

Table of Contents

	Page
Welcome to Deer Lodge Centre	2
The Winnipeg Regional Health Authority	3
Patient/Resident Bill of Rights	4
Greetings from Deer Lodge Centre's Chief Operating Officer and Resident/Family Council	6
Planning Your Care	8
Problem Solving Steps	9
Interdisciplinary Team Members	10
Adjustment to Long-Term Care	18
Moving In	20
Family and Friends	28
Financial and Legal Issues	32
Environmental and Safety Issues	43
Insured Benefits	44

Revised: May 3, 2007

Welcome to Deer Lodge Centre

We are pleased that you have chosen Deer Lodge Centre as your new residence. We hope to make the moving in process as easy as possible for you and your family.

You will probably have many questions which we hope to answer in this handbook. We also encourage you to approach staff here at the Centre with any concerns or questions you may have.

The Deer Lodge Centre is an operating division of the Winnipeg Regional Health Authority.

Winnipeg Regional Health Authority Mission Statement

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. We will continue to improve health by leading and evaluating the quality of Winnipeg's health services and by building partnerships with the community. We are committed to providing safe care and preventing harm to patients.

WRHA Vision

We are creating positive change in people's health and well being by leading Winnipeg's health care services and partnering with those who share similar goals. We declare our commitment to diversity and to the Aboriginal community by implementing actions that address health care needs through staffing initiatives, active participation in the health system and improved services.

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/patients have the right to be treated with courtesy, dignity and respect at all times.
- Residents/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/patients (or legally designated persons) have the right to access and receive information regarding their own medical file.
- Residents/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/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

Resident Bill of Rights *Continued*

- Residents/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/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, e.g. Choosing personal items to be kept in their room, space permitting, and selecting clothing worn each day.
- Residents/patients have the right to choose their own recreational activities.
- Residents/patients have the right to privacy.
- Residents/patients have the right to be free from all forms of abuse, including verbal, physical and psychological abuse.
- Residents/patients have the right to have access to policies and procedures related to initiating complaints or commendations.
- Residents/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/patients' responsibility to take into consideration the rights and needs of others.

Dear: Sir/Madam



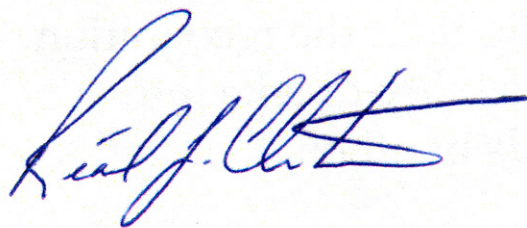
On behalf of Deer Lodge Centre's staff and volunteers, I want to extend a warm welcome to you.

The Centre's role is in making lives better and I believe we achieve this through hard work, and the 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,



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.

As residents and family members, we meet every other month to share information and discuss issues and lobby for changes to improve residents quality of care here. Every suggestion is discussed and referred to the appropriate department for follow-up.

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 enhance 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 matter here at Deer Lodge Centre. You and your family are always welcome at our meetings. We have an open door policy. Your comments and concerns are appreciated.

See you at the meetings!_

Sincerely,

Hilda Nickel, Council Coordinator, For Resident/Family Council
at Deer Lodge Centre

Working with you to plan your care

In order to get to know you and to ensure we are meeting your needs, the members of the interdisciplinary team will be contacting you and your family within the first few weeks of your arrival.

Within 6-8 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 regarding your care will be addressed by the interdisciplinary team. Your active participation is important to us at these conferences. As well, please feel free to approach staff at any time to discuss daily care issues and ongoing concerns.

As a means of on-going follow-up, the team will formally review your care plan on a quarterly basis. An annual full team review provides you and your family with an update on your care and services. As always, your participation and input into the review will be invaluable as we continue to plan for your care.

Quality Improvement

Deer Lodge Centre is committed to making lives better, to meeting the needs of patients/residents and family members. All staff and volunteers work towards one goal – to keep on improving the services we provide. We welcome your help to make Deer Lodge Centre the best facility it can be. You are encouraged to bring suggestions for improvement to the attention of the manager of patient/resident care on your unit, your social worker or to any member of the Centre's Administration.

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 you are encouraged to take the following steps:

First, meet with your Manager of Patient/Resident Care and/or Social Worker. If the problem persists, contact Administration:

Kevin Scott, Director Community Relations/Patient Representative

phone #832-2120; email: kscott@deerlodge.mb.ca

Jo-Ann McKenzie, Chief Nursing Officer

phone #831-2529; email: jmckenzie@deerlodge.mb.ca

Director of Resident Care

phone #831-2108; email: @deerlodge.mb.ca

Dr. David Strang, Chief Medical Officer

phone #831-2920; email: dstrang@deerlodge.mb.ca

If you are still not satisfied, contact

Réal Cloutier, Chief Operating Officer:

phone #831-2110; email: rcloutier@deerlodge.mb.ca

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've seen a critical incident, call our 24-HOUR CRITICAL INCIDENT LINE at 788-8222 and one of our trained operators will help you.

The Interdisciplinary Care Team Members

The following professions may be directly involved in your care at Deer Lodge Centre depending on your particular care needs. Generally 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/Resident Care

There is a manager who is responsible for the care and services provided on each unit. They work with the nursing and interdisciplinary teams to ensure your needs are met. Please contact the manager of your unit if you have any questions or concerns.

Nursing Care

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

Clinical Nurse Specialist

The clinical nurse specialist (CNS) is a nurse prepared at an advanced level who works with older adults. The CNS works with patients/residents, families, other nurses and the interdisciplinary team. CNS' provide expert clinical care and advice, support, education and leadership and work to implement research results at Deer Lodge Centre to achieve the best possible care.

Medical Care

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

- Your unit has an Attending Physician who visits weekly and will be your primary care physician.
- A House Medical Officer is available from 8:00 a.m. to 4:00 p.m., 7 days a week
- An On-Call Physician is available from 4:00 p.m. to 8:00 a.m., 7 days a week

Speak with the nursing staff if you wish to speak with a physician.

Food and Nutrition Services

Clinical Nutrition Services:

Your unit dietitian will assess your nutrition upon admission, or shortly afterwards and is available to address any concerns you may have related to your nutritional well-being. The dietitian will determine the most appropriate diet or eating plan to help manage your medical conditions and can help you make healthy, informed decisions about nutrition and food. The dietitians work with the health care team, food service staff, patients, residents, and families to optimize nutritional care.

Food Service:

The department of food service provides residents with well-balanced meals to meet their nutritional needs. In addition to meal times, snacks and beverages are available during the day and evening. If your family wishes, they may bring your favorite foods. There is a microwave oven on each unit. Some units encourage the patients and residents 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 or snack but will have to pay for their own meals.

Please let us know what you think of the food we serve. We want to ensure that meal times are a pleasure for everyone. We welcome your suggestions. Please contact the Manager of Resident Food Services at 831-2994.

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. Assistance may include admission and discharge planning, help with financial and/or 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/staff communications.

Pharmacy

The pharmacist works with doctors and other team members to see that medications are appropriate and available. Specialized pharmacy services and expertise are available to those with complex health problems. Drug reviews and health assessments are done every 90 days to ensure the best course of treatment.

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 and/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 very mild aroma and produces less smoke than sage.

Aboriginal patients/residents/families may request a smudge as a way to find healing, calm and peace. This may be particularly significant for the family at the time of the death of an aboriginal patient/resident. Aboriginal residents/patients are invited to ask their own elder to lead the ceremony, bringing their own sweetgrass or sage. If no traditional elder can be present, a member of the Spiritual Care department of the Centre can facilitate the ceremony 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 WRHA recognize Aboriginal Ceremonies as part of the Aboriginal traditional way of life.

Recreation

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

Physiotherapy/Occupational Therapy

Deer Lodge Centre provides physiotherapy and 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.

Respiratory Services

Respiratory Services provides all aspects of respiratory care, both diagnostic testing and respiratory therapy. Respiratory Services are available to all patients and residents.

Geriatric Mental Health Services

Geriatric Mental Health Services are available to provide assessment, consultation and short-term treatment to patients and residents with mental health problems, and their formal and informal caregivers.

Communication Disorders Services

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

OTHER HEALTH SERVICES

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

Assistive Technology

Products and Services

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

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

Dental Services

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

Diagnostic Services

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

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.

Prosthetic & Orthotic Services

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

Adjustment to Long Term Care

Relocating to a long-term care facility is not an easy move. It is a difficult decision that usually comes at a time in a person's life when there have been a number of changes, turmoil and unknown. The end result of having to relocate to a long-term care facility may only exacerbate the recent changes and losses for the patient or resident. Many families would say that 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 patient or resident, 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 process, talking openly about the move and the changes, the anxiety and apprehension of relocation can be diminished.

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 diminish these concerns and questions.

To assist patients/residents/families in the relocation to long-term care, some suggestions in making the move easier include:

- Become involved in all decisions related to your/your loved one's care
- Share knowledge with the staff and the health care team about yourself and family
- Talk openly about the move
- Focus on the positive
- Personalize the resident's/patient's room
- Ensure the resident/patient has ample personal supplies and clothing
- Get involved in activities of the Resident and Family Council
- Visit when both resident/patient and family feel comfortable
- If you still feel uneasy about your relocation to long-term care, contact your social worker on the unit. He/she will be able to assist with the transition process

MOVING IN

Patient and Resident rooms

We strongly encourage patients or residents and families 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 accommodate 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 additional furniture.

Clothing and Laundry Service

You will need to bring your own clothing with you. All clothing items are labelled with your name and room location.

Deer Lodge Centre provides a regular laundry service for patient or resident clothing. You may choose to use this service or family may wish to continue to provide laundry assistance. Some items may not be appropriate for us to wash using our 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 which 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 rehemming pants.

On a limited basis, laundry staff will provide other sewing services such as hemming new pants, opening the backs of clothing or zipper replacement. There will be a charge for these services. Information on current pricing is available from the laundry supervisor. Unit staff can assist you.

Out-of-Season Clothing

Deer Lodge Centre does not have the ability to store off-season clothing or other personal belongings. Some patient or resident rooms can accommodate a limited amount of personal effects. The staff need to be able to manoeuvre around the room so that they can provide care. Due to the limited closet space, it is greatly appreciated if out-of-season clothing is taken to family members' homes to be stored.

Barber and Hairdressing

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

Gift Shop

The Dancing Bear Gift Shop is located on the Main Floor close to the Portage Avenue entrance.

For your convenience, the Shop carries a full line of toiletries, razors, dental care products and facial tissue, giftware at reasonable prices that would please the young, old and in between. For those with a sweet tooth, there are many different chocolate bars, candies, nuts, gum and soft drinks.

If you need something from the Shop and can't come down, the Shop offers a delivery service. Let your unit staff know and the Shop does the rest.

Library & Reading Room

The Centre's J. W. Crane Library provides patients, residents, families and the community with current information on health and aging, guides for caregivers, diet, 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 your stay at Deer Lodge Centre. Your participation would be on a voluntary basis.

Student Education

Deer Lodge Centre provides educational opportunities for students from all health care professions. A qualified staff member always supervises students. At some time during your stay you may be asked to have a student assigned to your care. Your participation with student experiences is voluntary.

Volunteer Services

People are encouraged to volunteer at the Centre to help you maintain a link within 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/patients and help at meal times and during recreational programs. Volunteers can help you to get to a church service or accompany you to an appointment outside the Centre.

Should you identify a service or need that can be filled by a volunteer, please see the staff in the Volunteer Services. The office is located on the main floor next door to the Foundation Office.

Because we take our responsibility to you seriously, all applicants to volunteer are thoroughly screened.

Televisions

Deer Lodge Centre provides televisions and cable services in the lounge area on each nursing unit and other common areas (e.g. Chad's Bar) for the enjoyment of 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 rental charge. Due to therapeutic considerations, residents of the Special Care Unit will not be offered televisions and cable service in their rooms.

Televisions and Cable Services

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 established by the Centre. Personal televisions and stands are not allowed in patient or resident rooms, except when approved by the Centre.

Personal Care Units

Televisions that are brought in by residents or family must be safety checked by Property Services staff before they can be used. TV screen size is limited to 14 inches for rooms in the Tower Building, and a maximum of 19 inches for the Lodge 7. Special accommodations can be made for sight or hearing impaired residents but the Care Manager must advise Property Services "prior" to the safety check. The use of earphones or headsets is strongly recommended for shared rooms. Earphones can be purchased through the Centre. Television stands and straps are mandatory in a shared room. Televisions can be rented from the Centre. Contact the Finance Department for current pricing.

Personal Telephone Service at Deer Lodge Centre

- Personal Telephone Service is available at Deer Lodge Centre by contacting MTS from anywhere in Manitoba directly at 225-5687 (CALLMTS) or visiting their web site @ www.mts.mb.ca
- If, after contacting MTS, you encounter any difficulties concerning connection please call 837-1301 for assistance.
- The patient/resident and/or Next of Kin is responsible for all communication associated with the initial connection, ongoing maintenance and disconnection of personal telephone services.
- After initial connection, Deer Lodge Centre will communicate any internal change of location of phone service to MTS.
- All service charges associated to installing, moving, repairing or discontinuing service are the responsibility of the patient/resident.
- Deer Lodge Centre will only assume responsibility for charges when the Centre has initiated a patient/resident move. Please Note: This does not include a patient/resident moving from a double to a single room at his/her request.
- Personal cellular telephones may be used in common areas of the Centre. Check with your Care Manager about guidelines.

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 are not allowed to smoke on Deer Lodge Centre property. Residents or patients may smoke only in the assigned smoking area on the 2nd floor near Chad's Place and the designated outdoor area.

Alcohol Policy

"Chad's Place" provides bar service to patients, residents, and guests. Chad's Place is located on the second floor. Drinks must be paid for in cash or charged to the resident Trust Account. There is a maximum of 2 drinks per person per day. Hours of operation and prices will be 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 or Resident Services.

Permanent patients or residents of Deer Lodge Centre will be allowed alcoholic beverages in their rooms except in cases due to behaviour management and/or medical reasons. Patients or residents are responsible for purchasing and storing alcoholic beverages and are asked to inform staff of any alcohol being kept in their room. Patients or residents and families will be informed of any reasons why alcoholic beverages 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 and/or their legal representative. Members of the health care team will assist in the assessment for appropriate equipment and in providing information about where and how it may be obtained. In addition, the appropriate health care professional will provide any necessary training 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 or residents are also responsible for the purchase of personal hygiene items such as shaving cream, toothpaste, deodorant, nail clippers, etc.

FAMILY & FRIENDS

Family and friends may visit as often as they wish. Children are always welcome at Deer Lodge Centre, but small children must be accompanied by an adult.

Family Gatherings

There are two options for family gatherings. One option is an informal gathering (birthday, etc.) that may be arranged with unit staff. The other option is a more formal process. The event may be booked by calling 831-2118. These events typically take place in the Auditorium, Life and Learning Centre or in the Solarium.

Outings

Patients or residents may wish to leave the centre from time to time with a friend or visitor. Please let staff know where you are going in case they need to contact you. Recreation outings are popular with residents, and many families or friends of the resident attend. Residents and their guests are responsible for transportation and meal costs on recreation outings.

Temporary Absences/Hospital Leave/Social Leave

Prior to leaving the facility, patients or resident and/or their families need to inform the nursing staff on the unit regarding the times of their departure and arrival back to the unit. If an extended social leave is planned, patients or residents and/or their families need to inform staff preferably 2 weeks in advance so that there is sufficient time to arrange for provision of medications and other necessary equipment if required. The daily residential charge continues to remain in effect during any period of social absence. According to Manitoba Health regulations social leaves cannot exceed 21 days.

If you are transferred to a hospital, your room here at Deer Lodge Centre will be held for a period of 21 days. This period may be extended if required and authorized by the Winnipeg Regional Health Authority.

Visiting Hours/Quiet Hours

Family and friends are encouraged to visit as frequently as they would like. Visitors need to be respectful of the needs of patients and residents. The Centre has established quiet hours between 9:00 p.m. and 8:00 a.m. During quiet hours, visitors may be required not to visit in the patient or resident rooms particularly in shared accommodation. Rest and relaxation needs of the other patients or residents in the room and on the unit must be considered. They may visit quietly in the public areas of the Centre. Visitors who are not respectful of the quiet hours will be asked to leave the Centre. Visitors entering the Centre during quiet hours need to check in with Security.

Parking

Friends and family can park in the lot to the east of the building off Woodlawn Street – there is a charge for parking. Payments are made at the pay station at the front of the building. Street parking is also available, but please note time restrictions on the different streets. A limited number of monthly parking passes are available at a reduced rate through the Security Office.

Pets

Pets may visit in the centre at any time. Pets may not visit in any area where food is being served. Pets must have vaccinations up to date. Owners are responsible for controlling their pets.

Private Companion Policy/ Private Therapist Policy

Patients and residents may choose to arrange for care and services by contracting privately for the services of outside agencies or individuals. This is at the cost of the patient or resident. All individual contractors and patient or resident representatives will sign a formal release that absolves the Centre from any responsibility. Forms for release of responsibility can be obtained at the unit level and must be completed prior to the start of services. Any observed negative impact of the hired service will be recorded and will be reviewed by the Manager of Patient/Resident Care and/or the Social Worker on the unit in discussion with you and your family.

Financial/Legal Issues

Residential Charges

All long-term care residents and hospital patients panelled 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 income will be assessed annually. Patients or residents or their legal representative are responsible for payment of any assessed charges.

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 about how to appeal.

Financial Information

The Finance Department is located on the main floor of the Administration wing of Deer Lodge Centre. For inquiries re: trust accounts and other financial issues please call 831-2118.

For the convenience of the residents or 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. – 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 Resident or Patient Trust Fund 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 as all the disbursements. The balance is held in trust for you. Your trust fund may not exceed a legislated maximum balance of \$400.00.

You are also limited to a maximum withdrawal of \$100 on any given day. The Finance staff will be happy to help you with any other questions about your trust account.

Financial Responsibility

It is recommended that patients or residents make arrangements in advance so that personal and financial affairs are handled properly if they 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 the legal representative (i.e. Power of Attorney or Committee).

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.

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 want to be sure that the care they are providing is what you want, especially if your health deteriorates and you may be unable to speak for yourself.

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 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 and persons you trust for direction if you cannot speak for yourself.

Contact the Social Worker assigned to your unit or a unit nurse for more information.

Emergency Response

Deer Lodge Centre has limited capacity to respond to emergency situations. If as part of your advance care plan you indicate a desire to be resuscitated in the event 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 which you may have in place. This information is helpful for staff to have so that they can assist families at a difficult time. Please refer to the pamphlet at the back of this handbook for further information.

Personal Health Information Act

The Manitoba Personal Health Information Act 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 Personal Health Information Act. Personal Health Information includes your name, address, and Personal Health Identification Number (PHIN); fact 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 you 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 you 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 you can contact the Deer Lodge Centre Privacy Officer at 831-2135.

Use of Restraints

Deer Lodge Centre has a Restraint Policy, which is in accordance with Manitoba Health and 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/behaviour/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 patient or resident or family will be asked to provide a verbal or written consent. The restraint will be removed as soon as possible. The length of time the restraint is in place will be determined by patient or resident response and observed changes.

It is important to balance the risk of using restraint against not using a restraint. 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 indicate there is no increase in the number of falls with serious injury.

Restraints can cause:

- skin breakdown
- depression/anxiety/pain
- loss of muscle strength and mobility
- agitation
- constipation
- hopelessness and withdrawal
- loss of bowel and bladder control
- anger and fear
- stiff limbs
- death
- humiliation

Use of Restraints (continued)

It is important to be informed. Families can:

- help at the admission time as the patient or resident “settles” into the new environment (e.g. spend extra time on the unit during early days of admission);
- ask about facility policies and procedures on restraint use;
- tell the health care team of the previous history and personality of the patient or resident so that they have an accurate picture;
- ask questions about assessments;
- if you are apprehensive discuss your fears with staff;
- be part of the care planning process;
- stay with the restrained individual and provide distraction activities especially at initial time of application.

For more information please see the pamphlet located 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 the reduction of side rail use may in the best interests of the resident's health and safety. Recent research has shown that the use of side rails can increase the residents' risk of entrapment and/or serious injury or death rather than prevent it.

Myths about Side Rail use:

- Older people fall out of bed
- Side rails are safe and prevent falls
- Residents don't mind side rails and can't refuse
- Residents feel safe and secure with side rails
- Side rails reduce legal liability

Risks of Siderails:

- Increased risk of entrapment, serious injury or death
- More serious injuries from falls when residents climb over side rails
- Prevents residents who are able to get out of bed from performing routine activities such as going to the bathroom
- Resident may feel isolated or unnecessarily restricted
- May worsen aggression or confusion in a resident

- Cause negative emotional outcomes such as: loss of freedom and dignity, humiliation, anger, hopelessness, withdrawal
- Cause negative physical outcomes such as: blood clots, pneumonia, skin ulcers, loss of strength and mobility, and loss of bladder/ bowel control

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 on a regular basis.

Each resident is assessed by the interdisciplinary team to determine 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!

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 if she wishes, 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 the appropriate staff on your unit. This may be the Manager of Patient/Resident Care, the Social Worker or other staff you feel 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. By telephone call to Administration or in writing, address your letter to the Ethics Committee and leave it at the Main Floor Inquiry Department.

A member of the Ethics Committee will contact you and others to obtain further details and arrange a meeting with all involved to identify options and possible courses of action. An ethicist may also be consulted.

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 located in the back of this handbook.

Residents and/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 the provision of 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 of any kind towards any person. All patients and residents are to be treated with dignity and respect by all staff at all times. Deer Lodge Centre will investigate all allegations of abuse. Deer Lodge Centre will take whatever action is deemed appropriate in accordance with the *Protection for Persons in Care Act*.

Concerns regarding allegations of abuse can be directed to the Manager of Patient/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 on request. Please contact the unit manager or social worker.

Environment/Safety Issues

Safety

Deer Lodge Centre is committed to providing and maintaining 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/residents to move throughout the Centre with as much freedom as they wish. For your protection and safety, all hallways and washrooms are equipped with safety rails. The Centre has an electronic security system to prevent those patients and residents at risk of getting lost from wandering out of the building. This system alerts staff when an individual who is at risk attempts to leave the Centre.

Fire & Emergencies

Fire and emergency drills, evacuations 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 ongoing Infection Prevention and Control Program. The staff care about you and are committed to doing everything possible to help prevent infections from occurring while you are here. The pamphlet entitled "Infections Prevention and Control for Patients and Residents" that accompanies this handbook outlines further information about germs, infections and ways that you can prevent infections.

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. The need for placement in a Manitoba personal care home is determined by an assessment panel authorized by Manitoba Health.

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

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, Veterans' Affairs Canada 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 services including foot care by specialized foot care nurses
- television and radio-telephone services
- services performed by psychologists and dietitians outside a hospital or institution
- services provided by chiroprodists and podiatrists
- services performed by audiologists, speech therapists, occupational therapists and physiotherapist in private practice
- chiropractic services other than adjustments
- acupuncture
- telephone service
- 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.**

Interfacility transportation costs are an insured benefit in the following circumstances:

“A written order is made by a physician for a hospital patient/ personal care home resident who requires special care/diagnostic services that are not available at the originating facility and that patient/resident is returned to the facility of origin within 24 hours”

*For more information on any
of the Benefit 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

For further information call
Deer Lodge Centre
Main Switchboard at 837-1301
or visit our Website at
www.deerlodge.mb.ca
Questions? Comments?
e-mail us at: info@deerlodge.mb.ca

Revised: May 3, 2007