



DEER LODGE CENTRE

Making lives better



Welcome to Deer Lodge Centre

Resident Information Booklet

June 2010

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WELCOME TO DEER LODGE CENTRE

We are pleased that you have chosen Deer Lodge Centre as your new home. We hope to make moving in as easy as possible for you and your family. You will probably have many questions that we hope to answer in this handbook. We also encourage you to ask staff here at the Centre if you have any concerns or questions.

The Deer Lodge Centre is part of the Winnipeg health region operated by the Winnipeg Regional Health Authority

Winnipeg Regional Health Authority

The Winnipeg Regional Health Authority's Mission is to promote and protect health and well-being by delivering and managing health services in the Winnipeg region. The Winnipeg Regional Health Authority will improve health by leading and enabling high quality of Winnipeg's health services and by building partnerships with the community. It is committed to providing safe care and preventing harm to patients.

Deer Lodge Centre Role

Deer Lodge Centre is committed to continuing its outstanding tradition as a leader in long term care and rehabilitation. We invest our spirit, talent, and skill to make the lives of others better. We are honoured to care for Veterans and other members of the community. We value each other and the community of people we serve.

Resident Bill of Rights

Purpose

To ensure that residents rights are clearly articulated and accessible to residents, family and staff.

Objective

To promote understanding of residents' rights amongst residents, patients, family members and staff, recognizing their varying abilities.

Rights

- Residents and patients have the right to be treated with courtesy, dignity and respect at all times.
- Residents and patients are to be sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs and in a safe, clean and home-like environment.
- Residents and patients (or legally designated persons) have the right to access and receive information regarding their own medical file.
- Residents and patients (or their legal representatives) have the right to give or refuse consent to treatment, including medication, in accordance with the law.
- Subject to the Canadian Charter of Rights and Freedoms, residents and patients have the right of:
 - Freedom of conscience, religion, culture and language
 - Freedom of thought, belief, opinion and expression
 - Freedom of peaceful assembly and freedom of association
- Residents and patients have the right to communicate and have contact with and visits to and from friends, family, legal representatives and others in private if desired.

- Residents and patients have the right to retain their autonomy and to receive assistance towards maximizing and maintaining their independence with recognition of the limitations they may be experiencing ex. choosing personal items to be kept in their room, space permitting, and selecting clothing worn each day.
- Residents and patients have the right to choose their own recreational activities.
- Residents and patients have the right to privacy.
- Residents and patients have the right to be free from all forms of abuse, including verbal, physical and psychological abuse.
- Residents and patients have the right to have access to policies and procedures related to initiating complaints or commendations.
- Residents and patients have the right to be free from all forms of reprisal, retribution or discrimination as a result of exercising any of the above rights.

Inherent in the Resident Bill of Rights is the recognition of the residents and patients' responsibility to take into consideration the rights and needs of others.

Dear Sir or Madam

On behalf of Deer Lodge Centre's staff and volunteers, I want to extend a warm welcome to you.

The Centre's role is in making lives better and I believe we achieve this through hard work, and a wide range of services available to you. Along with 24 hour nursing care, the Centre has rehabilitation and social activities available depending upon your needs, abilities and interests.

The staff welcomes your involvement in planning your care, and participation by your family. Care conferences, social activities, and Resident and Family Council are examples of opportunities for both you and your family to be involved in decision-making regarding Centre activities. The Resident Handbook gives you a great deal of information about the Centre. I also encourage you to ask questions of the staff when you are uncertain.

I hope we are able to meet your expectations of high quality care during your time at the Centre. Again, welcome to Deer Lodge Centre.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Réal Cloutier', with a stylized flourish at the end.

Réal Cloutier
Chief Operating Officer

Resident and Family Members - Welcome to Deer Lodge Centre

I want to take this opportunity to personally welcome you to Deer Lodge Centre and especially on behalf of the Resident and Family Council.

You are encouraged to attend the regularly scheduled unit based council meeting. Here we share information and discuss issues and lobby changes to improve resident's quality of care here at Deer lodge Centre. Every suggestion is discussed and referred to the appropriate department for follow-up. Concerns of residents are dealt with by the Unit Manager or directed to the Deer Lodge Centre Resident and Family Council membership.

In the past years we have been involved in asking government for funds to improve and install new bathtubs for the tower section of the Centre. These tubs now have been installed and enhanced quality of care and privacy for our residents. Also, council has been instrumental in improving laundry services for the residents, fixing walkways and getting more plants to beautify residents living areas, just to mention a few.

No suggestion or concern is ever thought of as unimportant. You and your family are always welcome at the unit based meetings. Unit based council meetings have an open door policy.

See you at the meetings.

Sincerely,



Hilda Nickel
Council Coordinator
Resident and Family Council
Deer Lodge Centre

ADJUSTMENT TO LONG TERM CARE

Moving to a long-term care facility is not easy. It is a difficult decision that usually comes at a time in a person's life when there has been many changes, turmoil and unknowns. The result of having to move to a long-term care facility may worsen the recent changes and losses for the resident or patient. Many families would say the decision to admit someone they love to a long-term care facility is one of the hardest they have had to make.

For a newly admitted resident or patient, the move to a long-term care facility may feel like he or she has lost his or her independence, role, and peer support. By becoming involved in the decision making, talking openly about the move and the changes, the anxiety of moving can be lessened.

For families of newly admitted residents, the move to a long-term care facility can trigger many questions such as: Have I done the right thing? How will the staff know dad or mom as well as I do? How will they know what he or she needs? Can I forgive myself? For some families these questions continue long after admission, but for most, the trust and connections with staff decrease these concerns and questions.

To help residents, patients and families in the move to long-term care, some suggestions in making the move easier include:

- Become involved in all decisions related to your or your loved one's care
- Share information with the staff and the health care team about yourself and family
- Ask questions
- Talk openly about the move
- Focus on the positive
- Personalize the resident's or patient's room
- Ensure the resident or patient has enough personal supplies and clothing
- Get involved in activities of the Resident and Family Council
- Visit when both resident or patient and family feel comfortable

If you still feel uneasy about your move to long-term care, contact your social worker on the unit. He or she will be able to help with the transition.

Working with you to plan your care

To get to know you and to ensure we are meeting your needs, the members of the care team will contact you and your family within the first few weeks of your arrival.

Within six to eight weeks of permanent placement at Deer Lodge Centre, you and your family will be invited to attend a Post Admission Conference where questions and concerns about your care will be addressed by the interdisciplinary team. Your suggestions and comments are important to us at these conferences. As well, please feel free to approach staff to discuss daily care issues and concerns.

As a means of continuing follow-up, the team will formally review your care plan quarterly and schedule a full team review each year to provide you and your family with an update on your care and services. As always, your participation in the review will be invaluable as we continue to plan for your care.

Your Care Team Members

The following professions may take part in your care at Deer Lodge Centre depending on your particular care needs. Each unit has assigned team members who will meet with you soon after your admission and periodically during your stay based on your needs.

Manager of Patient or Resident Care

There is a manager who is responsible for the care and services provided on each unit. The Manager works with the nursing and care team members to ensure your needs are met. Please contact the manager of your unit if you have any questions or concerns.

Nursing Care

Registered Nurses, Registered Psychiatric Nurses, Licensed Practical Nurses, Health Care Aides and Unit Clerk provide Twenty-four hour care. They are available to help you as needed with your activities of daily living and to ensure your health care needs are met.

Clinical Nurse Specialist

The clinical nurse specialist is an advanced practice nurse. The CNS works with residents; families, nurses and the care team, and provides clinical expertise, consultation, support, education and leadership. As well, CNS's take part in research including setting up evidence based best practice care.

Medical Care

Deer Lodge Centre provides 24-hour medical coverage as follows:

- your unit has an Attending Doctor who visits weekly and will be your primary care doctor.
- A House Medical Officer is available from 8:00 a.m. to 4:00 p.m.
- An On-Call Doctor is available from 4:00 p.m. to 8:00 a.m.

Social Work

Social Work can help individuals by reducing stress and improving their ability to function when they face problems that interfere with their well-being. Support may include admission and discharge planning, help with financial and legal matters and help in accessing community resources. A social worker can support clients with physical or emotional problems, help to problem solve if a crisis occurs, and facilitate family and staff communications.

Food and Nutrition Services

Clinical Nutrition Services

Your Unit Registered Dietitian will assess your nutrition needs on admission, or shortly afterwards and is available to address any concerns you may have related to your nutritional well being. The Registered Dietitian will set up the proper diet or eating plan to help manage your medical conditions and can help you make healthy, informed decisions about nutrition and food.

Food Service:

The department of food service provides residents with well-balanced meals to meet nutrition needs. Besides mealtimes, snacks and drinks are available during the day and evening. If your family wishes, they may bring your favourite foods. There is a microwave oven on each unit. Some units encourage the residents and patients to eat their meals in the dining room. If you wish to have a meal in the cafeteria, be sure to ask staff for a meal ticket. Your family and friends may join you in the cafeteria for a meal, but will have to pay for their own food. Please let us know what you think of the food we serve. We want to ensure that mealtimes are a pleasure for everyone and welcome your suggestions. Please contact the Manager of Resident Food Services at 831-2994.

Pharmacy

The pharmacist works with doctors and other team members to see that medications are suitable and available. Specialized pharmacy services and expertise are available to those with complex health problems. Drug reviews and health assessments are done regularly to ensure the best course of treatment.

Supplements and herbal preparations can interact with prescribed medications or some treatments. It is important that you tell the care team about any supplements or herbal preparations you or your family member is taking. Deer Lodge Centre has a policy on Resident Requested Products and a copy is available.

Spiritual Care

The chaplains help residents and families with their spiritual questions. They are trained to visit people from many different religious backgrounds and those who have no formal religious beliefs. They are here to listen to you and support you. They can also help you keep in touch with your own minister, priest or rabbi.

Aboriginal Ceremonies

The Spirit Room in the Worship Centre at Deer Lodge was specially designed to accommodate Aboriginal Ceremonies that involve smudging. Smudging is an Aboriginal tradition that involves the burning of sweet grass, sage, cedar or other natural medicines. A smudge can produce a very strong and distinct aroma, but the smoke associated with it is minimal and lasts only a short time. Sweet grass has a mild aroma and produces less smoke than sage.

Aboriginal patients, residents and families may request a smudge as a way of healing, calm and peace. This may be particularly significant for the family at the time of death of an aboriginal patient or resident. Aboriginal residents and patients are invited to ask their own elder to lead the ceremony, bringing their own sweet grass or sage. If no traditional elder can be present, a member of the Spiritual Care department of the Centre can help, if necessary.

As part of the Worship Centre, the Spirit Room is open 24 hours a day. It may be reserved to ensure availability. The door to the Spirit Room must be shut during the actual ceremony.

Deer Lodge Centre and the Winnipeg Regional Health Authority recognize Aboriginal Ceremonies as part of the Aboriginal traditional way of life.

Recreation

Therapeutic recreation services are available to all residents and patients during the daytime and evenings. There are a wide variety of programs available. Recreation staff would be happy to give you information on how to become involved.

Occupational Therapy

Deer Lodge Centre provides occupational therapy to individuals in active assessment and rehabilitation, chronic care, personal care, outpatients and Day Hospital. These services help to improve and maintain function.

Physiotherapy

Physiotherapy Services provides assessment, treatment, education and management of pain, physical impairments, and disabilities to all areas of patient and resident care at Deer Lodge Centre. Physiotherapy is dedicated to promoting quality of life through maintaining and restoring maximum movement and functional ability.

Geriatric Mental Health Services

GMH Services are available to provide assessment, consultation and short-term treatment to residents with mental health problems, and their formal and informal caregivers. Mental health problems may include emotional, psychiatric, behavioural or cognitive issues that interfere with the resident's ability to function as independently as possible, which seriously affect their feelings of well-being, or which adversely affect their relations with others. These problems may result in physiological, psychological or environmental causes, and often several reasons are involved.

Communication Services

Communication Disorders provides services to adults who have difficulty with speech, language, hearing, voice and swallowing. These problems occur because of stroke, progressive disease or injury. Treatment programs by speech-language pathologists help the client in reaching maximum potential for communication and swallowing.

Respiratory Services

Respiratory Services includes diagnostic testing and therapy and services are available to all residents and patients.

Other Health Services

Besides the care team, Deer Lodge Centre is also able to provide on-site access to the following services depending on your needs:

Dental Services

Dental services are available within Deer Lodge Centre. The resident or patient pays the cost of dental services or may be covered by his or her dental plan.

Foot Care

Advanced foot care is available on a fee for service basis by certified experienced nurses. Talk to your nursing staff about arranging for foot care.

Assistive Technology Products and Services

ATPS provides services to adults with difficulties talking or accessing controls in their environment such as turning on the TV or lights. The ATPS program owns equipment to improve the ability to speak and enable independence for adults with physical problems. Individuals are evaluated by a speech-language pathologist or occupational therapist to decide the most beneficial equipment.

For information or referrals to ATPS, please call 831-2526.

Diagnostic Services

Diagnostic services at Deer Lodge Centre include lab, x-ray, electrocardiograms, audiology and ophthalmology.

Prosthetic and Orthotic Services

Prosthetic and Orthotic services are available to residents and patients and the public. You can use these services if you have a referral from your doctor or a prescription for artificial limbs, braces or orthopaedic shoes. Manitoba Health does not cover some of these services and you may be responsible for paying for them.

MOVING IN

Resident rooms

We encourage residents to personalize their room. This may include bringing in pictures, comforters, plants, radios or something meaningful that can be hung up or put on the shelves. Some rooms can allow a small piece of furniture such as a chair or writing table, but as not all rooms are the same size, families should check with their unit manager before bringing in extra furniture.

Clothing and Laundry Service

You will need to bring your own clothing with you. When you bring your clothing in, the Centre will label it with your name and room location. Deer Lodge Centre provides a regular laundry service for resident and patient clothing. You may choose to use this service or family may wish to continue to provide laundry support. Some items may not be suitable for the Centre to wash using the institutional process and may need to be taken home by family, or dry cleaned. The unit staff can provide information about the dry cleaning service that is available at your cost.

Tailoring Services

Staff in the laundry will provide minor repairs to clothing at no charge. This includes sewing on buttons, repairing minor rips and tears or re-hemming pants.

On a limited basis, laundry staff will provide other tailoring services such as hemming new pants, opening the backs of clothing or zipper replacement. There will be a charge for these services. Pricing and tailoring requests can be directed to the Manager, Laundry Services. Unit staff can help you with this.

Off Season Clothing

Deer Lodge Centre is unable to store off-season clothing or personal belongings. Due to limited closet space in rooms, it is appreciated if off-season clothing is stored at a family or friend's home.

Telephones

On most units, residents and patients can have a phone in their room at their own expense. The Centre does not provide personal phones and does not cover the cost for residents and patients to have a phone.

Arrangements need to be made by calling Manitoba Telecom Service (MTS) at 225-5687 or www.mts.ca. Free public phones for resident use are found in the lounges on each unit.

Televisions and Cable Services

Deer Lodge Centre provides televisions and cable services in the lounge area on each nursing unit and other common areas (for example Chad's Bar) for all patients and residents.

Individual patients and residents who wish to have televisions and cable service in their rooms may do so and will be responsible for the monthly charge.

Rehabilitation Units and Chronic Care Units

The Centre provides individual televisions for all patients and residents in rehabilitation units and chronic care units. Patients and residents are responsible to pay a combined television and cable service fee as set up by the Centre. As an alternative, televisions can be bought from the Centre, and only the cable service fee would be payable monthly.

The use of earphones or headsets is strongly recommended for shared rooms.

Personal Care Units

Televisions that are brought in by residents or family must be safety checked by Facility Management before being used. Size limits for televisions exist, so please check with the Resident Care Manager before bringing in a television. As well, televisions can be rented from the Centre. Contact the Finance Department for current pricing at 831-2173.

Electrical Appliances

Any electrical appliance brought in must be checked by the Centre to ensure it is not a fire hazard. Unit Staff will arrange for an electrical check on each of your appliances and return it to you when approved. The Centre has the right to refuse an electrical appliance.

Smoking Policy

Smoking is considered both a health hazard and a fire hazard. Visitors and staff cannot smoke on Deer Lodge Centre property. Residents and patients may smoke only in the assigned smoking area on the 2nd floor near Chad's Place and the designated outdoor area.

Barber and Hairdressing

The services are available in Deer Lodge Centre at a reasonable cost. Please talk with your unit clerk or the nursing staff to arrange appointments.

Volunteer Services

People are encouraged to volunteer at the Centre to help maintain a link with the community. They also complement the work of staff by providing you with additional services and comforts. Volunteers operate the "Dancing Bear" Gift Shop and "Chad's Place" bar. They visit residents and patients and help at meal times and during recreational programs. Volunteers can help you to get to a worship service or accompany you to an appointment outside the Centre.

Volunteer Services knows how important it is to maintain contact and are pleased to provide family and friends with e-mail service to residents and patients. E-mails can be sent to dlcvolunteers@deerlodge.mb.ca. The message will be printed and hand delivered to the resident or patient.

Gift Shop

A gift shop, managed by the Auxiliary, is found on the First Floor beside the cafeteria. Confections, cards, toiletries, gift items and magazines are available for purchase.

Alcohol Policy

“Chad’s Place” found on the second floor provides bar service to patients, residents, and guests. Drinks must be paid for in cash and there is a maximum of two drinks a person a day. Hours and prices are posted at Chad’s Place. The Centre reserves the right to refuse service. Concerns about alcohol consumption can be discussed with your designated social worker or Manager of Patient and Resident Care.

Permanent residents and patients of Deer Lodge Centre may have alcoholic drinks in their rooms unless contra indicated because of behaviour management or medical reasons. Patients and residents are responsible for buying and storing alcoholic drinks and are asked to tell staff of any alcohol being kept in their room. Patients and residents and families will be told of any reasons alcoholic drinks need to be restricted.

Equipment for Personal Use

Patients or residents admitted to the Personal Care or Chronic Care programs at Deer Lodge Centre may need equipment for their personal use as assessed by the appropriate health care professional. This can include wheelchairs, walkers, transfer belts, slings, compression hosiery and many other items required for exclusive use of a patient or resident. The cost of these items is not covered by Manitoba Health and is the responsibility of the patient or resident or their legal representative. Members of the health care team will help in the assessment for proper equipment and in providing information about where and how it may be obtained. In addition, training will be provided in the safe use of the equipment.

A copy of the policy related to Patient or Resident Equipment Responsibility is available on request. Please see your unit manager or social worker.

Personal Hygiene Items

Patients and resident are responsible to buy personal hygiene items such as shaving cream, toothpaste, deodorant, nail clippers, and so on. These items can be ordered through the Deer Lodge Centre Gift Shop.

Family and Friends

Family and friends may visit as often as they like. Children are welcome at Deer Lodge Centre, but an adult must escort small children.

Visiting Hours - Quiet Hours

Visitors need to be respectful of the needs of patients and residents. The Centre has set up quiet hours between 9:00 p.m. and 8:00 a.m. During quiet hours, visitors may not be able to visit in a patient or resident room, particularly in shared accommodation. Rest and relaxation needs of the other patients or residents in the room and in the unit must be considered. Visits may occur in public areas.

Visitors who are not respectful of the quiet hours will be asked to leave the Centre. All visitors entering the Centre during quiet hours must check with Security found at the Portage Avenue entrance.

Parking

Friends and family can park in the lot to the east of the building off Woodlawn Boulevard – there is a charge for parking. Payments are made at the Portage Avenue pay station. Limited street parking is available around Deer Lodge Centre.

Family Gatherings

There are two choices for family gatherings. Informal gatherings may be arranged through unit staff. Formal events or gatherings can be booked by calling 831-2118.

Outings

Patients or residents may wish to leave the Centre with a friend or visitor. Please let staff know where you are going in case staff needs to contact you. Recreation outings are popular with residents, and many families or friends join in. Residents, patients and their guests are responsible for transport, admissions and meal costs on recreation outings.

Pets

Pets may visit in the Centre, but may not visit in any area where food is being served. Owners are responsible for controlling their pets.

Library and Reading Room

The Centre's J. W. Crane Library is a material resource on aging and has an extensive collection of books, audiovisuals and journals. The Library's Reading Room provides patients, residents, families and the community with current information on health and aging, guides for caregivers, diet, and exercise and stress management. The Library is open weekdays from 8:30 – 4:30.

Research

Deer Lodge Centre supports studies related to the care of the older person. You may be asked to take part in a research study at some time during you stay at the Centre. Your participation is voluntary.

Student Education

Deer Lodge Centre provides educational opportunities for students from all health care professions. A qualified staff member always supervises students. You may be asked to have a student assigned to you. Your participation in student experiences is voluntary.

Temporary Absences, Hospital Leave, Social Leave

Before leaving the facility, residents or patients or their families should tell the nursing staff on the unit about the times of their departure and arrival back to the unit. The daily residential charge remains in effect during any period of social absence. According to MB Health standards, social leaves cannot exceed 21 days.

If you are transferred to a hospital, your room here at Deer Lodge Centre will be held for 21 days. The Winnipeg Regional Health Authority's Case Coordinator must authorize extensions beyond 21 days. The daily residential charges remain in effect while your room is held for you.

Private Companion Policy, Private Therapist Policy

Residents and patients may supplement the care and services provided at Deer Lodge Centre by contracting privately for the services of outside agencies or individuals. This is provided at the cost of the patient or resident. All individual contractors and resident or patient representatives will sign a formal release form that absolves the Centre from any responsibility. Forms for release of responsibility will be provided on the unit and must be completed before beginning of service. Any noted negative impact of the hired service is to be promptly recorded and will be reviewed by the Manager of Resident or Patient Services and, or the Social Worker on the unit.

Financial and Legal Information

Residential Charges

All long term care residents and hospital patients paneled for long term care are charged a per diem fee, established by Manitoba Health. The rate you are charged is based on your previous year's income. Your residential rate will be reassessed annually. Patients or residents or their legal representative are responsible for payment of any assessed charge. An appeal process can be initiated under certain circumstances. If you have difficulties with the rate you have been assessed, contact your social worker for more information on how to appeal.

Financial Services

The Finance Department is located on the main floor of the Administration wing of Deer Lodge Centre. For inquiries about trust accounts and other financial information please call 831-2173.

For the convenience of the residents and patients at Deer Lodge Centre, a cashier is located on the mezzanine level, outside the Life and Learning Centre and is open between the hours of 8:30 a.m. and 11:30 a.m. Monday through Friday. From 11:30 a.m. to 3:45 p.m. the cashier is available in the Finance Department.

The Finance Department maintains a Trust Fund system to help you in the handling of your day-to-day financial affairs. The Centre keeps a record of all the money received from you or on your behalf, as well all the disbursements. The balance is held in trust for you. You are limited to a maximum withdrawal of \$100 on any given day. There is a monthly fee charged to the patient or resident for the trust account service. The Finance staff will be happy to help you with any questions you may have about your trust account.

Financial Responsibility

It is recommended that you make arrangements in advance so that personal and financial affairs are handled properly if you become physically or mentally incapacitated. A common method of doing this is by an enduring power of attorney. If a person is incompetent and no Power of Attorney is in place, a Committee may be appointed by the court or, in the case of the Public Trustee, by the Chief Provincial Psychiatrist.

On admission, you or your legal representative will be asked to sign a responsibility for payment form, and supply a copy of the document naming a legal representative that is Power of Attorney or Committee.

A pre-authorized debit service, cheques, or cash can pay residential charges, television and cable service fees, and other incidental expenses. For your convenience and safety, the pre-authorized debit is recommended.

For more information, contact the social worker assigned to your unit. A Legal Information Guide for Seniors is available through the Manitoba Seniors Directorate or on their website at www.gov.mb.ca/sd

What insured benefits are available to personal care home residents?

If you have always lived in Manitoba, you are eligible for personal care home benefits. If you are a newcomer to Manitoba you are eligible after living in the province for 24 consecutive months.

If you formerly lived in Manitoba for 30 years or more you are eligible on the date you returned to Manitoba as a permanent resident, after an absence of less than 10 years. The waiting period requirement does not apply to a person who has been a resident in a province or territory of Canada for five consecutive years and immediately establishes himself or herself as a resident of Manitoba. An assessment panel authorized by Manitoba Health determines the need for placement in a Manitoba personal care.

If a Manitoba assessment panel determines that you require care in a personal care home and you meet the residency requirements, you may receive insured benefits.

Some of these benefits include:

- standard accommodation
- basic nursing care
- assistance with and/or supervision of the activities of daily living
- physiotherapy and occupational therapy
- medical and surgical supplies
- prescribed drugs and related preparation approved by Manitoba Health
- meals including special diets
- laundry and linen services

For more information on any of the above programs contact:

Client Service Centre

Manitoba Health

300 Carlton Street

Winnipeg, MB R3B 3M9

For more information call: (204) 786-7101

Fax: (204) 783-2171

Toll free: 1-800-392-1207

TDD/TYY: (204) 786-7132

TDD/TYY Relay Service outside Winnipeg:

711 or 1-800-855-0511

Everyone who lives in a Manitoba Personal Care Home is required to pay a daily residential fee established by Manitoba Health. For details write or telephone:

Continuing Care, Health Programs Branch

Manitoba Health

300 Carlton Street

Winnipeg, MB R3B 3M9

Telephone: (204) 788-6648

What health services are not insured?

Services not insured include the following:

- personal care home benefits outside of Manitoba
- health services performed at the request of a third party, such as examination for employment, drivers' licenses, insurance, travel, immigration and emigration
- care and treatment covered by the Workers' Compensation Board, the Department of Veterans' Services or by other statute
- services that are not medically required
- preparation of records, reports, certificate or communications, or testimony in a court
- drugs, medications, vaccines, sera or biological products, materials and surgical supplies, except as provided under the regulations
- ambulance and transportation subsidies except as listed in the regulations
- private nursing
- additional charges for a private or semi-private room
- television and telephone services
- cable television or internet service charges
- services performed by psychologists and dietitians outside a hospital or institution
- services provided by chiropodists and podiatrists
- services performed by audiologists, speech therapists, occupational therapists and physiotherapist in private practice
- chiropractic services other than adjustments
- acupuncture
- services provided by any other practitioner in the healing arts except as listed in the regulations
- routine complete eye examinations for persons 19 years of age or older but under the age of 65
- chiropractic treatments as a result of a motor vehicle accident covered by Manitoba Public Insurance
- services such as examinations, laboratory tests, x-rays and other procedures related to uninsured services

If I need an ambulance, is it covered by Manitoba Health?

Ground ambulance transportation within Manitoba **is not an insured service**, unless you are being transferred for tests and returned to the sending facility within 24 hours. **Manitoba Health encourages all residents to obtain third-party insurance in the event that a medical emergency arises.**

The following chart explains when the resident or patient pays and when Deer Lodge Centre is responsible to pay.

Reason for Resident Transport	Bill Paid By:
Visits to family or friends and recreational outings	Resident or personally held insurance regardless of mode of transport
Transport costs associated with routine visits to primary health clinics, doctor, optometrist, audiologist, dentist, denturist or other practitioner clinics, or any transports where the resident is capable if traveling using a handi-van, taxi, or private automobile.	Resident or personally held insurance regardless of mode of transport
Transport to a hospital where the visit has been scheduled through consultation with the receiving facility for treatment or a diagnostic test and where the transport is not the result of an emergency or life threatening condition.	Billing is paid by Deer Lodge Centre
Transport to a hospital where the visit is not scheduled because of the emergency nature of the incident, and where the patient is returned to the PCH within 24 hours.	Billing is paid by Deer Lodge Centre
Transport to a hospital where the visit is not scheduled because of the emergency nature of the incident, and where the patient is not returned to the PCH within 24 hours.	Resident or personally held insurance regardless of mode of transport
Transport of a patient to a Personal Care Home from a hospital regardless of whether the trip is for a new admission to PCH, or if the patient was initially transported to hospital for an emergency or a scheduled visit.	Billing is paid by Deer Lodge Centre

Problem solving steps at Deer Lodge Centre

There may be times when you are unable to solve a problem that concerns you or your family and friends. If this happens please take the following steps:

First, meet with your Manager, Resident or Patient Care and, or Social Worker.

If the problem persists, contact Administration:

Email: info@deerlodge.mb.ca

Patient Representative - phone #831-2120

Chief Nursing Officer – phone #831-2529

Director of Resident Services – phone #831-2108

Chief Medical Officer – phone #831-2920

If you are still not satisfied,
contact the Chief Operating Officer:
phone #831-2585

You can help us improve Patient Safety

Have you witnessed a critical incident?

A critical incident is an unintended event that causes serious harm to a patient, resident or client.

We need to know if an event like this happens so that we can learn from it and make our patient care system safer.

If you have seen a critical incident, call our 24-hour CRITICAL INCIDENT LINE at 788-8222.

Protection For Persons In Care Act

Enacted in May 2001, the *Protection for Persons in Care Act* enforces the protection of persons in personal care homes and hospitals from mistreatment- physical, sexual, mental, emotional or financial. This legislation creates a formal process for reporting, investigating, and resolving allegations and suspicions of abuse in health care settings.

Operators of health care facilities must maintain a reasonable level of safety and protect patients from abuse. Under the legislation, concerned citizens and staff working in health facilities have a duty to report suspected abuse or the likelihood of abuse by anyone to the Minister of Health or his designate at the Protection for Persons in Care Office.

For more information on the Protection For Persons in Care Office, please see the pamphlet found in the back of this handbook.

Residents or their family members may contact the Protection for Persons in Care Office as follows:

Access Line: 786-7132 (or toll free – 1 –800-855-0511)

Fax: 775-8055

E-mail: protection@health.gov.mb.ca

Web site: www.gov.mb.ca/health/protection

Deer Lodge Centre Abuse Policy

Abuse as defined by the *Protections for Person In Care Act* refers to: any mistreatment, whether physical, sexual, mental, emotional, financial or in a combination of any of them, that is reasonably likely to cause death or that causes or is reasonably likely to cause serious physical or psychological harm to a person, or significant loss of the person's property.

Deer Lodge Centre supports providing the highest quality of life for residents and patients, and strives to maintain a positive and safe working environment for staff. Deer Lodge Centre will not tolerate abuse towards any residents and patients. All residents and patients are to be treated with dignity and respect by all staff always. Deer Lodge Centre will investigate all allegations of abuse. Deer Lodge Centre will take whatever action is appropriate under the *Protection for Persons in Care Act*.

Concerns about allegations of abuse can be directed to the Manager of Patient or Resident Care on your unit, your social worker, or the Protection for Persons in Care Office (788-6366 or 1-866-440-6366).

A copy of the Deer Lodge Centre Abuse Policy is available. Please contact the unit manager or social worker.

Veteran Residents

Veterans Affairs Canada (VAC) Client Services provides support to Veterans both in the community and while a resident at Deer Lodge Centre. Social Work can help make arrangements for a VAC Counselor. Also, Veterans can contact the Veterans Ombudsman at 1-877-330-4343.

Ethics Committee

Ethical issues arise when well-intentioned people are uncertain or disagree about the right thing to do. For example: is it ethical to feed someone against his wishes, or does a resident have the right to walk outside even though there is a concern about her safety?

If you or your family or friends have an ethical problem or questions you want answered, first talk to staff on your unit. This may be the manager or social worker, or other staff if you feel they can help. If the problem continues you may want to involve the Ethics Committee.

You can make a referral to the Ethics Committee by telephone or in writing. Call 831-2585 or send your letter to the Ethics Committee and leave it in a sealed envelope with the main Switchboard staff.

A member of the Ethics Committee will contact you and others to get more details and arrange a meeting with all involved identifying options and possible courses of action. An Ethicist may also be consulted.

Personal Health Information Act

The Manitoba Personal Health Information Act (PHIA) ensures that your personal health information is protected. At Deer Lodge Centre, we believe your health is a private matter. We collect, record, store, use or disclose any fact about you and your health in keeping with Manitoba's PHIA. Personal health information includes your name, address, and Personal Health Identification Number (PHIN); facts about your health, health care history and the care you have been given; and facts about payment for your health care. Under this law, you have the right to:

- Access your personal health information and health records
- Request corrections to your records
- Have your information kept confidential
- Make a complaint to Manitoba's Ombudsman's Office about access to your personal health information, or about how it is collected, stored, used, or disclosed to others.

If you would like to know more about the Personal Health Information Act call the Centre's Privacy Officer at 831-2164.

Health Care Decisions

Advance Care planning is a way to prepare for the decisions that will need to be made about your future or potential end of life care and medical treatment. When making a plan, remember that you have the right to accept or to refuse any health care treatment. What is right for someone else may or may not be acceptable to you.

The staff of the Centre wants to be sure the care they are providing is what you want, especially if your health declines and you may be unable to speak for you.

There are several ways to make your wishes known.

- You will be asked to work with staff in developing an Advance Care Plan. This plan is a summary of the care and treatment that everyone is in agreement with following discussion about what is possible and what you prefer.
- Tell your family or person (s) you trust what your concerns are and what care you want and do not want. The staff will ask your family or person (s) you trust for direction if you cannot speak for you.

Contact the social worker assigned to your unit or a unit nurse for information.

Emergency response

Deer Lodge Centre has limited capacity to respond to emergencies. If as part of your advance care plan you indicate a wish to be resuscitated if your heart stops, we will call 911. Our response team will provide basic life support until the paramedics can arrive and transport you to the closest emergency department.

Funeral Arrangements

As part of the admission process you will be asked to provide the Centre with any information about advance funeral arrangements you may have. This information is helpful for staff to have so they can help families at a difficult time. Please refer to the pamphlet at the back of this handbook for further information.

Use of Restraints

Deer Lodge Centre has a Restraint Policy, which is in accordance with Manitoba Health and the Winnipeg Regional Health Authority “Guidelines on Restraint Use”. The Policy defines a restraint as any restriction of voluntary movement or freedom used to minimally restrict body movement or behaviour. Restraints may be used when a health care team determines that a particular act or behaviour or response is placing the patient or resident or others at risk of serious harm. Restraint use will follow a team assessment process, and after consultation with the patient or resident, family or decision-maker. After receiving the information about the restraint, the patient or resident or family will be asked to provide a verbal or written consent. The time the restraint is in place will be determined by the patient or resident response and observed changes.

It is important to balance the risk of using restraint against not using restraint. It is important to ask what alternatives have been tried. The risks of using restraints may be greater than the risks of falling or wandering. When restraints are removed there may still be falls, but research studies show there is no increase in the number of falls with serious injury

For more information please see the pamphlet found in the back of the admission booklet.

A copy of the Deer Lodge Centre Restraint Policy is available on request. Please contact the unit manager or social worker.

Information on Side Rail Use

Every resident at Deer Lodge Centre deserves a safe and comfortable sleeping and bed environment. To achieve a safe bed environment reducing side rail use may be in the best interests of the resident’s health and safety. Recent research has shown the use of side rails can increase the residents’ risk of entrapment, serious injury or death rather than prevent it.

When side rails keep residents from voluntarily getting out of bed, they fall under the definition of a physical restraint. Restraint use must be justified and considered a temporary measure. Restraint use must also be re-evaluated regularly.

Each resident is assessed by the interdisciplinary team to find out if side rails are necessary and that other alternatives have been tried first. Every resident responds to different alternatives in various ways and no one method will always work.

Residents, families and the interdisciplinary team can together achieve the goal of a safe and comfortable sleeping and bed environment.

Environment and Safety

Safety

Deer Lodge Centre is committed to providing and keeping a safe and healthy environment for its patients, residents, visitors, volunteers and staff. Workplace hazards are identified and addressed and all safety, health and environmental requirements are met or exceeded.

Deer Lodge Centre believes in encouraging patients and residents to move throughout the Centre with as much freedom as they wish. For our protection and safety, all hallways and washrooms are equipped with safety handrails. The Centre has an electronic security system to prevent those patient and residents at risk of getting lost from wandering out of the building. This alerts staff when an individual who is at risk to leave the Centre.

Fire and Emergencies

Fire and emergency drills, and inspections are carried out regularly at Deer Lodge Centre. We ask for your cooperation during these exercises.

Infection Control

Deer Lodge Centre has an Infection Prevention and Control Program. The staff cares about you and is committed to doing everything possible to help prevent infections from occurring while you are here. The pamphlet entitled "Infection Prevention and Control for Patients and Residents" that accompanies this handbook outline further information about germs, infections and ways that you can prevent infections.