have chosen WBSCH as your 'home'.

The trust you have placed in us to provide care and service to you is one that we take seriously, hence our commitment to you that we will continuously strive to meet your needs in a professional, compassionate, and respectful manner.

We recognize these days of transition bring with it various changes for you. Therefore, we encourage you & your family to engage in the conversations, activities, and fellowship with your fellow residents, the staff, and volunteers.

We look forward to getting to know you and your family as we work together to provide you with the best possible care and service to enable you to experience a meaningful quality of life.

Sincerely,

Wayne McDonough (Major)  
Executive Director

### GENERAL INFORMATION

#### MISSION STATEMENT:

The Mission of The Salvation Army William Booth Special Care Home is to provide, in the spirit of Christ, care and support for the well-being of residents, clients, their families and staff."

Reviewed by WBSCH Community Council  
– September 14, 2011

#### VALUES STATEMENT:

*"RESIDENTS FIRST / SAFETY  
ALWAYS / MISSION CENTRAL"*

#### KEY CONTACTS:

Adult Day Program (Kelly Davidson)	306- 564-6212
Recreation Program (Jordyn Hilbig)	306-564-6219
Chaplain (Major Sharon McDonough)	306-543-0655 (call to be put in touch)
Director of Care (Heather Ness)	306-564-6205
Executive Director (Major Wayne McDonough)	306-564-6202
Finance Manager (Lynne Kusisto)	306-564-6203
Reception / General Office Telephone	306-543-0655
Director of Operations & Community Programs (Jenna Wiesner)	306-564-6216
Support Services Manager (Ryan Zerr)	306- 564-6207



## The Salvation Army William Booth Special Care Home (WBSCH) Long Term Care Resident & Family Handbook

### COMMITMENT TO OUR RESIDENTS

#### Every resident in our home will:

1. Be treated with courtesy and respect and in a way that fully recognizes the resident's dignity and individuality and to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
2. Be given a safe and clean environment.
3. Be afforded privacy, in treatment; in confidentiality of medical records; when receiving visitors and concerning personal mail.
4. Be able to keep and display, in his or her room personal possessions, pictures and furnishings in keeping with safety requirements and other residents' rights.
5. Be informed of his or her medical condition, treatment and proposed course of treatment, and has the right to give or refuse consent to treatment and be informed of the consequences of giving or refusing consent.
6. Participate fully in decision-making involving their care, including obtaining an independent medical opinion.
7. Be able to designate a person to receive information concerning any transfers or change in medical condition and to have that person so informed.
8. Be encouraged to form friendships, to enjoy relationships and to participate in Resident & Family Council.
9. Be encouraged to pursue social, cultural, religious and other interest to develop his or her potential.
10. Be informed in writing of any law, rule or policy directly affecting the Resident of the home and the process of initiating complaints.

**To every extent possible, the Resident will be responsible for his or her actions and to the consequences from them.**



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### ***Resident Rights – Know Your Rights***

As a resident of a special/long-term care home, you have the right to:

- Be treated with consideration and respect with full recognition of dignity, individuality and privacy
- Safe, adequate and timely care by personnel that are qualified to provide the services
- Protection from any form of abuse (physical, verbal, emotional or chemical), injury, harm, neglect or exploitation while residing in the special-care home
- Plan your care by participating actively and making personal choices in the assessment and care planning process
- Confidential treatment of all personal information
- Understand your payments by being made aware of charges and any changes to terms of payment in advance
- Feel confident to ask questions and have your concerns heard, reviewed, and where possible, resolved, without fear of retribution; and
- To give or refuse consent for care (to the extent permitted by the law.)



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### ADMISSION:

#### Admission Day

Admission day can bring a lot of unfamiliar activity. Family members can be a big help in assisting you with the admission process (forms), to put away belongings, and set up your room.

There are forms that are to be filled out, such as the Admission Agreement / Financial Agreement and Saskatchewan Health forms. You will also be asked a number of questions, ranging from your health history to financial arrangements. This is also an opportunity for you/family to ask questions.

#### Documents Required at Admission

- DVA number, if applicable
- Hospitalization number
- Living Will (existing)
- MVLST (existing)
- Old Age Security Number
- Power of Attorney Documentation
- Previous year's Federal Income Tax Return
- Proxy (existing)
- Social Insurance Number
- Substitute Decision Maker (existing)
- Supplementary Health Coverage such as Blue Cross, MSI or GMS
- Treaty number, if applicable

The documents can be brought by the resident or the proxy or, in the case of financial matters, the designated financial person.

### LIFE AT WBSCH:

#### Admission to WBSCH

All admissions to WBSCH are coordinated through the Saskatchewan Health Authority. For additional information contact 306-766-7200.



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### **Advanced Care Plan (RQHR 993; CEAC 1075)**

All residents are required to complete an Advanced Directive Care Plan, if not already completed.

In the SHA (former RQHR), the **My Voice for Life Sustaining Treatment** (MVLST) is used to document a person's individual choices for medical interventions which may include CPR, tube feeding, antibiotics and other end of life treatments. At WBSCH, the MVLST will be explained and written provided. Within two weeks after admission, you/family will be asked to complete the MVLST. The MVLST will be reviewed at the Admission Care Conference and all subsequent conferences.

### **Alcohol Free Environment**

For the health and safety of everyone, WBSCH is an alcohol-free environment. Consumption of alcohol is prohibited in the facility and on the grounds. Visitors are required to adhere to the WBSCH policy.

### **Appointments outside WBSCH**

Accompanying residents to appointments outside of WBSCH is the responsibility of family. Transportation arrangements can be made through the City of Regina Paratransit bus service or wheelchair accessible taxi. Transportation cost(s) is the responsibility of the resident/family.

### **Canteen Services**

WBSCH has a canteen available for you to make purchases such as: toiletries, greeting cards, candies (regular & diabetic), chocolate bars, and 3M hangers. Items can be charged to the Trust Account. The canteen is located by the chapel and is open at 12:45pm.

### **Cardio-pulmonary Resuscitation (CPR) (CEAC 1074)**

WBSCH staff are not required to be certified in cardio-pulmonary resuscitation (CPR). Should an event arise that requires CPR, staff will access community emergency services (EMS / 911) and follow the direction of the EMS dispatcher.

### **Care Conference**

A care conference provides an opportunity to review/discuss the care plan, and to address any changes in care needs. An Admission Care Conference will be scheduled approximately 6 weeks after admission. This will be followed by a yearly care conference; however, WBSCH is receptive to meeting with you/family at any time to discuss issues as they arise.

Participants invited to attend the conferences are yourself, your primary contact person, the healthcare staff, recreation, chaplain, your physician, and the pharmacist.



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### **Clothing (adaptive / loose clothing)**

We encourage you to wear clothing that is comfortable, fits well and is easy to get on and off. It is important to maintain as normal a routine as possible, so if you prefer a certain type of clothing, that is what you should bring. We recommend at least five complete changes of clothing, including day and night apparel.

Be sure to bring appropriate seasonal outer clothing and sturdy non-slip well-fitting shoes (prevent falls).

Our staff will do their best to assist you to be clean and well groomed. Families can help by periodically checking closets for clothes that no longer fit.

Adaptive / loose clothing will be required to provide ease and comfort for dressing and undressing if mobility becomes a challenge. The healthcare staff will inform you when adaptive / loose clothing is necessary.

All of your personal clothing and belongings must be labeled in accordance with WBSCH's practice. WBSCH does not accept any responsibility for lost or accidental damage that occurs to personal clothing/items.

### **Clothing Alterations**

WBSCH contracts with Designs for Easy Living by Linda to provide alteration services for residents. The healthcare staff will make arrangements as needed. Designs for Easy Living by Linda will bill the resident directly.

### **Computers/WIFI**

A computer is a personal responsibility. You/family should make arrangements for the provision of internet service and for the payment of monthly charges. Access to WIFI is available upon request. Please speak with the Receptionist.

### **Concerns (CEAC 1015)**

WBSCH is committed to providing excellent care for all of our residents. However, sometimes issues may still arise. Your opinion is important to us. If you/family have any concerns, please discuss the concern with the Unit nurse as soon as possible. It is expected that most issues will be resolved at this point. However, if the concern continues, please speak to the Health Care Manager or Director of Care.

Should you wish to speak with someone outside of WBSCH; the SHA (former RQHR) Client Advocate can be reached by telephone at 306-766-3232 or [ClientRep@rqhealth.ca](mailto:ClientRep@rqhealth.ca). The Ombudsman Saskatchewan can also be contacted by telephone at 306-787-6211 or [www.ombudsman.sk.ca](http://www.ombudsman.sk.ca)





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### Dental Care

Dental care may be provided by the dentist of your choice. Family is responsible for booking the appointment and accompanying the resident to the appointment. Please ensure healthcare staff is informed of the appointment date and time.

WBSCH accesses Heritage Mobile Dental Hygiene Services to provide dental care to residents on site (oral assessments & referrals to a dentist, dental scaling, & denture repairs). If you are interested in booking an appointment for dental care with Heritage Mobile Dental Hygiene Services, please have the healthcare staff do this for you. Heritage Mobile Dental Hygiene Services bills the resident directly.

SIASST Dental Hygiene students also visit WBSCH as a part of their clinical training.

### Dietitian

Through the SHA, WBSCH has access to a dietitian for the provision of clinical nutrition services (i.e.: menu planning, specific diets, nutritional assessment, swallowing assessment etc.).

### Discharge

Because of the high demand for a long-term care bed, WBSCH is required to make the room available for a new admission within 24 hours of discharge. Family will be requested to clear the room of personal belongings within the 24-hour timeframe. If this is not possible, facility staff will pack the personal belongings, which may be stored at WBSCH for up to one week. Resident fees are payable up to, and including, the day the room is vacated.

### Donations

When a resident is discharged from WBSCH, the family is responsible to take all personal belongings and furnishings. Occasionally, families wish to donate some personal belongings to WBSCH. While we greatly appreciate such donations, we are not always able to accept them due to space limitations. Items that would benefit other residents, such as Broda chairs, are gratefully accepted.

WBSCH has set up a Donation Account for bequests and donations. All money given to this Donation Account is used to enhance programming and facilities for the residents. Tax deductible receipts will be provided. Please check with the Reception / Business office regarding donations. Upon request, monetary donations may be acknowledged on the LTC Donation Wall.

### Door Alarms

Please use the main door (Angus Road entrance) for entering and exiting WBSCH. The main door will be locked after dark; when door is locked, visitors will ring bell to request admission.



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Exit doors located at the end of hallways are alarmed for safety. Alarmed doors are not to be used for the exiting of the building.

### **Equipment - Specialized**

You/family is responsible for providing any dedicated specialized equipment requirements (i.e. Broda Chairs, lift chairs, concentrators, oxygen, nebulizers, etc.).

Specialized seating, if available at WBSCH, will be loaned for up to 6 weeks to provide the opportunity for seating options to be explored. Assistance will be provided as required (i.e.: WRC seating assessment clinic, SAC, private vendor etc.).

### **Falls Prevention (CEAC 1020)**

WBSCH will work with you/family to identify possible risk factors and strategies to prevent falls. Help to prevent a fall:

- Make sure the health care staff fasten your call bell where you can always reach it
- Ask for help to get up. Some medications can make you sleepy, dizzy, or weak. If you feel unsteady or need help getting up, please ask health care staff for help
- Wear well-fitting, non-slip shoes for your safety
- If you feel that you are at risk of falling, please tell the health care staff
- Make a clear walking path in your room

### **Fire Drills**

Posted in each resident room are the instructions for what to do in the case of a fire. In the event of a fire alarm, you/family are to remain where you are and to await direction from a WBSCH staff member or Fire Department personnel.

Monthly fire drills are held for staff education purposes. You should wait for instructions from staff during these drills.

### **Flat Fee**

The Saskatchewan Ministry of Health establishes the monthly flat fee that can be charged to a resident to cover the cost of specific medical and personal care supplies provided (see list below). This charge will be reflected on your monthly statement. The flat fee will be prorated for partial months as appropriate.

Medical and personal care supplies covered in the monthly flat fee:

- Body Wash
- Denture Care Products
- Disposable Underpads (blue)



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- Dressing / Wound Supplies
- Gloves
- Hand Hygiene Products
- Lubricating Gel
- Oral Care (toothpaste / toothbrushes)
- Perineum Care / Wash
- Shampoo / Conditioner
- Soap
- Syringes
- Tissues

There are some non-insured health services and supplies **not** covered by the monthly flat fee. These include:

- Incontinence products
- Medical supplies (ostomy products, catheters/supplies)
- Medications
- Nebulizer
- Non-insured health services not provided by WBSCH (chiropractic, dental, massage therapy, physiotherapy)
- Oxygen therapy/concentrator/supplies
- Prosthesis
- Specialized equipment (seating)
- Transportation / ambulance fees
- Treatments and aids prescribed by the physician

### **Food Snacks– In Room**

Recognizing that Residents may want to keep personal food snacks in their room, we ask that all food items be stored in sealed containers.

### **Foot Care**

Footability Services provides onsite foot care to residents. If you are interested in booking an appointment for foot care, please have the health care staff do this for you. Footability Services bills the resident directly. Residents and family will make arrangements for payment directly with Footability Services.

### **Furniture and Appliances**

Each room is equipped with a bed and a night table. You/family are encouraged to bring your clothing, small personal effects, and furnishings to personalize your room (subject to available space). However, furnishings must not interfere with the ability of staff to provide safe care.



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Suggested items to bring are pictures, washable comforter or afghan, TV with stand/wall mount, small chest of drawers, radio, clock, bedside lamp, and personal items such as toothbrush, hairbrush, deodorant, electric razor.

Items that must be affixed to the building (i.e., wallpaper, borders, shelving, etc.) require prior authorization from the Support Services Manager.

Examples of items not allowed in resident rooms include (but are not limited to): fridges, stoves/hot plates, heating pads, packs/blankets, kerosene heaters, kettles, irons, humidifiers, electric blankets, toasters/toaster ovens, microwaves, candles, throw/area rugs and under bed storage. Rocking chairs are not recommended due to risk of falls.

Electrical and safety checks are required on anything you bring to WBSCH. We will remove/dispose of articles for sanitary or other reasons, and we will explain the problem of having such articles with you before the items are disposed of, if possible.

Please note that, due to safety reasons, no items are to be hung from exposed piping in your room.

### **Hair Care**

The Hair Booth provides hairdressing service to residents on site. Contact the hairdresser for the price list and appointments. Residents may pay for hairdressing services directly or from their Trust Account.

### **Hand Washing / Hand Hygiene (CEAC 1020)**

Proper hand washing / hand hygiene is one of the most important things that can be done to prevent infections.

All health care workers must clean their hands before entering and after exiting a residents' room.

Everyone – residents / family / visitors / staff must clean their hands, especially after using the bathroom and before eating. If a resident requires assistance with hand hygiene, the health care staff will assist.

Everyone - residents / family / visitors / staff must clean their hands, entering and exiting WBSCH.

### **Hospital Admissions**

Occasionally you may be admitted to a hospital. Residency at WBSCH will be maintained during the period of your hospital stay and rental charges will still apply.



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### **Infection Control**

Occasionally, measures will need to be taken to prevent the spread of infection to others. This may include the isolation of residents with infections and/or restricted use of the dining room or other common areas.

Visitors are not to visit when ill (cold symptoms, influenza or stomach upset); residents are very susceptible to these illnesses. Often these viruses are passed from family, staff or resident to another resident resulting in an Outbreak.

An Outbreak occurs when several residents within WBSCH develop the same symptoms, placing all residents at risk of contracting the illness. During an Outbreak, visiting is discouraged and special infection control measures are put in place. If signage indicates an Outbreak, we ask that all visits be re-scheduled for another time, if possible. If a visit is unable to be re-scheduled, please inform your visitor to speak to the nurse on duty prior to visiting, so that your visitor will be made aware of any special precautions required. Visitors are to visit only the specific resident and leave the facility directly after.

### **Influenza Vaccine**

Public Health recommends that all residents living in long term care facilities be vaccinated annually to reduce the risk of contracting seasonal influenza. If you have any concerns about receiving the vaccine, please contact the nurse for further discussion.

### **Laboratory Test (blood)**

Laboratory Technicians are on-site weekly to obtain blood work as ordered by a physician. For other tests ordered by a physician (i.e.: x-ray/ultrasound, etc.), you will be transported to the nearest facility/hospital. As may be required, a family member is expected to accompany the resident to the outside appointment. The mode of transportation chosen will be one that provides for your safety and may include use of an ambulance. We ask whenever possible for you to make your own transportation arrangements. Transportation costs are the responsibility of the resident. You may be required to provide a blood sample for testing if a staff member, volunteer, or other resident is exposed to your blood or bodily fluids.

### **Laundry**

Your personal clothing will be laundered at WBSCH and returned to your room. Please remember that our washing machines are commercial grade and use very hot water. Articles that require special care are the responsibility of family.

WBSCH does not provide ironing and mending services for resident personal laundry.

Family may choose to launder personal clothing.



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### **Leave of Absence (LOA)**

Residents are encouraged to maintain relationships in the community. If you plan to visit family away from the Home, please notify the unit Nurse. The unit Nurse can package your medication for you, as necessary. We ask that you sign out in the LOA Book, indicating where you are going and when you plan to return.

When you are on an extended leave of absence, in order to retain your accommodation at WBSCH, there will be no deduction in rent.

### **Mail**

Personal mail will be delivered to your room Monday to Friday. When available, staff or volunteers will assist with reading and letter writing, if requested. Outgoing mail can be dropped off at the reception desk Monday to Friday, during business hours. Postage is your responsibility.

### **Meals**

Meals are served in the Balfour & Eventide dining rooms. Mealtimes and menus are posted in the dining rooms. Mid-morning, afternoon and evening refreshments are also provided. Special diets will be accommodated in consultation with the dietitian.

Guests are welcome to join you for meals for a standard fee; guest meal tickets can be purchased from the Reception / Business office. We ask that a minimum of two hours' notice be given prior to the requested meal and the number of guests limited to two. We cannot cater to large groups.

A fridge is provided in the Balfour Dining Area for residents to store perishable items brought in. Items must be dated and labeled with your name.

Due to Infection Control reasons, residents are not permitted to have personal fridges in their room.

### **Medications/Pharmacy (CEAC 1020)**

It is important that you inform the Licensed nursing staff of all the medications, including vitamins and herbal preparations, which you have been taking at home so that your medication list is complete. All medications must be given to the Licensed nursing staff upon admission and may not be kept in the resident's room.

All medications are provided on the order of a physician. Licensed nursing staff will ensure that prescriptions are filled and administered as ordered by your physician.



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Medications will be ordered from College Avenue Drugs. Prescription costs will be billed directly to you by College Avenue Drugs.

It is okay to ask what kind of medication you are taking. It's important for you to be informed about the medications. Ask about the intended outcome, and the potential side effects, of the medications. To help prevent medication errors:

- Ask about the types of medications you are taking and become informed about them
- Tell the Nurse if a medication looks different
- Make sure that the Nurse identifies you before giving you any medications
- Tell the Nurse if you have had any allergies or bad reactions to medications

### **Medicinal Marijuana**

WBSCH will support the use of authorized medical marijuana only when compliant with Health Canada's Access to Cannabis for Medical Purposes including section 56 exemption under the Controlled Drug and Substances Act.

### **Monthly Rates**

Upon arrival at WBSCH you will be requested to visit the Reception / Business Office to take care of the paperwork necessary for admission. This consists of signing documents, such as the Admission Agreement / Financial Agreement.

Saskatchewan Ministry of Health requires that the "Income-Tested Resident Charge CRA Consent Form" be completed. This authorizes Canada Revenue Agency (CRA) to supply your total income each year in order to make adjustments to your income-tested rent.

Saskatchewan Ministry of Health may adjust the income-tested rental rate every three months. You will be notified of any rate changes.

A Pre-Authorized payment plan will be set up to pay the rates and for other chargeable items. Rates are due in advance on the first of each month. Other items are charged at the end of the month. An itemized invoice receipt will be mailed to you.

### **Moving and Lifting Safely (CEAC 0921)**

Your safety and the safety of our staff are important to us. Our staff is trained to move you safely. This includes moving you in bed, from a bed to a chair, from a chair to the toilet, and while walking. This safety program is called Transferring, Lifting and Repositioning or **TLR**.

Staff complete a TLR assessment before they move you. This assessment gives the healthcare staff the information needed to choose a safe method for transferring, lifting and repositioning. This information is posted so that staff members know how to move you safely.



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This method may differ from how you or your family member is usually moved. At WBSCH you will not be manually lifted, rather lifting equipment may be used (sit-stand lift, ceiling track). Our goal is to move you safely and prevent injuries to both you and our staff.

The TLR program is a provincial health care safety program. It meets Occupational Health and Safety laws that all health care organizations are required to follow.

### **Newspaper**

If you wish to receive a daily or weekly newspaper, you/family can arrange to have it delivered to WBSCH. You/family are responsible for payment of the monthly charges.

### **Nurse Call System**

All resident rooms are equipped with a nurse call system. Cords to activate the nurse call system are located at all the bedsides, bathrooms, and the tub room. The healthcare staff will show you how to use your cord.

For safety, make sure the healthcare staff fasten your nurse call system where you can always reach it.

### **Nursing Services**

WBSCH nursing services are provided by licensed professional nursing staff (Licensed Practical Nurses, Registered Nurses, and Registered Psychiatric Nurses).

### **Personal Belongings**

Items such as dentures, hearing aids, eyeglasses, and mobility aides should be clearly marked for identification prior to admission.

You/family are responsible for all costs related to maintenance, repair and replacement of all personal items, appliances, and equipment, including dentures, eyeglasses, and hearing aids. WBSCH does not accept any responsibility for loss or accidental damage that occurs to these items. You/family are encouraged to obtain a comprehensive insurance policy to cover loss or damage to your personal belongings.

### **Personal Care**

Your personal care is provided by Continuing Care Assistants (CCA's). A weekly tub bath and daily sponge baths are a component of the personal care provided. Your personal care is supervised by licensed professional nursing staff (Registered Nurses, Registered Psychiatric Nurses and Licensed Practical Nurses).





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### **Personal Petty Cash**

WBSCH recommends that you keep only a small amount of money on you or in your room. The business office has a resident petty cash fund (Trust Fund) that will provide you with cash when needed. This money will be billed back to you with your monthly invoice.

### **Pets (family / visiting pets)**

Family members are encouraged to visit with their pets (i.e.: cat / dog). Pets should be healthy, groomed, and calm temperament (i.e.: sociable, friendly, and relaxed) and have current immunization. In the common areas, pets should be leashed or be transported in a carrier. Pets are restricted from the dining areas.

### **Physician Services**

Licensed nursing staff are able to access physician services 24 hour per day.

Physicians with SHA “active” privileges are able to provide physician services at WBSCH. Your physician will provide you medical attention and prescribe medications, treatments, and interventions, as needed.

WBSCH will provide and administer medications, treatments and procedures ordered by your physician consistent with WBSCH policies and appropriate for the staff's training, skill level and availability. Medications will be ordered from College Avenue Drugs.

### **Pictures and Paintings**

Wall and door decorations may be placed in your room to give it a homelike atmosphere. Please be sensitive that the home is a public place and refrain from displaying pornographic images or hate provoking symbols (i.e., swastikas). Our maintenance staff is available to assist you in hanging large pictures. To minimize wall damage, 3M hangers may be purchased from the WBSCH canteen.

### **Pneumococcal Vaccine (Pneumovax)**

Pneumococcal vaccine reduces the risk of serious pneumonias. This vaccine is recommended for all long-term care residents. The vaccine will be given within the first year of admission, if it has not previously been administered.

### **Privacy Rights (CEAC 0706)**

WBSCH understands that your health information is a very personal and private matter. We are committed to keeping it confidential and secure.



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Your personal health information is shared, on a need-to-know basis, within your healthcare team. Your healthcare team includes, but is not limited to your physician, CCAs, Nurses, pharmacist, to name a few.

Regardless of who is involved in your care, each team member has a responsibility to protect your privacy and to keep your personal health information confidential and secure.

Unless you tell us otherwise, your personal health information may be shared with your next of kin, or someone with whom you have a close personal relationship.

If you/family have any concern regarding your personal health information, please discuss your concern with the Unit nurse as soon as possible. It is expected that most issues will be resolved at this point. However, if the concern continues, please speak to the Health Care Manager or Director of Care.

Should you wish to speak with someone outside of WBSCH; the SHA Client Advocate can be reached by telephone at 306-766-3232 or [ClientRep@rqhealth.ca](mailto:ClientRep@rqhealth.ca). The SHA Privacy Office can also be contacted by telephone at 1-844-655-0259 or by email [Privacy@saskhealthauthority.ca](mailto:Privacy@saskhealthauthority.ca)

### **Private Health Care Service Provider**

A resident / family may acquire the services of a private health care service provider on-site at WBSCH (i.e.: dental care, foot care, massage therapy, physiotherapy, reflexology, reiki , etc.). The resident/family is responsible for contracting with the provider and any costs for service rendered.

Before private health care service can be provided, the private service provider must obtain an Access License from WBSCH. Please contact the Care Manager or Director of Care for further information.

### **Proxy / Substitute Decision Maker (RQHR 1091)**

In Saskatchewan the Health Care Directives and Substitute Health Care Decision Makers Act allows you to legally appoint a person of your choice to be your health care decision maker when you no longer are able to speak yourself. This person is called a **PROXY**.

The person you choose as your proxy must be 18 years of age or older. Designating a PROXY must be in writing, signed and dated by you.

Your healthcare team members are by law required to approach your nearest relative(s) in a specified order if you have not named a PROXY. Unless there is a designated PROXY, personal attorney, or personal guardian, your nearest relative would be your **Substitute Decision Maker**.



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### **Reception / Business Office**

Reception (front office) is open Monday – Friday during business hours. During business hours, the Reception / Business Office telephone is answered by the Receptionist (306-543-0655). Outside of business hours, in-coming telephone calls are forwarded to the answering service which will provide direction to follow the prompts.

### **Recreation Program**

WBSCH is committed to providing organized therapeutic recreation and leisure services to our residents. The recreation program is provided seven days per week, including weekday evenings until 8PM. Recreation calendars are posted in your room each month. Extra copies are available behind the chapel.

During the year there are events at WBSCH that your family is encouraged and welcome to attend.

Occasionally, the recreation program will include a community outing. WBSCH charts Paratransit or taxis for the outing. If there is a cost associated with the outing, the cost will be charged against the resident trust account (i.e.: Ice cream, admission, refreshments). During outings, appropriate seasonal clothing is required (i.e.: winter jacket, etc.).

### **Resident & Family Council**

WBSCH has an active Resident & Family Council. Membership is open to all long-term care residents, as well as interested family members and appointed staff. Monthly meetings are held in the chapel area (see Resident Recreation Calendar for date and time). You and your family are encouraged to attend.

### **Restraint Policy - Least Restraint**

WBSCH supports a philosophy of least restraint, meaning that restraint use is limited to those situations where alternative measures have been assessed as ineffective. The consideration of restraints will involve discussions with you/family outlining the reason for restraint use, alternatives that have been attempted or considered, the type of restraint required, the time frame during which restraint may be necessary and the rationale for restraint use, as well as the risks associated with restraint versus no restraint.

### **Room Bookings for Special Events**

Rooms are available for booking special events at WBSCH. Families are expected to ensure that rooms are tidy following use. Please contact the Recreation Therapist or front office for room bookings. Room booking areas are limited to a maximum of 12 guests.



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### Room Designation (51 private rooms)

Upon admission at WBSCH you will be assigned a private room. Should you desire another room other than the assigned one, consideration will be given to this as rooms become available. Larger rooms (if available) however, are prioritized for residents whose care needs require additional equipment usage.

### Safety Inspections

The Occupational Health and Safety Committee at WBSCH conduct periodic room checks for safety purposes. Items with frayed electric cords or other unsafe items will be removed from your room. In such circumstances, these items will be secured, and you/family notified.

### Safety (promoting) – Resident and Family (CEAC 1020)

Residents and families have an important role in the prevention of accidents / adverse events. This Handbook is intended to provide information about safety-related issues.

You are encouraged to be involved in making your experience as safe as possible by asking questions and discussing concerns with your health care team. Falls, medication errors, and hand hygiene are the most common areas of risk.

#### Be SAFE:

- Speak up – let your health care staff, or the Care Manager know if anything does not seem right, or if you have concerns. You are the expert on you.
- Ask questions – make sure the health care staff explains your care so that you understand. Your voice will be heard and respected.
- Family or friends – with your permission, family and friends can be with you for support and to ask questions on your behalf, especially when you are not feeling well
- Expect to be involved – you or your family will be asked for information about your condition and care needs. The information you provide will be used to develop a Care Plan that is right for you. Your Care Plan will be followed by staff who provide care to you.

If you/family have any safety-related concerns, please discuss the concern with the Unit nurse as soon as possible. It is expected that most issues will be resolved at this point. However, if the concern continues, please speak to the Health Care Manager or Director of Care.

### Scent Policy - Least Scent

Because scented products may cause health hazards to others, WBSCH has a Least-Scent Policy. This policy restricts the use of perfumes, colognes, scented soaps or powers, and room fresheners.



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Visitors are asked to refrain from wearing scented products while visiting WBSCH. As well, we ask that you avoid bringing in highly scented flowers.

### **Smoke/Vape-Free & Tobacco-Free Environment**

For the health and safety of everyone, WBSCH is a smoke/vape-free/tobacco-free environment. Smoking/vaping is prohibited inside the home and on the grounds. Family will be responsible to accompany and supervise residents smoking/vaping outside. All visitors are required to adhere to the WBSCH policy.

### **Spiritual & Religious Care**

For the spiritual well-being of our residents, WBSCH has a Salvation Army chaplain on site. The chaplain will make regular contact with residents, and is available upon request by you/family.

WBSCH also has a designated chapel area. Morning devotions are held in the chapel Monday to Friday, as well as the Sunday morning worship services (see Resident Recreation Calendar for time). You/family are invited to attend these services. During the Sunday Inter-denominational Service, residents may give an offering to support sponsored children in third-world countries.

Various community clergy visit WBSCH to conduct religious services in the chapel on a monthly basis (see Resident Recreation Calendar for day and time). You/family are welcome to attend.

A weekly Bible Study Discussion Group is also available to residents (see Resident Recreation Calendar for day, time and location).

If you have any questions about spiritual & religious care, please speak with the chaplain.

### **Spiritual Rituals**

For the safety of all residents, and due to fire regulations and limitations of the air exchange system, spiritual rituals with candles, fire or smoke are not permitted within WBSCH. Please contact the chaplain regarding inquiries about spiritual rituals.

### **Storage of Personal Belongings**

Each resident room has limited closet space. You/family should check clothing and personal items regularly. You/family will be asked to remove clothing that no longer fits or that can be no longer worn. You/family will also be asked to remove unused clothing, including seasonal items.

WBSCH does not provide for the storage of personal belongings or for the safekeeping of valuables.



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### **Student Placements**

Students from various educational facilities support our services. You may meet students who work with our care team as part of their educational experience. Students are fully supervised and will be introduced to you if they have any part in your care.

### **Supplementary/Additional Health Care Coverage**

Residents may consider the benefit of purchasing additional health care coverage (i.e.: Saskatchewan Blue Cross; Group Medical Services, etc.). Depending on the health care option plan, supplementary/additional health care coverage may be available (i.e.: ambulance, medical equipment, hearing aids, ostomy supplies, etc.). The decision and cost of purchasing supplementary health care coverage is the responsibility of the resident/family.

### **Telephone (Reception / Business Office)**

Monday – Friday during business hours, the Reception / Business Office telephone is answered by the Receptionist (306-543-0655). Outside of business hours, in-coming telephone calls are forwarded to the answering service which will provide direction to follow the prompts.

### **Telephone Service**

All resident rooms are equipped with a telephone jack. A telephone is a personal responsibility. You/family should make arrangements with a service provider for telephone service and for the payment of monthly charges.

### **Television / Cable Service**

A television is a personal responsibility. All resident rooms are equipped with cable outlet. WBSCH has a bulk rate for cable service. WBSCH will bill you directly for cable service.

### **Third Party Coverage**

If you are entitled to third party coverage (DVA, INAC, GMS), it is your/family responsibility to seek reimbursement from the appropriate agency.

### **TLR (Transfer Lifting and Repositioning)**

TLR is a program that WBSCH uses to assess the safest way to Transfer, Lift and Reposition a resident. This program follows Occupational Health and Safety Legislation and is required for the safety of residents and staff. Each resident is assessed upon admission and as



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required. The process for transferring, lifting and reposition a resident may change, depending on the needs of the resident and the safety of the staff. The type of move may be via independent transfer, stand by assist, physical assist or mechanical or ceiling track lift.

### **Trust Account**

Residents may establish a Trust Account with the Business Office. The Trust Account will provide the resident with money for sundry items such as hair dressing, foot care, canteen purchases, food parties, outings, etc. Monthly statements will be mailed showing account activity and balance.

### **Visitor Parking**

Visitor parking is provided in designated Visitor Parking areas (signage). Visitors are not to park in designated staff parking or handicapped parking (unless the visitor requires handicapped parking).

Parking is not permitted in front of the Main Entrance as emergency vehicles require access to the entrance area (i.e.: ambulance, fire).

### **Visitors (CEAC 1014)**

Visiting hours are flexible. However, visitors are to plan their visits for times that respect the rights of other residents. For early evening visits, please ring the front door buzzer for admission, due to the door being locked for security reasons. Visitors after 9PM must phone ahead to notify their intent to visit after hours. Late night visitors are to go directly to the resident's room and refrain from visiting in common areas.

Children, supervised by parents or other responsible adults, are encouraged to visit. Visitor guidelines are in place to protect residents, staff members and other visitors. Unacceptable behavior(s) will result in a discussion, investigation, and possible restriction of visiting privileges. Unacceptable behavior(s) include emotional abuse (harassing or belittling), verbal abuse, or physical abuse (threatening or physically harming) of a resident, staff member, or other visitor; as well as visiting while impaired by alcohol / drugs.

### **Volunteers**

WBSCH Volunteers are coordinated through the Recreation Therapist. There are various ways individual volunteers can help. If you/family are interested in volunteering, please contact our Recreation Therapist for more information.

### **WanderGuard**

WBSCH exit doors are equipped with a WanderGuard system to alert staff when a resident is at risk of leaving the building. Residents assessed as "at risk to exit the building" will be provided a "wanderguard bracelet". There is a small monthly fee for use of the equipment in the event that a resident requires it.



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