



Giving Hope Today

WILLIAM BOOTH SPECIAL CARE HOME

CONVALESCENT CLIENT AND FAMILY HANDBOOK



William Booth Special Care Home

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RESIDENTS FIRST / SAFETY ALWAYS / MISSION CENTRAL



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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), Convalescent Care Program.

The Convalescent Care Program provides additional short-term recuperation support after surgery or serious illness. The focus of this program is centered around Activities of Daily Living and Physiotherapy Treatment Program.

This booklet is provided to familiarize you and your family to the WBSCH Convalescent Program. If you have other questions, please do not hesitate to ask the staff.

Sincerely,

Jenna Wiesner
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:

Executive Director (Jenna Wiesner)	564-6202
Director of Care (Connie Fuessel)	564-6216
Care Manager (Thea Michalski)	564-6205
Resident Care Coordinator (Pinder Gill)	564-6200
Finance Manager (Lynne Kusisto)	564-6203
Chaplain	564-6217
Reception / General Office Telephone	543-0655



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ADMISSION:

EXPECTATIONS ON ADMISSION DAY

Admission day can bring a lot of unfamiliar activity. Family members can assist you to put away belongings and set up your room.

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

DOCUMENTS REQUIRED AT ADMISSION

- DVA number/if applicable
- Hospitalization number
- Power of Attorney Documentation
- Supplementary Health Coverage such as Blue Cross, MSI or GMS
- Treaty number, if applicable

LIFE AT WBSCH:

ADVANCE CARE PLAN

All clients are requested to complete My Voice for Life Sustaining Treatment (MVLST) which is the advance care plan. Nursing staff will provide information outlining the options for treatment.

Clients are also advised that WBSCH is a “No Code Facility”. This means our staff is 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).

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

Family members are encouraged to accompany the convalescent client during appointments outside WBSCH. The cost of transportation by wheelchair cab is paid by the Convalescent Program only when the appointment pertains to reason of admission to the convalescent program.



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CANTEEN SERVICES

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

CLOTHING

We encourage you to wear clothing that is comfortable, fits well and is easy to get on and off. We recommend at least five complete changes of clothing, including day and night apparel.

Be sure to bring sturdy, non-slip, well-fitting shoes for walking and to prevent falls.

WBSCH does not provide on-site laundry services. Clients within the Convalescent Program are required to make their own arrangements

CONCERNS

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

DAY SUPPORT PROGRAM

Adult Day Support Program provides opportunity for individuals to remain effective community members through their attendance at the day program. Personal care as well as social activities are offered in the program.

DISCHARGE

Discharge planning begins at the time of admission. An initial care conference is set approximately 2 weeks following admission with additional meetings, if necessary. The date of discharge will be discussed with the client, the family, and the Assessor Coordinator during the care conference. Discharge is set when a safe discharge can be achieved and/or it is determined that the client has plateaued. The time of discharge is 10:00am. Transportation costs home are the client's responsibility.

DONATIONS

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/clients. Tax deductible receipts will be provided. Please check with the business office regarding donations.



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DOOR ALARMS

Some doors are on an alarm system for safety. Alarmed doors are not to be used for the regular exiting of the building. Please use the main door (Angus Road entrance) for entering and exiting the home. All doors are alarmed after 6PM during the winter months, and after 8PM during the summer months.

FALLS PREVENTION PROTOCOL

WBSCH will work with you/family to identify possible risk factors and strategies to prevent falls. For safe mobility, non-slip, supportive, well-fitting footwear is required. To prevent slips on wet floors, visitors are asked to remove wet footwear at entrance.

FIRE PROTOCOL

Posted in each client's 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.

FOOD SNACKS – IN ROOM

Recognizing that Convalescent clients may want to have personal food snacks, we ask that all food items be stored in sealed containers. If sealed, dated and labeled with your name, perishable items may be kept in the fridge on the Convalescent Unit.

FOOT CARE

WBSCH contracts with Footability Services to provide onsite foot care to clients. If you are interested in booking an appointment for foot care, please have the healthcare staff do this for you. Footability Services bills the client directly. Clients must pay for Footability Services when service received.

FURNITURE & APPLIANCES

Each room is equipped with a bed, a night table, lounge chair and television. 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.

HAIR CARE

WBSCH contracts with The Hair Booth (564-6215) to provide hairdressing service to clients on site. Contact the hairdresser for the price list and appointments



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HAND WASHING

Proper hand washing is the best way to prevent infections. WBSCH provides hand sanitizers; please use them to ensure your hands are clean and to decrease the spread of germs. Remind family/visitors to wash their hands before entering and exiting your room.

HOSPITAL ADMISSIONS

If a Convalescent client is sent to the hospital and is admitted, the client will be discharged from Convalescent at WBSCH.

INFECTION CONTROL

Occasionally, measures will need to be taken to prevent the spread of infection to others. This may include the isolation of clients 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); clients are very susceptible to these illnesses. Often these viruses are passed from family, staff or client to another client resulting in an Outbreak.

An Outbreak occurs when several residents/clients within WBSCH develop the same symptoms, placing all residents/clients at risk of contracting the illness. During an Outbreak, visiting is discouraged and may be stopped or limited to End-of-Life reasons by the Medical Health Officer 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 applicable. 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 client and leave the facility directly after.

INFLUENZA VACCINE

Public Health recommends that all residents/clients be vaccinated annually to reduce the risk of contracting seasonal influenza.

COVID-19 VACCINE

Public Health recommends that all residents/clients be vaccinated against COVID-19 per the provincial vaccination guidelines. Please ask your nurse for more details and to determine if you qualify for a vaccination or a booster.

LABORATORY TEST (blood)

Laboratory Technicians are on-site twice a week 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



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transported to the nearest facility/hospital. A family member is expected to accompany the client to the outside appointment. The mode of transportation chosen will be one that provides for your safety and may include use of an ambulance. Transportation costs are covered for a Convalescent client if the laboratory test pertains to your admission diagnosis (i.e. fracture); otherwise, the cost is the responsibility of the Convalescent client.

LAUNDRY

Families of Convalescent clients are encouraged to wash the client's clothing as WBSCH does not provide laundering services on-site.

LEAVE OF ABSENCE (LOA)

Clients are encouraged to maintain relationships in the community. When leaving WBSCH, please notify the healthcare staff. The 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. Transportation costs for LOAs are not covered by WBSCH convalescent program.

MAIL

Because of the short duration of your stay, do not change your personal mail delivery to WBSCH. However, in the event that you do receive mail, it will be delivered to your room Monday to Friday. Outgoing mail can be dropped off at the reception desk Monday to Friday, during business hours. Postage is your responsibility.

MEALS

Upon admission, Convalescent clients will eat in their room for the first forty-eight hours. Meals are served in the Eventide dining room. Mid-morning, afternoon and evening refreshments are also provided. Special diets can be accommodated in consultation with the dietitian. Mealtimes are posted in the dining rooms.

Guests are welcome to join you for meals; meal tickets can be purchased from the front desk or convalescent unit. We ask that a minimum of two hours' notice be given prior to the requested meal and the number of guests limited to two.

MECHANICAL LIFTS

In compliance with Occupational Health and Safety, WBSCH has a zero-lift policy. This means that care staff is not permitted to engage in manual lifting that may be injurious to health and safety. Zero lift is accomplished through the use of equipment such as sit/stand lifts and total mechanical lifts.



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MEDICATIONS/PHARMACY

It is important that you inform the healthcare 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 healthcare staff upon admission and may not be kept in the client'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.

Medications will be ordered from College Avenue Drugs. Prescription costs will be billed directly to you by College Avenue Drugs. WBSCH cannot administer medications from any opened medicine bottles or medications dispensed by another pharmacy.

NURSE CALL SYSTEM

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

NURSING SERVICES

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

PERSONAL BELONGINGS

You 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 are encouraged to obtain a comprehensive insurance policy to cover loss or damage to your personal belongings.

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

PERSONAL CARE

Personal care is provided by Continuing Care Assistants. Personal care is supervised by licensed professional nursing staff (Registered Nurses, Registered Psychiatric Nurses and Licensed Practical Nurses).

PERSONAL PETTY CASH

WBSCH recommends that you keep only a small amount of money on you or in your room to pay for incidentals (i.e.: canteen services, hairdresser) during your stay.



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PHYSICIAN SERVICES

Licensed professionals/Nursing staff are able to access physician services 24 hour per day.

Physician's with RQHR "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.

RECREATION PROGRAM

WBSCH is committed to providing organized therapeutic recreation and leisure services to our residents/clients. The recreation program is provided 7 days per week, including weekday evenings until 8PM. Recreation calendars are posted.

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 and can accommodate up to 20 people. There is a nominal charge for bookings if services from the home are required (dishes / coffee, etc); please note that WBSCH does not cater for special events. Families are expected to ensure that rooms are tidy following use. Please contact the Recreation Therapist or front office for more information about room bookings.

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.

SCENT POLICY- LEAST SCENT

Because scented products may cause health hazards to you/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.

SMOKE-FREE & TOBACCO-FREE ENVIRONMENT

For the health and safety of everyone, WBSCH is a smoke free environment. Clients, staff, family members, visitors and volunteers are not permitted to smoke within WBSCH or on the grounds.

Clients admitted to WBSCH must be accompanied by family/friend when exiting the building to smoke off the property or in a private vehicle. The staff nurse on duty must be informed when the client is accompanied out of the building.

For fire safety, no smoking materials can be kept in client rooms (i.e.: lighter, matches, cigarettes, etc.). Smoking materials must be stored at the nursing station.

SPIRITUAL & RELIGIOUS CARE

For the spiritual well-being of our clients, WBSCH has a chaplain on site.

WBSCH has a designated chapel area. Morning devotions are held 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.

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.

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

SPIRITUAL RITUALS

For the safety of all clients, 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.

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.

SYSTEM WIDE ADMISSION DISCHARGE DEPARTMENT (SWADD)

All potential admissions to WBSCH programs must be assessed by SWADD (766-7200). This assessment determines the care needs of the individual.



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TELEVISION SERVICE

All client rooms are equipped with cable outlets. Television service can be rented from WBSCH for a nominal fee of \$5.00 daily. You can make arrangements for television service upon admission.

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 (ambulance, fire).

VISITORS

Visiting hours are flexible. However, visitors are to plan their visits for times that respect the rights of other clients. 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 client's room and refrain from visiting in common areas.

Children, supervised by parents or other responsible adults, are encouraged to visit. Pets are also welcomed but must be leashed and controlled.

WANDERGUARD

WBSCH exit doors are equipped with a WanderGuard system to alert staff when a client is at risk of leaving the building. Clients assessed as "at risk to exit the building" will wear a "wanderguard bracelet". The cost will be charged to the client.