

Park Manor Personal Care Home, Inc.



Resident Information Handbook

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WELCOME

Welcome to Park Manor Personal Care Home!

We consider your selection of Park Manor a privileged opportunity to provide care and a home-like atmosphere to you or someone you care about. Please take a moment to read our Mission Statement and Resident Bill of Rights on the following pages.

This manual is prepared for you and contains important information about the care we provide, our policies and the services available to those who make Park Manor their home. You are responsible for knowing the information contained in this manual.

We welcome your recommendations for improvement and appreciate your words of encouragement.

We hope our relationship with you and our residents will be long and pleasant.

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PARK MANOR PERSONAL CARE HOME

OUR MISSION

Offering love, peace, compassion,
hope and empowerment...
to CARE as Christ did.

OUR COMMITMENT

We will CARE about our people.

Our resident needs always come first.

Our staff needs are important and we will work to earn trust, seeking to be honest, fair and professional in our dealings.

We strive to treat everyone equal, regardless of belief, income, race, gender or lifestyle.

We will CARE about our quality.

We hire dedicated individuals who are willing to grow and develop as needs change, and then challenge them to take initiatives, solve problems and make progressive things happen.

We encourage our staff to be the best in their field.

We invite the services of committed volunteers to enhance the quality of life for our residents.

We will CARE about our resources.

We take seriously our role as stewards of our physical environment, the equipment we use and the resources entrusted to us.

ABOUT PARK MANOR

Park Manor Personal Care Home is an accredited, non-profit long-term care facility operated under the auspices of the Seventh-day Adventist Church in Canada. We opened in 1967 and our current capacity is 100 residents. We have 44 private, 20 semi-private and 4 four-bed rooms. A Board of Directors is entrusted with the legal and moral responsibility of directing our Home. A CEO, who is accountable to the Board, is responsible for day-to-day operations.

A multi-discipline team aims at maximizing the well being of our residents by developing individual resident care plans that encompass their physical, social, spiritual and emotional needs. Consequently, the following services are provided: medical, pharmacy, nursing, recreation and rehabilitation, dietary, chaplaincy, laundry, housekeeping, maintenance and counseling. Volunteers also contribute to our program.

Park Manor does not offer the services of an active treatment facility such as intravenous or tube feeding. Arrangements will be made to transfer residents to active treatment facilities when necessary. Every resident is ensured 24 hour nursing care, the services of a qualified medical practitioner as necessary and access to active treatment facilities when required. Private duty nursing care is not provided. If this level of care is desired, arrangements may be made.

Park Manor has the following services provided by outside agencies: Occupational Therapy, Physiotherapy, Speech Language Pathology, Psycho-Geriatric Consulting, Podiatry, Optometry, Religious Programs, Dental Care and Hairdressing.

Park Manor provides the following services to the community: Meals on Wheels, Adult Day Program, emergency medical assistance and meals to East Park Lodge Tenants.

We strive to provide an atmosphere as close to that of home as we can by allowing residents to personalize their rooms with select furnishings and pictures whenever possible.

Park Manor complies with Province of Manitoba legislation and regulations pertaining to health care facilities.

In order to facilitate necessary fundraising ventures, Park Manor is a Registered Charity. Park Manor also receives an annual allocation from the Adventist Care Foundation, which is a charitable foundation whose purpose is to provide financial assistance to Seventh-day Adventist long-term care facilities.

ABOUT SEVENTH-DAY ADVENTIST HEALTH CARE

Seventh-day Adventist Health Care facilities consider the following characteristics to be of paramount importance:

1) Motivation

Seventh-day Adventist interest in health and health care stems from Christ's example while here on earth. We believe in a holistic approach toward health care in all its dimensions – physical, emotional, spiritual and social. It is an inherent motivation to Seventh-day Adventists that they minister to those in need.

2) Stewardship

Seventh-day Adventists believe that they are responsible for everything entrusted to them by God – life, physical being, time, talents and abilities, material possessions, and opportunity to be of service to others. We consider our residents, staff and the resources provided to us by the public and our Province as divine opportunities to be faithful stewards.

3) Values

Core Values are those which make us unique from other Christian institutions and are summarized as follows:

- a) Dietary standards based on health principles and Biblical counsel.
- b) Entertainment and recreation which both uplift and enhance quality of life.
- c) The freedom of conscience for employees fostered in a non-unionized environment.
- d) The personal commitment of an administration and board who have adopted the Seventh-day Adventist health care philosophy as a way of life.
- e) The observance of the Biblical seventh day Sabbath (Saturday) as a special day which requires alternate work scheduling.

Park Manor Personal Care Home is an active member of the Interfaith Health Care Association of Manitoba. We emphasize the following Christian values which we share with other members of the Interfaith Health Care Association:

- | | |
|--------------------------------|--------------------------------------|
| a) Chaplain Services | g) Integrity |
| b) Staff Composition | h) Public Relations |
| c) Holistic Approach | i) Depth of Christian Dimensions |
| d) Scope of Services | j) Method of Ministering |
| e) Management Composition | k) Lifestyle Ministry |
| f) Conflict Resolution Methods | l) Choice of Denominational Services |

PHILOSOPHY OF CARE

The philosophy of care at Park Manor Personal Care Home is to uphold the dignity and worth of each person. As a Christian institution operated under the auspices of the Seventh-day Adventist Church we believe:

That in ministering to the needs of those in our care we are in a special sense fulfilling Christ's commission – "Whatever you did for one of the least of these brothers of mine, you did for me." Matthew 25:40 (N.I.V.)

That vital faith in God and an understanding of God's forgiving grace and personal interest in each individual contributes to greater quality of life.

That every resident is a child of God and will be treated with respect and tenderness by our staff and volunteers.

That each person is unique. We will address the specific physical, spiritual, emotional and social needs of each resident to promote the highest possible level of well-being and independence.

In the sacredness and importance of the family. We wish to consult closely with the members of each resident's family regarding the care of their loved one.

In the importance of our staff and volunteers. Their commitment and dedication to the principles of understanding, professional care are important to make Park Manor a caring environment for our residents.

In utilizing the special skills of the professional community outside of the Park Manor Staff in addressing specific needs.

It is important to continually learn and constantly evaluate our methods of care so that the needs of our residents and staff continue to be met in the best possible way.

PARK MANOR PERSONAL CARE HOME, INC. RESIDENT BILL OF RIGHTS

1. EVERY RESIDENT HAS THE RIGHT to be treated with courtesy and respect in a way that fully recognizes the resident's dignity and individuality, and to be free from mental and physical abuse.
2. EVERY RESIDENT HAS THE RIGHT to proper shelter, food, clothing, and to make personal choices which are consistent with his or her health care needs.
3. EVERY RESIDENT HAS THE RIGHT to live in a safe, clean environment.
4. EVERY RESIDENT HAS THE RIGHT to access protected areas outside the Home in order to enjoy outdoor activity, unless conditions make this impossible.
5. EVERY RESIDENT HAS THE RIGHT to keep in his or her room personal possessions, pictures and furnishings in keeping with safety/space requirements and other resident's rights.
6. EVERY RESIDENT HAS THE RIGHT to be told who is providing the resident's direct care and who is responsible.
7. EVERY RESIDENT HAS THE RIGHT to be afforded privacy in treatment and in caring for his or her personal needs.
8. EVERY RESIDENT HAS THE RIGHT
 - a) to be informed of his or her medical condition, treatment and proposed course of treatment with authorization from the appropriate physician,
 - b) to give or refuse consent to available treatment, including medication, in accordance with the law and to be informed of the consequences of giving or refusing consent,
 - c) to have the opportunity to participate fully in making 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 personal care home,
 - d) to have his or her medical records kept confidential in accordance with the law,
 - e) to have an Advanced Health Care Directive in accordance with Manitoba Legislation.
9. EVERY RESIDENT who is being considered for restraints has the right to be fully informed about the procedure and the consequence of receiving or refusing them.
10. EVERY RESIDENT whose death is likely to be imminent has the right to have family members/advocates present twenty-four hours per day.

11. EVERY RESIDENT HAS THE RIGHT to designate a person to receive information concerning transfer or emergency hospitalization and where a person is so designated, to have that person so informed forthwith.
12. EVERY RESIDENT HAS THE RIGHT to receive therapy and assistance towards independence consistent with his or her requirements.
13. EVERY RESIDENT HAS THE RIGHT to pursue social, cultural, religious and other interests to develop his or her potential and to be given reasonable provisions by the Home to accommodate these pursuits.
14. 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/Family Council, Home staff, government officials or any other person inside or outside the Home, without fear of restraint, interference, coercion, discrimination or reprisal.
15. EVERY RESIDENT HAS THE RIGHT to participate in the Resident/Family Council.
16. EVERY RESIDENT HAS THE RIGHT to meet privately with his or her spouse in a room that assures privacy and where both spouses are residents in the same personal care home, to share a room according to their wishes, if an appropriate room is available.
17. EVERY RESIDENT HAS THE RIGHT to communicate in confidence, to receive visitors of his or her choice, and to consult in private without interference.
18. EVERY RESIDENT HAS THE RIGHT to manage his or her own financial affairs where able to do so, and where the resident's financial affairs are managed by the Home, to receive a regular accounting of transactions undertaken and to be assured that their property is managed solely on their behalf.
19. EVERY RESIDENT HAS THE RIGHT to be informed in writing of any law, rule or policy affecting the operation of the Home and the procedures for initiating complaints.
20. EVERY RESIDENT HAS THE RIGHT to representation through an advocate designated by the resident or appointed by the Province of Manitoba in the event that health conditions preclude personal representation.

PROFESSIONAL SERVICES

Auxiliary

The Auxiliary was organized in July 1992 with the purpose of stimulating public interest in the Home and promoting good relations between Park Manor Personal Care Home and its community. It provides services to the residents of the Home and assists the Home with projects and fundraising approved by the Board and/or Administration. Membership is open to persons, male and female, in the City of Winnipeg and surrounding districts.

New members are always welcome. We especially appreciate interest and participation from resident family members.

Please contact our Director of Volunteer Services to learn more about joining our Auxiliary.

Chaplain Services

There is a Chaplain on duty. He will be pleased to arrange for your own pastor, priest or rabbi to visit with you, or visit with you in person. Arrangements can be made with the nurse in charge for a pastoral visit. Regular religious services are held at Park Manor. The Chaplain may be called anytime in the event of an emergency or major crisis.

Food Services

The Dietary Department provides quality nutrition care and food services for each resident. Park Manor has a kitchen onsite, and we pride ourselves on providing nutritious home-cooked meals and baking. Each resident's food preferences are respected, and alternate menu items are provided for food dislikes. Park Manor does not serve pork, pork products or shellfish; however the menu does provide beef, fish, and poultry. Special considerations are provided for those following a specialized diet based on culture or religious beliefs, including vegetarian meals.

The resident menu is a five week rotational menu, and is adapted to accommodate therapeutic diets and texture modifications. The menu may be changed for holidays and special themes. The nutritional needs of the resident are met in accordance with Canada's Food Guide and physicians' orders and are reviewed and approved by our full time on-site Registered Dietitian. Refreshments are offered between meals in the afternoon and evening. Special or therapeutic diets necessitate that permission be received from the nurse in charge before giving snacks or treats to residents.

Guests may dine with residents by prior arrangement. The dietary staff should be notified by 10:00 am if dining at lunch or by 2:00 pm if dining at supper. There is a nominal charge for visitor meal service to be paid prior to the meal at the cafeteria.

Housekeeping Services

Park Manor strives to provide a high standard of cleanliness realizing that quality housekeeping services have a positive effect on the health, safety, comfort and happiness of residents. Our housekeeping department comprises a fine group of dedicated individuals who function as an integral part of the home while daily providing quality services to residents and families in a friendly and cooperative manner. We may require casters on large Television, furniture etc. so our housekeeping staff can make safe moves when cleaning rooms. Before bringing in new furniture the Director of Social Services should be consulted.

Laundry - Personal Clothing

Upon admission Park Manor requires that all resident clothing be labeled with the resident's name and room number. The laundry department will provide this service for a one-time labeling fee.

Any clothing brought in following admission is to be left at the nursing station and it will be forwarded to the laundry department for labeling.

Personal clothing laundry service is provided ONLY for the laundering of wash and wear clothing. Park Manor is not responsible for damages to items not suitable for laundering e.g. **woolen items, etc.** are discouraged.

All **undergarments and pajamas/nightgowns** will be laundered with the use of chlorine bleach in accordance with infection control guidelines. For this reason residents and families are advised to purchase only light colored undergarments and night wear.

If the resident's **family wishes to launder** clothes at home, please arrange this with the Charge Nurse.

All **dry cleaning** is the resident's personal expense and is the family's responsibility.

Maintenance Services

Maintenance service is provided to ensure a safe, comfortable home with a well kept building and grounds. Please notify the Maintenance Department or nursing staff of any necessary repairs you may require. **All electrical items must be inspected by the Maintenance Department to ensure their safety upon arrival in the Home.** Subsequent inspections will also take place to ensure the resident's safety. A red sticker will be placed on each item to indicate an inspection has been completed. Please do not attempt to hook up TV cable vision. If desired please inform the Charge Nurse or the Business Office so that maintenance can provide hook-up as soon as possible.

Medical Services

Twenty-four hour medical coverage is provided by Park Manor's Medical Director and physicians. There are physicians that provide services to our residents and you may wish to choose one of them to provide your care. Physician names are provided on admission. When hospitalization is required, the services of Concordia Hospital or St. Boniface Hospital are utilized.

Nursing Services

Twenty-four hour nursing service is provided. Our staff includes Registered Nurses, Licensed Practical Nurses and Health Care Aides (male and female). A plan of care is developed with each individual to maintain the highest level of function and well-being.

Occupational/Physiotherapy Services/Speech Pathologist

An Occupational Therapist is at Park Manor weekly. Residents are assessed upon admission and appropriate individual programs outlined. Throughout the stay the resident's program is modified to meet his/her changing needs. A rehabilitation aide is employed to help residents follow the program set up by the Occupational Therapist. A Speech Pathologist and Physiotherapist are available upon request.

Palliative Care Program

Park Manor Personal Care Home provides a Palliative Care Program for residents and their families when an illness is considered terminal. We will provide active, compassionate, multidisciplinary supports which encompass the physical, emotional and spiritual needs of the individual.

Pharmacy Services

Full pharmacy service is provided through a contracted pharmacy. The nurse in charge controls all medications. For the resident's safety, no medication is kept in the resident's room. The nurse will dispense all medication as ordered by the resident's own physician. Alcoholic beverages will be permitted only through a physician's prescription (purchased at the resident's own expense) and are controlled and dispensed by the nurse.

Medications

Medications are only given by a physician's order. Trained professionals monitor medication effectiveness on an ongoing basis. Comprehensive medication reviews are completed by the physician, pharmacist and charge nurse for each resident every three months.

Cholinesterase Inhibitor (Aricept, Exelon and Reminyl) Use in PCH

Manitoba Health and the Winnipeg Regional Health Authority have established policies for the use of Cholinesterase Inhibitors by residents in personal care homes. These policies are intended to ensure that residents, who might benefit from continued use of these medications, will have their cost covered under the Personal Care Home Drug Program and that those who are not benefiting will not receive drug cost coverage. Upon admission a resident using these types of medications will be assessed and the assessments and review result in not meeting the threshold to have Cholinesterase Inhibitor medications covered by the Drug Program, the medication will be discontinued. However, if you feel the resident was benefiting and should continue to receive this medication, arrangements can be made through our nursing staff and pharmacy to continue providing it at your cost.

For more information please discuss with the Charge Nurse, Director of Care or the Social Service Worker.

Social Services

The Director of Social Services provides advocacy, counseling, information and referral services for residents and family members. It is the purpose of the Social Services Department to ensure that the total care and needs of the residents are met and their quality of life is enhanced. 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.

Please feel free to contact the social worker should any questions or needs arise.

Therapeutic Recreation Department

The purpose of the Therapeutic Recreation Department is to provide recreation programs that meet individual needs. We focus on the abilities of each resident, not the disabilities. We develop and implement active and passive programs. Therapeutic recreation programs are developed for all residents. Residents receive encouragement and tender loving care.

Recreation Programs Currently Offered at Park Manor

Physical Programs – Games, Fun & Fitness, Walking, Travel Games, Old Time Dance

Spiritual Programs (In cooperation with Pastoral Care) – Hymn Sings, Pastoral & Palliative Care Visits, Memorial Services, Bible Study, Religious Holiday
Wednesday: Catholic & Anglican Church; Saturday: Seventh-day Adventist Services;
Sunday: Community Church Services

Social Programs – Special Breakfasts, Luncheons, Supper Clubs, Teas, Social Hour, Picnics, Barbecues, Cafés, Theme, Holiday, Outings, Shopping Trips, Resident of the Month

Intellectual Programs – Reading/Poetry, Discussion Groups, Bingo, Arts & Crafts, Word/Trivia Games, Movies, Table Games, Music Games, Woodworking, Pioneer Days, Resident & Family Council

Psychological Programs – Sing-a-longs, Make & Bake, Beauty Club, Glee Club Concerts/Entertainment, Barber Shop, Treasure Chest, Gardening, Community Services, Work Projects, Intergenerational, Sensory Stimulation, One-to-One Visits, Pet Visits, Musical Lane

Volunteer Services

Volunteers are considered an essential part of our care-giving team at Park Manor Personal Care Home. This organized service is managed by the Director of Volunteer Services and is supported by management and staff. The service provides an opportunity for programs and services that otherwise may not be possible.

Volunteers enhance the quality of life of each resident and the work they do compliments the work of the staff. They are the community made real to those that live here, by creating a linkage between the residents, staff and members of the community.

Park Manor volunteers are of different ages, backgrounds, experiences and lifestyles. They share their unique skills and talents as well as providing friendship, personal interaction and time to each of our residents. Each volunteer shares something of themselves and Park Manor greatly appreciates their care and dedication.

Community and family members can contact the Director of Volunteer Services if they are interested in joining our TEAM.

CONVENIENCE SERVICES

Elevator

A slow-speed elevator has been built into the building to facilitate getting from one floor to another. Residents are asked to use the elevator and not the stairways.

Hair Care

Hair care is available for both men and women in our basement salon. There is a charge for this service and the Fee Schedule is provided at the end of the handbook. (See Appendix)

Library

A small library is provided, with Park Manor owned materials, for your reading pleasure. It is located in the main lounge. A large number of photo albums that depict life at Park Manor are also available. Photos displayed are of residents, staff and special programs.

The Winnipeg Centennial Library, Extension Unit, also loans library books to the Home for a three month period. These books are available through our Therapeutic Recreation Department.

Mail

Personal resident mail will be delivered to the resident's room. We offer to read their mail to them if requested. Stamps may be purchased at the Business Office for personal use and billed to their trust account. The receptionist will post letters as requested.

Safety and Security Systems

- Magnetic Door Lock System: Park Manor residents are protected by having all exits controlled by a magnetic lock system. In limited instances, such as the front entrance, a numbered key pad provides exit for visitors and staff when an authorized code is entered. This code is occasionally changed. All magnetic locked doors release only in the event of an emergency such as a fire alarm.

The authorized code should never be given to Park Manor residents.

Please do not assist residents who may wait at the front door to exit the facility. Should residents wish to go outside we encourage you to use our park area, which is surrounded by fence and is accessible through our main floor dining room.

- Nurse Call Bell System: All residents' rooms are equipped with a bedside and bathroom call bell cord.
- Fire Protection Services: Park Manor has an early warning fire detection system monitored by Protelec Co. There are heat or smoke detectors and a sprinkler system in all areas. Fire drills are held regularly as a safety precaution. Residents and visitors in hallways or lounges will be escorted to safety by staff.

- Resident Photos: The resident's photo is placed at the door of individual resident rooms.
- Video Cameras/Recorders: Park Manor is equipped with a number of internal and external video cameras which are recorded at all times.
- Name Badges: Residents should always know who is providing care and staff are required to wear facility approved name badges to assist with identification. Please don't hesitate to ask someone their name if their badge is not visible.

Snacks n' Things Trolley

The Auxiliary members provide a room to room trolley service for residents and staff, selling chips, popcorn curls, chocolate bars, candy, etc. **Service is currently available every Monday and Thursday evening from 6:30 to 8:00 p.m.**

Telephones

The provision for a telephone outlet is available in each room. The cost of connection and the monthly bill are the resident's responsibility. Please make arrangements through your MTS Phone Centre.

If a resident requests a room change, the cost of the reconnection is at the resident's expense.

Television

There are colour televisions provided by Park Manor in the lounges of the Home. Residents may also have their own television sets. Cablevision hook-up is available in each room. **Please do not hook up the TVs. This is the responsibility of the Maintenance Department after notification from the Business Office.** The monthly billing is the resident's responsibility and will be charged to the resident's trust account.

POLICIES

Abuse

Park Manor Personal Care Home Policy

Park Manor Personal Care Home supports the provision of the highest quality of life for residents and maintaining a positive and safe work environment for staff.

Abuse is a serious matter. Park Manor PCH will investigate all allegations of abuse. Park Manor PCH will take whatever action is deemed appropriate depending on the circumstances of a particular situation.

There is a detailed Abuse Policy in place at Park Manor which includes any abuse by or towards residents, health care workers, family members, volunteers, visitors, students or others employed or contracted by Park Manor. The rights and confidentiality of all persons involved in a situation shall be respected and safeguarded to as great a degree as possible.

The Definition of Abuse includes:

- 1) Financial 2) Physical 3) Emotional/Psychological 4) Neglect

Reporting: Please report concerns immediately to any staff person, Charge Nurse, Management Staff or the Chief Executive Officer.

Manitoba Provincial Law
Protection For Persons In Care

The *PROTECTION FOR PERSONS IN CARE* Act is an extra safeguard built into Manitoba's health care system. The Act is a law to help protect adults from abuse while receiving care in personal care homes, hospitals or any other designated health care facility.

In Manitoba, it is mandatory to report suspected abuse promptly. This means that anyone who has a reasonable basis to believe abuse is occurring, or is likely to occur, must report these concerns as soon as possible.

Report to The Protection for Persons in Care Office:
300 Carlton St.
Winnipeg, MB
R3B 3M9
Phone: (204) 788-6366
Toll Free: 1-866-4406366
Fax: 204-775-8055
Email: protection@health.gov.mb.ca

Advanced Health Care Documentation

Health Care Directive (Personal document)

In 1993 the Manitoba Health Care Directives Act was passed by the Manitoba Government. The Act determines that "A Health Care Directive is a mechanism by which a person may communicate his or her wishes with respect to future medical treatment to a health care provider. The Health Care Directive is a signed, dated, written document which may express the health care decisions of the maker, or may appoint a proxy to make health care decisions on behalf of the maker, or both."

In keeping with Park Manor's and the Winnipeg Regional Health Authority's (WRHA) commitment to residents, Park Manor Personal Care Home acknowledges that

residents have a right to determine their future care and treatment. A signed Health Care Directive gives the competent resident the opportunity to relate to their physicians and staff how they would like their care managed. This should be done after discussion with family and their physician, if they so desire. Park Manor has a form that can be used as a guide in this decision making process (see the Director of Social Services).

Remember that you can reconsider your written decision at any time. It is recommended that a Health Care Directive be updated regularly (e.g. annually).

WRHA Advanced Care Plan

The Winnipeg Regional Health Authority has prepared an Advanced Care Plan document as a guide for residents, families and substitute decision makers to assist in the end of life care decisions for residents in long term care. This document is for discussion purposes only and provides guidelines for caregivers regarding the resident's wishes for end of life care.

A pamphlet entitled "Planning Your End of Life Care—Advanced Care Planning" has been enclosed in the resident information package. Please read this carefully and be prepared to discuss this upon admission to Park Manor Personal Care Home.

Care Conferences

Resident Care Conferences are part of a multi-disciplinary approach to resident care. The purpose is to develop and review the care plans for each resident in terms of their individual needs and capabilities and with respect to their adjustment to admission and on-going daily living. The Care Conferences include care team staff members, residents and/or family members. It is the aim of the Care Conferences to facilitate communication and exchange of information between members of the care team, residents and their family members, so a resident's care and life at Park Manor is the best possible.

An Initial Care Conference is held for all new residents within four to six weeks following admission. The social worker will send out letters to the listed next of kin with information and scheduled date of the Care Conference. Residents and families are invited to attend but it is not mandatory. A "Resident/Family Response Form" is included to provide an opportunity for input and information from the family should they not be available to attend.

An Annual Care Conference is held yearly. The social worker will send out letters to the listed next of kin with information and scheduled date of the Care Conference. Residents and families are invited to attend but it is not mandatory. A "Resident/Family Response Form" is included to provide an opportunity for input and information from the family should they not be available to attend.

Additional Care Conferences can be scheduled should the need arise at the request of resident, family or Park Manor.

Concern/Complaint/Recommendation/Compliments

Providing Quality Cost Effective Service Is Our Goal

When We Do It Well - Please Tell Us!!
When We Don't - We Also Want to Know!!
If You Have An Idea How We Can Do It Better - We Will Listen!!
We Want to Work Together to Keep Park Manor the Best!!

Thank You,
The Board, Management and Staff

Park Manor administration encourages you and your family to bring concerns and suggestions to the knowledge of our staff and/or Chief Executive Officer. The staff, Department Heads and Chief Executive Officer are happy to meet personally to discuss the issues. An additional procedure is the *Statement of Concern/Complaint/Recommendation/Compliment Form*, which you can find available on each floor to assist in providing the necessary information. Issues will be responded to and the person expressing the issue will be notified of the outcome. In the event that an issue is not resolved satisfactorily the issue may be brought to the attention of Park Manor's Board of Directors, The Winnipeg Regional Health Authority or Manitoba Health.

Dentures

Residents, who have full or partial dental plates that are removable, should have each separate piece labeled with the resident's name. This will help to quickly identify the owner should the dental plate be removed or misplaced. This procedure can be done at any Denturist office for a minimal cost or can be arranged through the nursing staff. See Fee Schedule for cost.

Eye Glasses

Residents who require vision correction through the use of eyeglasses should supply the facility (personally or through family members) with a copy of the latest eyeglass prescription to place on file. In the event that the glasses are lost or damaged this prescription would be used to simplify the replacement. Park Manor engraves all resident glasses with the resident's name in case of loss.

Hot Water Bottles and Heating Pads

Before bringing in hot water bottles, heating pads, steamers, etc., please check with the nurse in charge.

Leave of Absences

Hospital Leave

Absence from the Home for treatment in a hospital may not exceed 21 days except when requested by the hospital. Daily residential charges for accommodation at Park Manor will continue while the resident is on approved hospital leave.

Social Leave

With prior arrangements through the charge nurse, a resident is able to leave Park Manor for social leave up to 21 days each calendar year. Where the bed is to be held beyond 21 days, Manitoba Health coverage will terminate after the 21st day and the resident is responsible for the total per diem charge until he/she returns, unless prior approval is obtained from Manitoba Health.

Absence of 72 hours or less per week can be taken at any time and does not count against the 21 day leave.

No Smoking

Smoking is not permitted within Park Manor outside our front entrance or in our park areas by residents, visitors, staff or volunteers.

Resident Personal Belongings

Personal belongings treasured by the resident such as a radio, TV, easy chair, pictures, lamp, etc. may be brought into the Home. Please consult with the Director of Social Services before bringing in large items of furniture other than those mentioned above. Due to limited space, not all wanted items can be accommodated. Park Manor reserves the right to ask for removal of personal items due to care level changes.

Clothing

The type and quality of resident clothing may vary per resident depending on their particular care needs. The Nursing and Occupational Therapy staff will make a complete assessment of each resident on a regular basis. Following the assessment family/advocate will be informed of the appropriate clothing needs for the resident. If necessary, Park Manor is able to purchase the required clothing and charge the resident's account.

Responsibility for Loss or Damage

Park Manor will not accept responsibility for loss or damage of personal belongings due to accidental or deliberate actions on the part of any resident. Please report losses to the charge nurse and/or Chief Executive Officer.

Removal of Personal Belongings

When a resident permanently transfers to another facility or dies, it is the expectation of the Winnipeg Regional Health Authority to make the room available as soon as possible. (This does not apply to a resident being treated in hospital).

Such times can be difficult for family members so we like to provide this information in advance:

- We ask that the resident's personal belongings be packed and physically removed within 24 hours.
- Park Manor is able to accept donations of personal clothing which will be kept for one month then sorted for Park Manor use or donated to a charity of our choice.
- Park Manor is unable to accept donations of personal furniture at this time and we request that you do not leave any items behind.
- If any furniture items are left behind which need to be disposed of by Park Manor a "Disposal fee" of \$25.00 per item will be charged to the resident's trust account.
- Families are welcome to designate someone else to pack up a resident's personal belongings BUT they must contact the facility and give appropriate authorization in advance.
- As an alternative, Park Manor staff will pack personal belongings and place them in temporary storage for up to 14 days with no charge. After 14 days there will be a minimal charge. We will notify the family designated contact that this has been done and how to access the resident's personal belongings when they come to pick them up.

Valuables/Breakables

Park Manor will not assume responsibility for the loss of valuables/breakables or money left in the resident's room. Residents are encouraged not to keep cash in their possession. You are responsible for refitting loose rings and wedding bands or putting them in safe-keeping as Park Manor cannot accept responsibility for their loss. Bring these items at your own risk.

Resident/Family Council

A Resident/Family Council is operated within Park Manor Personal Care Home and is open to all residents and their families. The purpose of the council is to provide residents with the opportunity to discuss concerns, problems, and make suggestions and constructive recommendations to administration that would enhance their residency at Park Manor. The Resident/Family Council is governed by a Constitution. An Executive Committee is elected for a two-year term with resident and family member representation. The Executive Committee meets monthly and there are two Open Resident Council Meetings yearly for all residents and their family members.

The Therapeutic Recreation Program Leader and the Director of Social Services assist planning Resident/Family Council's monthly meetings.

Restraints and Protective Devices

Restraint use can result in injury or even death to the resident.

Park Manor has a least restraint philosophy.

It is the purpose of Park Manor to promote and facilitate the safe use of restraints when required for specific reasons of safety and security. It is also our goal to reduce and/or discontinue the use of any methods of limiting freedom of movement of a resident living at Park Manor.

In order for restraints and protective devices to be used for any resident an Individualized Plan of Care, that deals with the use of a restraint and meets the unique and specific needs of the resident, must be developed. The plan of care must be communicated and documented to all care provider including family/substitute decision-maker and will be reviewed on a quarterly basis or sooner, as required.

Room Availability/Room Change Requests

Park Manor provides accommodation for 100 residents. Each room has a washroom, including toilet and a sink. Upon admission only shared-room accommodation is available. Should you desire a room change, please inform the Director of Social Services of your wishes and your name will be placed on an internal waiting list.

Park Manor tries to limit the number of moves a resident experiences so room changes are made only when necessary or requested.

Park Manor may find it necessary due to behaviour to transfer a resident from their currently assigned room when their care and/or behavior needs have been assessed by the resident's care team and that the change would be beneficial to both resident and co-residents. Every effort will be made to have family/advocate as part of the assessment process. Family/Advocate will be informed of the care team's decision prior to any resident move.

Transportation

Ambulance and Transportation to/from Hospital

The Park Manor covers the cost of ambulance or stretcher service to and from the hospital if the resident returns to Park Manor within a 24-hour period. If the resident's hospital stay is longer than 24 hours, ambulance or stretcher service costs are the responsibility of the resident, unless covered by private insurance such as the Blue Cross Extended Health Care Plan.

Medical Appointments

Transportation to medical, eye & dental appointments is at the resident's expense (including appointments arranged for hospital follow-up). Family members are responsible to accompany the resident for these trips. If a family member is not available, an escort will be arranged through a staffing agency and the fee will be charged to the resident's account.

Social Transportation

All social transportation is the financial responsibility of the resident. Arrangements for trips can be made with the charge nurse or the Director of Social Services.

Tips and Gratuities

Park Manor's staff and volunteers undertake their work conscientiously and with the residents' best interests in mind. They do not expect gifts. A smile, a word, a little note is greatly appreciated by staff and volunteers and is thanks enough. Accordingly, our Home does not allow individual staff members and volunteers to accept gifts from residents or their families so as to avoid misunderstandings and disciplinary measures. Should residents or their families wish to demonstrate their appreciation with a gift, they can do so by contributing to a special staff appreciation fund which is maintained in our Business Office. Charitable donation receipts can be provided for amounts over \$10.00. Residents or their families are also permitted to provide gifts to staff and volunteers that are understood to be available to all staff or volunteers, such as a box of chocolates at Christmas.

Visitors

Visiting hours are from approximately 0900 to 2100 hours (9:00 a.m. to 9:00 p.m.). Children are encouraged to visit but small children must be accompanied by an adult. Children are not to wander around the building, as respect for the privacy rights of all residents must be maintained. All visitors are asked to sign in and out and to report to the nursing station before proceeding to a resident's room. If it is necessary for a relative to remain after visiting hours or over night with a seriously ill resident, arrangements can be made with the nurse in charge.

Wheelchairs/Walkers/Electric Wheelchairs/Scooters

Upon admission, if the resident needs a wheelchair or walker it may be possible to rent one from Park Manor subject to availability. Purchase of a wheelchair, walker and/or personal mechanical lift net is the responsibility of the resident. Some private health insurance plans such as the Blue Cross Extended Health Plan will assist with the purchase of wheelchairs or other mobility aids, if ordered by a physician or an occupational therapist.

- *Electric Wheelchairs* (motorized chairs without handlebars and where the chair sits directly above the motorized mechanism) will only be allowed when recommended by the resident's physician and after an assessment by our

Occupational Therapist confirming safe driving skills by the resident. All costs related to purchase/maintenance and operation of the electric wheelchair is the resident's responsibility. Park Manor reserves the right to have the electric wheelchair removed if it is deemed unsafe for other residents and staff.

- *Electric Scooters* (with handlebars and a protruding front steering mechanism) are NOT allowed to be used in the facility due to size and safety concerns.

MANITOBA HEALTH PERSONAL CARE SERVICES

Residential Charges

A daily residential charge is assessed to each resident based on his or her annual income according to a rate schedule established by Manitoba Health. This rate schedule is in effect from August 1 to the following July 31 of each year. To facilitate the annual assessments of residential charge rates Manitoba Health provides a Tax Information Release form.

If a resident is unable to pay the assessed rate it may be necessary to file an appeal with Manitoba Health. Appeals must be filed within 30 days of the effective date of the assessed rate. Please see the Chief Executive Officer or Accountant should you need to appeal the assessed residential charge.

Current residential charge information is available from the Business Office or on line at www.gov.mb.ca/health/pcs/index.

Trust Accounts

Each resident is required to maintain a minimum \$100.00 balance for personal expenditures such as hair care, resident outings and cable TV. Authorized expenditures are pre-approved upon admission using a Resident Trust Fund Agreement form. Each month a statement showing disbursements, payments and the remaining balance is forwarded to the person designated as responsible for the resident's finances and payment is required to bring the balance back to at least \$100.00.

This fund is maintained during residency at Park Manor and will be returned at par upon discharge and final settlement of the account, usually within 45-60 days of leaving Park Manor.

Payment of Accounts

Separate statements of account for residential charges and trust accounts are sent out monthly. Residential charges are payable in advance on a monthly basis, but are refunded on a daily basis should a resident leave during the month.

Pre-authorized payments are required for resident accounts and are taken on the first business day of each month.

Income Tax for Personal Care Home Residents

Disability Deductions - Every resident of a Personal Care Home in Manitoba is entitled to claim the Disability Deduction. This deduction helps to reduce tax payable and/or entitles the resident to claim an additional Manitoba Cost of Living Tax Credit for disability. A completed Form T2201 must be filed with the Canada Revenue Agency. Park Manor administration can assist you with obtaining a completed Form T2201 from the resident's physician. Physicians charge a fee to complete the form, but it usually only needs to be filed once with the Canada Revenue Agency.

Residential Charges – Residential charges may be claimed as a medical expense or as rent paid when calculating the Manitoba Tax Credit. Please note that residential charges cannot be claimed as both a medical and a disability deduction---one or the other must be used. If claiming a medical expense a Form T2201 must be completed and submitted to the Canada Revenue Agency. Park Manor will provide you with a statement of annual residential charges paid with the January 1 statements sent out in late December.

Timely filing of the Annual income tax return is important for a number of reasons including:

- Quick return of refunds or tax credits
- Automatic application for Guaranteed Income Supplement where applicable (otherwise cut-off July 1 and need to apply manually).
- Information is available for the Tax Information Release program or provision of Notice of Assessment for residential charge assessments effective August 1 of each year---avoids having to initiate an appeal of charges.

ADVANCED PLANNING

Financial Responsibility

Every resident should have someone appointed to handle their financial affairs in the event they are unable to do so. Options include Power of Attorney, Committeeship or Public Trustee (see following sections).

The preparation of a will should also be done.

The Chief Executive Officer is able to provide assistance or suggestions for obtaining legal counsel including on-site at Park Manor.

Power of Attorney

A Power of Attorney is a legal document whereby a person, referred to as "the donor" grants authority to another person, known as "the attorney" to handle some or all of the donor's financial affairs. The authority may be limited in scope, or general in nature

covering all aspects of the person's financial affairs. Powers of Attorney should contain specific enduring clause that the Power of Attorney may continue to be exercised during the subsequent legal incapacity on the part of the donor (resident). This is known as Enduring Power of Attorney and must be witnessed by a lawyer or other authorized individual. Enduring Power of Attorney continues to be valid once the person (resident) becomes mentally incompetent but terminates on the death of the donor (resident). A Power of Attorney may be required to produce an accounting of income and expenditures for the resident they represent.

In the Province of Manitoba a Power of Attorney's enduring clause can only be witnessed by someone qualified to complete an affidavit. This is because there must be the assurance that the signer has been given adequate advice before signing an enduring clause. While a number a number of professions in Manitoba are allowed to witness an enduring Power of Attorney, it is likely that most will not perform the task. Lawyers are the primary group of professionals who are authorized and willing to provide the services required to witness an enduring Power of Attorney.

A Power of Attorney can only be executed while the resident is deemed mentally competent.

Advanced Health Directives

All residents, who are still considered mentally competent, should complete an Advanced Health Care Directive which expresses the health care decisions of the maker and appoints a proxy to make decisions on their behalf. Advanced Health Care Directive forms are available on-line from Manitoba Health's web site www.gov.mb.ca/health or through Park Manor's Social Service Worker.

Committeeship

It may be necessary for the next of kin to apply for the committeeship for a resident if no Power of Attorney has been executed and the resident is not competent to appoint a Power of Attorney. This process involves seeking legal assistance to appear before a judge in the Manitoba Court of Queen's Bench for an order appointing a committee. The committee must keep a proper accounting of all receipts and disbursements and must pass these on to the Court on a regular basis, usually every one to two years.

Public Trustee

The Public Trustee is an appointed government official who is given the right, by legislation, to operate and manage the finances and sometimes estates of mentally incompetent persons as well as personal affairs such as where they will live and consent for health care. The Public Trustee is also responsible for any issue dealing with a client's fundamental human rights.

Funeral Arrangements

Sometimes at a time of death it is difficult for the family to make the necessary decisions and arrangements. We recommend prior funeral arrangements be made.

Donations and Bequests

WHAT YOU CAN DO TO MAKE A DIFFERENCE

“To give money away is an easy matter and in any man’s power. But to decide to whom to give it, and how large, and when, and for what purpose and how, is neither in every man’s power nor an easy matter.”

-Aristotle (384 – 322 B.C.) Greek Philosopher

Park Manor Personal Care Home Inc. welcomes donations, which can be directed to address various needs and concerns. We are currently campaigning for pledges towards a new personal care home to be built on an adjacent site to East Park Lodge and would be joined to the existing building and the lodge with a connecting walkway. This new 100 bed facility will boast private accommodations and washrooms for each individual along with state of the art health care provisions such as ceiling tracks for the mechanical lifts to help transfer non-ambulatory residents from bed to washroom.

Donations can also be made to enhance our Therapeutic Recreation Department, towards a special piece of needed equipment; or to a desired specific project. We welcome innovative ideas and gifts that will enhance the quality of life for our residents.

There are various accepted means of donating. Donations can be made in memoriam, bequests, pledges, or gifts in kind, and can be made directly through Park Manor’s Business Office and on line through our Web site with a direct link to Helps Canada.

Park Manor is a proud member of the Imagine Canada Code of Ethics for planned giving and donations. We were one of the first institutions to join, becoming a Code Builder and affirming our commitment to ethical fundraising.

If you want to make a difference and are inspired to make a donation to Park Manor Personal Care Home, we encourage you to speak with our CEO or Director of Development so that we can help direct your gift. We value any contribution and, will steward your donation to ensure it has the greatest impact possible.

Appendix

Fee Schedule Effective November 2008

Cable TV	\$15/month
Denture Labeling	\$13/plate
Dietary Department	
Meal Cost per Person	
Breakfast	\$ 3.00
Lunch.....	\$ 4.00
Supper.....	\$ 5.00
Furniture Disposal (if items left)	\$25/each
Hair Salon	
Cut – Men	\$10.00
Cut – Ladies	\$12.00
Set (includes wash)	\$13.00
Cut & Set	\$22.00
Shampoo	\$ 3.00
Perm (includes wash & cut).....	\$45.00
Colour.....	\$30.00
Laundry – Personal Clothing	
Labeling (Initial & Lifetime)	\$20.00
Alteration (per hour in 10 min. increments)	\$15.00
Personal Hygiene Package	
A specifically prepared package, to meet infection control standards, labeled with the resident's name. Packages includes tooth/denture brush; toothpaste; toe and fingernail brush and clippers; emery boards; comb and hair brush... \$10.00	
Wheelchair Rental (if required and available)	\$15/month
HTR Chair Rental (if required and available)	\$20/month
Broda Chair Rental (if required and available)	\$25/month

SUGGESTED CLOTHING AND PERSONAL ITEMS

For advice as to the most appropriate type of clothing, all new residents and/or designate are encouraged to consult with the floor nurse prior to purchasing a new wardrobe.

Suggested Clothing Items – Personal Care Residents Level II

- Male:
- 4 pair pajamas
 - 1 bathrobe
 - 1 pair slippers (washable, non-skid sole)
 - 1 pair walking shoes (non-skid sole)
 - 6 pants (washable)
 - 6 shirts (washable)
 - 4 sweaters (washable)
 - 6 t-shirts (undershirts)
 - 6 undershorts
 - 6 pair socks
 - ties (if worn)
 - belt or braces (if worn)
 - seasonal outerwear*
- electric shaver
-
- Female:
- 6 pair pajamas or nightgowns
 - 1 housecoat
 - 1 pair slippers (washable, non-skid sole)
 - 1 pair walking shoes (non-skid sole)
 - 6 pants/8 shirts or dresses if preferred, with slippers (washable)
 - 4-6 cardigan sweaters (washable)
 - 8 underpants
 - 8 undershirts (if worn)
 - 3 bras (if worn)
 - 8 pair socks
 - seasonal outerwear*

* Seasonal outerwear e.g.: overcoat; lightweight coat/jacket; cap/hat; gloves/mitts; boots

Suggested Clothing Items – Extended Care Residents Level III & IV

- Males:
- 6 nightshirts (open back)
 - 1 bathrobe
 - 1 pair slippers (washable, non-skid sole)
 - 1 pair walking shoes (non-skid sole)
 - 6 pair pants (washable: pull-on recommended i.e. jogging pants)
 - 6 shirts (washable)
 - 3 sweaters (washable)
 - 6 t-shirts (undershirts)
 - 6 under shorts (if continent)
 - 6 pair socks
 - belt or braces (if worn)
 - seasonal outerwear*
- electric shaver
- Females:
- 8 night gowns
 - 1 housecoat
 - 1 pair slippers (washable)
 - 1 pair walking shoes – Velcro closure preferred
 - 6 dresses (washable: open back or front closure) and/or jogging suits (if worn) OR
 - 6 stretchy pants and 8 stretchy shirts
 - 4 cardigan sweaters (zip or button up) and/or shawls (if worn)
 - 6 underpants (if continent)
 - 6 pair stay-up stockings (if worn)
 - 8 pair ankle socks and/or knee high socks (if worn)
 - seasonal outerwear*

* Seasonal outerwear e.g.: overcoat; lightweight coat/jacket; cap/hat (if worn); gloves/mitts; boots (if required)

ADDITIONAL SUGGESTIONS:

For residents who are confined to wheelchairs and/or are frequently incontinent, clothing should be open back for maximum comfort of resident and ease in dressing.

Comfortable clothing such as jogging suits is considered appropriate for casual wear and is recommended.

Clothing should be of adequate size to accommodate special needs of the individual, i.e. limited motion, disposable briefs, etc.

Recommended footwear: closed in shoe; lace-up or velcro closing; non-skid sole. Socks with grips on the sole are appropriate. Knitted footwear is **not** recommended.

The contents of this Resident Handbook were compiled by:

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