

RESIDENT AND FAMILY HANDBOOK



MEADOWOOD MANOR PERSONAL CARE HOME

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This information booklet has been prepared by the Management & Staff of Meadowood Manor for Residents and their Family Members. *(May be Subject to Change)*

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Welcome

Meadowood Manor Personal Care Home is a faith based non-profit organization dedicated to providing quality care to the elderly. The Board, Management and staff welcome you to Meadowood Manor. It is recognized that the decision to enter a Personal Care Home is a very personal and difficult decision to make.

This handbook provides information regarding the care and services available at Meadowood Manor. We hope that it will be valuable to you and will assist you in making the very important decision to become part of our family.

Qualified and caring staff provides excellent care in accordance with the Provincial and National Standards as set for the Long Term Care Sector and in keeping with the facilities Mission, Vision, and Values statements. The staff works together as a cohesive team to ensure that we meet the needs of our Residents, including their physical, social and spiritual needs.

We are here for you and your family members. We look forward to a relationship that fosters open communication between us. We want to hear from you and your family members to help us continually meet your needs. Together we are partners in ensuring that Meadowood Manor is the finest personal care home it can be.

MISSION STATEMENT

Meadowood Manor is a residential facility founded by Baptist Churches. Our mission is to provide a Christian care facility and programs developed primarily for elderly Residents. Guided by the compassion of Jesus Christ, we pursue our mission by developing and managing human resources, facilities and programs to satisfy our Residents' physical, social, emotional and spiritual needs. Our goal is to provide a Christian setting that preserves the personal dignity of our Residents in a peaceful, safe, respectful and supportive environment.

VALUES

We believe in and are dedicated to the promotion of health, the preservation of human dignity, and the enhancement of self-image for all Residents regardless of circumstances, religion, ethnic origin or gender.

The promotion of health is reflected in our Continuous Quality Improvement Program which strives to maintain the Residents' health at the highest functional level, our response to Residents' changing needs with appropriate and innovative approaches and programs, and the establishment and maintenance of standards exceeding those developed by the Canadian Council on Health Services Accreditation and Manitoba Health.

We treat all Residents with respect. The preservation of human dignity and enhancement of self-image are reflected in our care. We provide comfort care through spiritual support and empathy to the Resident, family and friends. We support each Resident's right to self-determination and promote empowerment and independence. We provide a secure, home-like atmosphere.

We believe in employing staff based on qualifications, the ability to function effectively, good moral character and the willingness to uphold the ethical standards of the facility. Our staff is our most valuable resource and is to be treated fairly. Teamwork, empowerment and striving for excellence are encouraged.

We believe in making clinical experience available to students in Health Care.

We believe that volunteers enhance the quality of life for our Residents and Tenants. We appreciate and encourage the participation of family, friends, and other volunteers, and support the integration of volunteer activities in the total program.

We believe in collaborating with other organizations towards common goals.

We believe in supporting and participating in research on appropriate issues.

We believe in governing and managing the facilities to the highest ethical and fiduciary standards and operating the facilities in a fiscally responsible manner, and within the parameters of our funding agency.

We believe in extending services to the Elderly Person's Housing Complex – such as chaplaincy, meals, and other supportive services as our resources allow.

We believe in providing Respite Care on a short term basis to relieve caregivers in the community.

RESIDENT BILL OF RIGHTS

- Every Resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's dignity and individuality. Residents have the right to be protected from all abuse.
- Every Resident has the right to be properly sheltered, provided with nourishing food, clothed, groomed and cared for in a manner consistent with his or her personal needs.
- Every Resident has the right to be afforded privacy in treatment and in caring for, in a manner consistent with his or her personal needs.
- Every Resident has the right to live in a safe and clean environment. Every Resident also has the right to keep in his or her room, and display personal possessions, pictures and furnishings in keeping with safety requirements for Residents and staff and where space permits.
- Every Resident has the right to live in a "home-like" atmosphere as reasonably possible.
- Every Resident has the right:
 - To be informed of his or her medical condition, treatment and proposed course of treatment.
 - To give or refuse consent to treatment, including medication, in accordance with the law and to be informed of the consequences of giving or refusing consent.
 - To have the opportunity to participate fully in the making of any decision and obtaining an independent medical opinion concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a nursing home, and
 - To have their Health Care Directive placed on the Resident Health Care Record and noted on both the Resident Care Plan and the Advanced Care Plan.

- Every Resident has the right to receive therapy and assistance toward independence consistent with his or her condition and ability.
- Every Resident who is being considered for restraints has the right to be fully informed about the procedures and the consequences of receiving or refusing them.
- Every Resident has the right to communicate in confidence, to receive visitors of his or her choice and to consult in private with any person without interference. Where both spouses are residents in the same nursing home, they have the right to share a room according to their wishes, if an appropriate room is available.
- Every Resident has the right to exercise the rights of a citizen and to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the resident council, nursing home staff, government officials or any other person inside or outside the nursing home, without fear of restraint, interference, coercion, discrimination or reprisal. Residents have the right to be informed of the procedures for initiating all complaints. They also have the right to communicate and meet with their legal representative as often as necessary.
- Every Resident has a right to pursue social, cultural, religious and other interests to develop his or her potential and to be given reasonable provisions by the nursing home to accommodate these pursuits. Residents have the right to participate or not participate in recreational activities held by the home.
- Every Resident has the right to be given access to protected areas outside the nursing home in order to enjoy outdoor activity, unless the physical setting makes this impossible.

These rights belong to every Resident and can only be modified if they interfere with the well being of other Residents.

ABUSE POLICY

Meadowood Manor provides the highest possible quality of life for the residents while maintaining a positive and safe environment. The Resident has the right to be treated with respect and dignity and to be free from any form of abuse. Abuse is a serious matter and therefore Meadowood Manor supports zero tolerance for abuse. Meadowood Manor will investigate all allegations of abuse and take whatever action is deemed appropriate depending on the circumstances of a particular situation. The policy includes abuse towards any resident, health care worker, family member, volunteer, visitor, student, or others employed or contracted by the Manor. The rights and confidentiality of all persons involved in situations shall be respected and safeguarded to as great a degree as possible. If you have a concern, please see the Director of Care or the Social Worker to have your concerns formalized. A copy of the Abuse Policy is available from the Social Worker or Director of Care upon request.

Concerns may also be reported to the Protection of Persons in Care Office, an initiative of the Winnipeg Regional Health Authority and Manitoba Health, at 788-6366 or toll free outside of Winnipeg at 1-866-444-6366.

RESTRAINT POLICY

Meadowood Manor adheres to a policy of “least restraint” so that a Resident may live in the least restrictive environment possible. We believe that Resident’s should be allowed to maintain their dignity and independence. At the same time, we recognize our responsibility to provide a safe environment for our Residents, and so we make every effort to identify and manage the risk factors that exist.

When all interventions, including changes to the environment, have been tried and proven unsuccessful, restraints may be used if Residents are at risk of causing serious bodily harm to themselves or others.

In all cases, the least restrictive type of restraint will be used for the shortest period time possible and regular re-assessments will occur according to the guidelines in our policy on Physical Restraints.

The use of restraints will be fully discussed and consent obtained from the resident and/or family members. Decisions involving restraints will be reviewed by the staff with the resident and/or family on a quarterly basis. A copy of the restraint policy is available upon request from the Director of Care or Social Worker.

CONCERNS ABOUT CARE AND SERVICES

At Meadowood Manor we are committed to providing the best possible care and service to all our Residents and their families. Your feedback helps to ensure continuous improvement in the services delivered by our staff. We are interested in any comments, suggestions or concerns you may have.

Care and Service Concern forms are available at the front Reception Desk or at the Nursing station on both floors. We encourage you to complete the form and submit directly to either the Director of Care or Social Worker. If the concern is of an urgent matter, you are welcome to speak directly with the Director of Care, the CEO or the Social Worker.

TELEPHONE DIRECTORY

Reception - Phone: **257-2394**

Chief Executive Officer	258-2581
Director of Care	258-2580
Pastoral Care	258-2590
Social Worker	258-2588
Support Service Manager	258-2584
(Dietary, Maintenance, Housekeeping, Laundry)	
Recreation Department	258-2583
1 st Floor Nursing	258-2585
2 nd Floor Nursing	258-2586
Director of Finance	258-2589
Maintenance Department	258-2592
Laundry	258-2593
Nutrition Services	258-2584
Rehabilitation Services	257-2394 Ext 2235
Dietary Department	257-2394 Ext 2241

LOCATION

Meadowood Manor is located in South St. Vital at the intersection of Meadowood Drive and St. Anne's Road south of Bishop Grandin Boulevard. Our property backs onto the picturesque Seine River. The facility was opened in 1978 by the Manitoba Baptist Home Society Inc., a non-profit corporation licensed by the Province of Manitoba.

Meadowood Manor is a fully accredited 88 bed Long Term Personal Care Home with an attached 89 suite, 10 storey Elderly Persons Housing apartment complex.

Tours of the Personal Care Home and the Elderly Persons Housing Complex are available by appointment at 257-2394.

FACILITY

The Personal Care Home consists of two floors subdivided into three wings on each floor. For the convenience of Residents, accommodation includes furnished private rooms with private washrooms.

The main Dining Room is located on the main floor opposite the Fellowship Hall for easy access by all Residents. One Nursing Station is centrally located on each floor. Smaller dining areas are located opposite the Nursing Centre.

A Chapel and Prayer Room are located within the Fellowship Hall for use by Residents and family members.

A Courtyard with a shaded area is accessible via the main floor Lounge. The Courtyard is used for outdoor entertainment, barbeques, family gatherings, and Recreation Programming activities.

Designated visitor parking including wheelchair parking spaces is located on the south side of the building free of charge.

Resident's Rooms: The furnishings provided in the rooms include a hospital style bed, a night table, a dresser, and a high back chair. The night table has a pullout writing desk. Curtains and a bedspread are provided. Washrooms have a toilet, sink, mirror, and a medicine cabinet for toiletry items.

ADMITTANCE TO MEADOWOOD

Eligibility For Admission

Eligibility for admission to a personal care home is determined after application is made to the Winnipeg Regional Health Authority (WHRA) Long Term Care Access Centre. If an individual meets the criteria for admission to a personal care home, the Long Term Care Access Centre forwards his or her application to the personal care home of choice.

Applicants who are not eligible for admission at Meadowood Manor include individuals requiring I.V. therapy, continuous oxygen, tube feedings, dialysis, gluten free diet, unusual or specialized management or equipment, persons who are not covered under the Manitoba Health Insured Personal Care Program and smokers.

Notification of an Available Room

The Social Worker will provide a pre-admission package for the applicant/family to complete and to return on the day of admission.

When a room becomes available, the Social Worker or the Director of Care will contact the Resident/family to confirm a date and time of admission to the facility. On the day of admission, the Social Worker or designated staff will meet with the Resident and family to assist in the transition and adjustment period to moving into a personal care home. A nurse will meet with the Resident to address all medical needs and assessments before settling into your room.

The Social Worker will introduce the applicant and family to the members of the team.

Personalizing Residential Rooms

Residents are encouraged to personalize their rooms by creating a home-like environment. He or she may wish to bring photos, pictures and small personal items to display in their room to make it feel more like home. Curtains which are made of fire-retardant material and light weight bedspreads may also be brought to enhance the décor and personalize one's room. For information regarding fire retardant materials, please speak directly with the Manager of Support Services.

Space limitations may prohibit the ability to include large items of furniture in the room. Feel free to discuss these options with the Manager of Support Service if you are unsure a specific item is appropriate. In some instances, additional space may be required for assistive devices (e.g. lifts) and adequate space is required for staff to provide care for our Residents.

Telephone, Television, Internet

If you wish to access telephone, cable television or internet services, the Resident or family member/advocate must contact the provider of your choice directly for service and arrangement for hookup. It is the responsibility of the Resident to cover costs for these services.

Other Furniture/Appliances

Only new vinyl or leather recliners are permitted if delivered directly from the retailer. Soft upholstered furniture and bar fridges are not permitted.

Due to safety reasons, area or scatter rugs and personal appliances such as blow dryers, extension cords, tea kettles, coffee pots and microwaves are not permitted.

Items To Bring On Admission

Clothing & Personal Belongings

When bringing clothing for a Resident, please ask the nurse for a "Labeling Request" Sheet. When completed return to the nurse.

Meadowood Manor will label all personal clothing with the Resident's name and room number. It is the Resident and/or family responsibility to have an adequate supply of clothing on an ongoing basis. Clothing requiring dry cleaning is not recommended. Upon admission, the Resident's clothing should be clean and in good repair. The following is a recommended initial clothing list:

Women

10 cotton panties

7 pairs of pajamas or nightgowns

10 pairs of stockings or socks (preferably thin cotton socks)

2 robes

10 undershirts or 4 bras

2 pair washable slippers (with non-skid soles)
7 pairs of pants
1 pair walking shoes
7 blouses or 7 dresses
Seasonal outerwear
4 sweaters

Men

10 sets of underwear
2 robes
10 pairs of socks
2 pair washable slippers (with non-skid soles)
7 pants
1 pair walking shoes
10 shirts
Seasonal outerwear
4 sweaters
7 pairs of pajamas

Comfortable and loose fitting clothes of wash and wear material is recommended.

Required Personal Items / Toiletries

Kleenex
deodorant
comb
nail clipper
brush
electric razor
toothbrush and paste and other oral care supplies as needed
denture cleaner
body powder

A coat, hat or cap, boots, gloves and scarf for the season are required.

Family is required to rotate and remove seasonal clothing due to limited space.

Optional Items

washable blanket
bed throw / afghan
light weight bedspread

Additional personal items to bring include; eye glasses, hearing aids, and dentures. These items must be engraved/labeled with the Resident's name prior to admission. Note: The Resident/family is responsible for the purchase and replacement of hearing aide batteries. Meadowood Manor does not accept responsibility for loss or breakage to eye glasses, hearing aids or dentures.

Mobility Aids

If the Resident owns a cane, walker and/or wheelchair, please be sure to bring them along. These items will be labeled and serial numbers recorded by Rehab. The Rehabilitation Assistance will assess the items for safety

Electrical Equipment

Electrical appliances such as clocks, radios, DVD players, televisions and lamps must be checked by our Maintenance Department to ensure that they are in good working condition. All items must be CSA approved.

Repairs to electrical appliances, wheelchairs and/or personal equipment are the responsibility of the Resident/family. Meadowood Manor recommends regular maintenance for all personal equipment to ensure optimal safety and functioning.

Loss or Damage to Personal Belongings/Insurance

Meadowood Manor is not responsible for the loss or damage to personal belongings (residents/visitors) under any circumstances. This includes, but is not limited to, hearing aids, glasses, dentures, etc. Residents are advised not to keep money or valuable jewelry in the Manor.

Residents and/or their advocates have the option of obtaining or maintaining private insurance for the belongings in their room. Please consult your local insurance agent for further information and options.

Resident Care Services

Physicians

Upon arriving at Meadowood Manor, the Resident will undergo an initial Physical by one of the two physicians assigned to their care. Clinical appointments and consultations with various health professionals may be scheduled when ordered by the Doctor. The physicians visit the home once a week, and see the Resident according to their individual needs. Full physical examinations are completed every two years.

Nurses

Twenty-four hour nursing care is provided for all Residents.

Nursing Department includes Registered Nurses, Licensed Practical Nurses, and Health Care Aides.

Staffing is allocated according to the general level of care needs on each floor.

Medications are dispensed by our nursing staff at regularly scheduled times as prescribed by the physician. Over-the-counter medications are not permitted and we ask for the cooperation of family members and friends in not bringing these into the Home.

Nursing staff coordinate all medical appointments and transportation for Residents. We look first to family members to accompany the Resident on any out-of-facility appointments. If family is not able, an on-call escort will be arranged through the Nursing Station to accompany the Resident on a fee-for-service basis.

We request that family limit calls to the nursing units between the hours of 7:15 a.m. – 9:30 a.m. and 3:15 p.m. – 6:30 p.m. to minimize interruptions during medication administration.

Student Nursing Program

Meadowood Manor provides students with opportunity for hands on training in the field of Health Care. Students complete their practical training on a rotation basis. This hands on learning is well supervised by Meadowood staff and their instructors from their accredited educational institution.

Rehabilitation Services

The Rehabilitation Service Department provides a comprehensive assessment of each Resident, involving physical and functional status and needs.

Meadowood Manor has a full time Rehabilitation Assistant to assist Residents to achieve their maximum mobility, which promotes self-esteem. An occupational therapist provided through Community Therapy Services is present one day per week to residents to fulfill their maximum potential. The occupational therapist and rehabilitation assistant will teach rehab techniques to Residents, family and staff. A walking program and or range of motion (ROM) exercise program is provided as required for each Resident. The Resident or Power of Attorney for the Resident is responsible for the cost of any equipment not supplied by Meadowood Manor and must be repaired and maintained by the same. Staff will notify the appropriate persons when equipment is in need of repair.

The Rehabilitation Department can make recommendations of companies that provide these types of services. Residents who require the use of a mechanical lift for their care will be responsible for the purchase of a sling to be used solely for their use.

Other services such as physiotherapy or speech language pathology may be consulted by the nursing staff when concerns arise.

Recreation Services

Recreation Services provide a variety of programs designed to meet the intellectual, cultural, social and therapeutic needs of individual Residents.

Monthly Calendars are posted in each Resident room, at each Nursing Station, at the entrance to the Fellowship Hall, and at the Reception Desk in the main foyer.

Daily activity changes, if any, are posted on the Recreation Board that is located opposite the Main Floor Lounge.

Volunteer Services

Volunteers make a real difference in the lives of the Residents. There are rewarding and fulfilling opportunities for volunteers of all ages and in every department at Meadowood Manor. Students may acquire a volunteer reference letter. Volunteer brochures are available at the front display area with applications available at the front reception desk.

Volunteers are coordinated through our Recreation Department. Volunteers represent a diverse cross-section of the Winnipeg community and supporting churches. Reasons for volunteering are numerous and varied, but usually emerge out of the desire to help others.

Salon Services

This service is available Tuesday to Friday at a reasonable charge and by appointment. Prices can be obtained from the Salon directly. All services are charged to the monthly statement.

Pastoral Care

A full time Chaplain visits Residents at Meadowood Manor as well as Residents who have been hospitalized. The Chaplain is available to provide support and counseling for families, staff and Residents or to coordinate referrals to clergy of other faith traditions.

Spiritual Care

The Chaplain conducts programs to encourage spiritual growth and social interaction. These include Bible studies, sing-a-longs and other special events. *Morning Song* (a short devotional service) is held Monday to Friday at 10:00 a.m. and an inter-denominational church service is held every Sunday at 9:45 a.m.

In addition, Church services with a particular denomination can be arranged in consultation with the Chaplain. Catholic Services are held on the last Friday of each month.

Memorial services are held every 2 months to commemorate Residents and Tenants.

Funeral Services/Arrangements

End of life decisions can be a very difficult and stressful time for loved ones. We require all families to pre-arrange all funeral preferences at the time of admission.

If no pre-arrangements have been made, or family is unable to be contacted at the time of death, a local Funeral Home will be called.

Our Chaplain is available for funerals or memorial services upon request. Arrangements may be made with the Chaplain for services in our Chapel and/or Fellowship Hall.

Palliative Care

Life is a journey with a beginning and an end. Palliative care affirms life and regards death as a normal process. Our staff specializes in caring for Residents as they proceed through the last stages of life. When death is near, we encourage the Residents to remain in the familiar surroundings of their room, with the supportive presence of family and friends. Our capable staff uses a team approach to promote comfort and freedom from pain. We provide support and sleeping arrangements to family who wish to be present during the Resident's final hours.

Should a Resident and/or their family request a transfer to hospital for interventions beyond the Advanced Care Plan Goals of Care, we will respectfully consider those wishes

Social Work

Our Social Worker provides advocacy, counseling, information, and referral services for Residents and family members. The Social Worker assesses the Resident's psychosocial needs and strives to see that those needs are met. The Social Worker evaluates each Resident's adjustment to their new home and is available to ease the adjustment process, increase understanding of aging, and to facilitate open and effective communication.

Foot Care Services

An initial nursing assessment related to foot care needs is provided by nursing staff who offer recommendations for foot care services or medical consultation. A certified foot care nurse is available on request and services can be accessed through the Nurse at each Nursing Station.

Payment is on a fee-for-service basis and may also be covered under private health care insurance such as Blue Cross.

Care Conferences

Six (6) to eight (8) weeks following admission the Resident Care Team meets to discuss Resident/family needs and concerns. Care conferences offer families and advocates the opportunity to participate in assessing, planning, providing, monitoring, and evaluating the resident's care and are held approximately every year. Those professionals providing feedback for this meeting are as follows; Director of Care, Social Worker, Registered Nurse, Dietitian, Rehab Assistant, Chaplain and Recreation Facilitator. Each of these professionals give a report as to the resident's functioning from their department's perspective and addresses any concerns that may arise. In order to protect residents' privacy, those who are mentally well enough to give direction are asked if they want their family members invited to this meeting. For those residents who are not able to make this decision, invitations are automatically sent to the resident's first contact, who is then responsible to invite other family members, as deemed necessary.

Families are encouraged to provide feedback at any time, either formally by requesting a meeting or informally by speaking with any one of the team members associated with the care of your loved one. Meadowood Manor encourages families and residents to bring concerns forth at the time they occur and not wait until a Care Conference is scheduled -the sooner we can address your concern, the better.

Resident and Family Council

The Resident and Family Council meet monthly to discuss matters affecting Resident's daily lives and makes suggestions for improvement to Meadowood Manor. Resident's and Family members are welcome and encouraged to attend the meetings. The date and times of the meeting are posted on the first floor bulletin board and in the monthly Recreation calendar.

Respite Care

The Meadowood Manor "family" extends into the community. We provide short term respite care to people in the community whose care needs are

normally met by their families or significant others. Respite Care provides temporary physical and emotional relief for care givers.

Roam Alert

For the safety of Residents who are considered to be at high risk for wandering, a Roam Alert system is in place. This system is activated by an electronic bracelet which alerts staff with a special alarm when a Resident is approaching the front lobby of the home. This service is provided for a monthly fee.

FACILITY SERVICES

Dietary Services

Individual needs of Residents are assessed to determine meal satisfaction, dietary preferences, and to review special nutritional needs. Substitutes and choices can be accommodated where health and availability permit. If the Resident is on a special diet, please check with the nursing staff before accepting food from visitors.

Residents are encouraged to eat meals in our Dining Room. Meals are served as follows:

- Breakfast 9:00 a.m.
- Lunch 12:15 p.m.
- Dinner 5:30 p.m.

Residents are provided tray service to their floor if ill or unable to come to the Dining Room.

Snacks and beverages are also served at regular periods throughout the day and evening.

We welcome families and friends for meals in our Dining Room or Lounge. We ask that you pre-arrange this with the Dietary department. Prices will be charged as listed and will be paid by the Resident on their monthly statement or can be paid at the office if preferred.

Personal Snacks

All food items and snacks that are kept in the Resident's room must be stored in an airtight plastic container. These should also be dated to ensure

freshness and safety. All food must be authorized by the nursing staff and must comply with the resident's diet.

Laundry Services

All personal clothing is laundered on site and all linen items are laundered under contract with the Winnipeg Regional Health Authority (WRHA). The Laundry Department maintains Resident's personal clothing by tending to minor repairs and adjustments and labeling of personal clothing items for an annual fee of \$25 due each October (pro-rated on admission).

Clothing Repairs

A fee is charged for repairs or alterations.

Dry Cleaning Service

This service is provided weekly. Charges are the responsibility of the resident or family.

Lost Clothing or Personal Belongings

If you believe an item has been lost or missing, or if you have found an item, please speak with the nurse on the floor. There is a Lost and Found available. Please speak to the nurse for the location.

Housekeeping Services

The Housekeeping Department is committed to maintaining a clean, safe and appealing environment. We take pride in our surroundings by providing clean, fresh, and well-maintained Resident rooms and common areas.

- Before moving in, the room is thoroughly cleaned
- Every day the washroom is cleaned, garbage removed and supplies replenished
- The floors are mopped and any spills are washed up
- Every week the room is dusted and vacuumed
- Yearly, a thorough cleaning of the room will be done which includes machine scrubbing the floors, cleaning of the walls and air vents.

Please provide clear plastic bins for all items such as shoes boots etc. that are stored on the floor of the closet. This will enable housekeeping staff to clean closet floors.

Finance Services

Residential charges are set by Manitoba Health and are to be paid at the Administration Office in advance by the first of the month. Upon admission, the Resident must provide a copy of the Revenue Canada *Notice of Assessment* for the previous year to determine the resident's daily residential charge rate. The rate changes on August 1st each year.

Payment Methods

Meadowood Manor requires payment for Residential monthly fees and miscellaneous expenses by Pre-Authorized Payment. The bank account will be debited on the first of the month for residential charges and on the 10th day of the month for miscellaneous charges.

Note: the Administration Office is not equipped to keep money or personal property items for Residents.

Payment Responsibilities

Meadowood Manor is responsible for payment of the following:

- Treatment supplies
- Prescribed drugs covered by Manitoba Health
- Diabetic supplies
- Mechanical lifts (but not slings)
- Pressure reducing mattresses, raised toilet seats, commodes for occasional use
- Wheelchairs (for occasional transportation)
- Oxygen and oxygen concentrators
- Continence care products
- Ostomy supplies
- Basic personal hygiene supplies such as: soap, shampoo
- Minor clothing repairs i.e.: seam repairs, replacing buttons

Residents are responsible for the following:

- Ambulance transportation (for hospital stays greater than 24 hours)
- Clothing and cost of labeling clothing by our laundry department, (fee per year) as well as major repairs and alterations to clothing.
- Any dry cleaning needs.
- Name brand soaps, lotions and shampoos

- Cosmetics, Kleenex, deodorant, toothbrushes, toothpaste, denture cleaner, denture adhesive, hair brushes or combs.
- Equipment purchases and repairs
- Preferred Name Brand Continence care product other than what is provided by Meadowood.
- Glasses, hearing aids and batteries. These need to be individually labeled with the Resident's name.
- Insurance for personal belongings.
- Transportation and escort costs (not covered by Insurance)
- Telephone installation and line rental
- TV and cable hookup and cost
- Foot care services
- Roam Alert (monthly fee)
- Salon Services (cuts, perms, regular settings, colors, etc).
- Personal Services such as Manicure/Pedicure, massage therapy, chiropractic and companion care etc
- Recreational outings that are off the Meadowood Manor grounds including meals (i.e.: bowling, museum, etc.)

Private Extended Health Insurance

Residents are encouraged to obtain Blue Cross or other private health insurance coverage. Extended coverage often reimburses a significant portion of such services as ambulance, dental, hearing aids, podiatry, wheelchairs, walkers, and rehabilitative devices/equipment.

Donations

Meadowood Manor Foundation Inc. is responsible for receiving and administering most of the financial donations made in support of Meadowood Manor. Donations can be made in support of either the Chaplaincy Program Fund or the Special Projects Fund. Donations can also be made in memory of a deceased person, however pursuant to the Foundation Board's policy, all memorial donations are used for the support of the Chaplaincy Program. All donations should be made payable to "Meadowood Manor Foundation". Donation envelopes are available from the envelope holder by the Donor Board located next to the Administration Office.

Donations can also be mailed to:

Meadowood Manor Foundation Inc.,
102-575 St. Anne's Road,
Winnipeg, MB.
R2M 5B2

The Foundation issues charitable donation receipts to donors once a year. Questions about making donations to the Foundation can be directed to the Foundation's President and Board Chair, through the Administration Office.

Donations in support of the Recreation Services Department can be made through the Administration Office, with such donations being made payable to "Meadowood Manor".

Staff cannot accept gifts, with the exception of confectionary items that are given to staff as a group.

ADDITIONAL INFORMATION

Mail & Newspaper Delivery

Mail is delivered to Resident's room daily.

Determination of the Residents ability to receive mail will be made at admission and changed as necessary. The family is responsible for redirecting the Resident's mail to the appropriate address. The Manor will not hold mail. Stamps can be purchased through the Administration Office. Newspaper delivery must be arranged by the Resident and/or the family. The mailing address is:

Name
Meadowood Manor
Room Number – 577 St. Anne's Road
Winnipeg, Manitoba
R2M 3G5

Alcoholic Beverages

Alcoholic beverages are NOT permitted unless prescribed by the attending physician and will be administered by Nursing staff only.

Smoking

Our home is a smoke free building. Residents and visitors are **not** permitted to smoke in the building **or** on the property. This decreases the risk of fire and improves air quality for everyone.

Fall Prevention

We are committed to a Fall Prevention Program. Residents are assessed for their risk for falls. Family and care givers involvement in assessing a Resident's risk for falls is encouraged. They can inform staff when their family member is experiencing any physical or behavioural changes that may increase their risk of falling. We have many fall prevention initiatives and these can be discussed with the family to determine what would work best.

Personal Hygiene

We encourage Residents to be involved in their Care Plan, which includes personal hygiene needs. Residents can bathe or shower with assistance on a weekly basis. In addition, personal care needs are attended to daily and when needed.

Health Care Directive/Goals of Care

In accordance with the Resident Bill of Rights, Meadowood Manor staff promotes Resident freedom of choice. The medical and nursing staff support and encourage the use of Health Care Directives (also known as Living Wills), and Goals of Care as a means of respecting the Residents' wishes. Health Care Directives and Goals of Care provide guidance to our physicians and nursing staff with respect to the type of nursing care and degree of medical interventions the Resident and/or family/substitute decision maker desire.

At the time of admission, the Nurse will inquire as to whether a Health Care Directive has been completed. If a Directive has been prepared, a copy is requested from the Resident to place on the health record at Meadowood Manor. The Resident and/or family/substitute Decision maker will also be asked to complete a Goals of Care Form following discussion with either the Nurse or Director of Care.

If such a directive has not been prepared, the Resident/family along with the Nurse will discuss the degree of intervention regarding resuscitation, hospitalization and levels of health intervention to be carried out. The Goals of Care will be placed in the Resident's Chart.

Cardio-Pulmonary Resuscitation (CPR)

Staff will not perform CPR for our Residents. If a Resident chooses this option, 911 will be called and the paramedics will perform this request. Staff will support the Resident with oxygen supplementation until paramedics arrive.

Leave of Absence (LOA)

Residents may take a LOA from the facility for social leave for a maximum of 21 days according to government policy. The Resident's room will be reserved during his or her absence. A review would take place if the Resident requests an extension of this leave.

Call Bell

The call bells are located beside the bed and in the washrooms to inform the nursing staff when assistance is needed.

Private Companions

Meadowood Manor provides for the care, safety, and social needs of all Residents. However, the Resident and/or family may wish to employ a private attendant for increased socialization, extra assistance with certain activities of Daily Living and companionship that enhance the quality of life for the Resident. It is important that Companions must adhere to the facilities policies and Resident's rights. While we fully support these relationships, Meadowood is responsible for addressing issues of Quality of Care, Health and Safety for all Residents.

Power of Attorney

Residents are encouraged to appoint an Enduring Power of Attorney. The Home requests a copy of this agreement for the Resident record.

Discharge

After the passing of a Resident, family are required to make arrangements to have all personal belongings removed within a 24 period. We recognize that this can be a very difficult time for families, yet at the same time, another family is urgently waiting to have their family member placed in our Home. All care is taken to ensure that the needs of both families are met. Personal property which is unclaimed after 21 days is disposed of at the discretion of the Manor.

Meadowood Manor Auxiliary

The Meadowood Manor Auxiliary supports the Home in enriching the lives of the Residents. They participate in a variety of programs and activities, organize fundraising ventures and foster good public relations between the home and the community. We invite all family members and church members to join the auxiliary and to support their programs and fundraising activities.

Fire Alarms

Fire alarm testing is done on a regular basis to familiarize both Residents and staff with procedures in the event of a real fire situation. If the alarm rings, please remain where you are and await instructions from our trained staff.

Security

Our building has a 24 hour security system with video cameras and video recording of entrances. At 9:30 p.m. our front door is locked. Visitors may enter by ringing the door bell.

Visiting

For the convenience of our Residents and their visitors, and to maintain a home-like environment, visiting hours are not restricted. Children are always welcome, but we require that they be supervised for the duration of their visit for their safety as well as for the safety and comfort of other

Residents. Because we respect the privacy of each of our Residents, we ask that you knock and announce to the Resident who is entering their room before doing so.

Booking 2nd Floor Lounge

The 2nd Floor Lounge may be booked for parties and/or celebrations for residents. Please contact the Administration Office for availability.

Infection Control

Meadowood abides by standards and procedures outlined by Manitoba Health to prevent the spread of infection. Residents and families can assist us by maintaining good hand-washing techniques. It is recommended that families and friends refrain from visits during times when they are ill. Residents are encouraged to provide permission to receive a yearly flu vaccination. We strongly recommend that family and friends receive a flu shot which is available from their physician or flu clinics in early fall.

Pets

While we recognize that a special bond exists between people and their pets, unfortunately Residents cannot bring their own animals to live at Meadowood Manor. However, family and visitors can bring pets onto the Manor, but must comply with the policy regarding pets.

Visiting pets must be leashed at all times. All aspects of the care of visiting pets, including the cleaning up of “accidents”, are the responsibilities of the owner. In addition to cleaning up after any “accident” the pet may have, it is the responsibility of the owner to notify staff so that further cleaning may be done.

If you have further questions, please contact the receptionist at the front desk and they will be happy to direct you to the appropriate department.