



Welcome to

# Colville Manor

**Health PEI**  
One Island Health System



# Table of Contents

|                                     |    |  |    |
|-------------------------------------|----|--|----|
| Welcome .....                       | 1  | The Garden .....                           | 18 |
| Staff .....                         | 2  | Residents Council .....                    | 18 |
| History and Goals.....              | 3  | Volunteer Services.....                    | 18 |
| Philosophy of Care .....            | 4  | How Family Members Can Help.....           | 19 |
| Resident Bill of Rights.....        | 5  | Ambulance .....                            | 20 |
| Admission.....                      | 6  | Transfer/lifting/repositioning (TLR) ..... | 20 |
| Communication.....                  | 6  | Transportation.....                        | 20 |
| Contact Person .....                | 7  | Outings.....                               | 20 |
| Accommodations .....                | 7  | Housekeeping/Laundry Services .....        | 21 |
| Types of Services .....             | 7  | Maintenance Services .....                 | 22 |
| Telephones .....                    | 8  | Laundry Services/Clothing .....            | 23 |
| Television .....                    | 8  | Visiting Areas.....                        | 23 |
| Personal Belongings.....            | 9  | Safety Information.....                    | 23 |
| Care Planning .....                 | 9  | Residents' Smoking Policy .....            | 24 |
| Advanced Care Planning .....        | 10 | Scent Free Policy .....                    | 24 |
| Nursing Services.....               | 11 | Finances .....                             | 25 |
| Medical Service.....                | 12 | Visitors.....                              | 27 |
| Dental Care .....                   | 12 | Hair Care .....                            | 27 |
| Podiatry Services (Foot Care) ..... | 12 | Mail.....                                  | 28 |
| Audiology/Optical Services .....    | 12 | Reading Materials .....                    | 29 |
| Other Rehabilitation Services.....  | 13 | Religious Services .....                   | 29 |
| Nutritional Services.....           | 15 | Tours.....                                 | 29 |
| Recreational Services .....         | 17 | Memorial Donations.....                    | 30 |
| Activities.....                     | 17 | Removal of Personal Effects.....           | 30 |



## Welcome to Colville Manor

In this short booklet, we hope to make you familiar with the many services available to you at this time.

This will be ***your home***, and we want you to know that all our staff are genuinely concerned about your well-being and will do everything we can to make your move an enjoyable one. We encourage you to maintain your community involvement and to welcome your friends and relatives here.

If at any time you would like to discuss any items further, we will be happy to do so with you.

*Our sincere welcome to you.*



## Staff of Colville Manor

|                            |                     |          |
|----------------------------|---------------------|----------|
| Administrator              | Jean Fallis         | 687-7124 |
| Long Term Care Manager     | Barbie Lavers       | 687-7092 |
| Clinical Resource Nurse    | Kim MacPhee         | 687-7115 |
| Support Services Manager   | Cheryl Norton       | 687-7105 |
| Activity Director          | Carol Anne Matheson | 687-7104 |
| Office Manager             | Tracy McInnis       | 687-7090 |
| Main Number Colville Manor |                     | 687-7090 |

### Work Stations:

|                      |              |          |
|----------------------|--------------|----------|
| Lupin Lane           |              | 687-0271 |
| Lady Slipper Lane    |              | 687-0272 |
| Apple Blossom Lane   |              | 687-0273 |
| Cranberry Lane       |              | 687-0274 |
| Consultant Physician | Dr. Berrow   | 687-4567 |
|                      | Dr. Bronaugh | 687-4567 |

## History and Goals of Colville Manor

Colville Manor was established to provide a home to serve the elderly residents of Eastern Kings County and P.E.I. who are no longer able to live independently or with family support.

The primary area, served by this facility is usually the area from Morell - Bridgetown, up to and including East Point.

A sub-committee of the citizens development committee was organized in October, 1969. In February of 1971, the sod-turning ceremony was held and by April of 1972, Colville Manor opened its doors to the residents of Eastern Kings. Since that time, we have continued to serve individuals who require our assistance through the continuing care sector.

A decision was made in 2010 to replace the 39 year old building. Construction was completed in the summer of 2011. Residents moved into the building in November 2011. The new facility and staffing model are designed to reflect a person centred care philosophy.

The ultimate goal for residents of Colville is that all persons coming to live here should continue to enjoy life, remain active and alert, to make friends and to participate in the activities of their communities to the degree they so desire.

## Philosophy of Care

We value a family and person centred care philosophy which is based upon several concepts of care including respect, strengths of the resident and family, choices, information sharing, family support, flexibility collaboration, empowerment and education of staff.

We recognize that aging is a natural, progressive and inevitable process, beginning at birth, experienced by all, affecting each person differently.

We believe each person is a unique individual with the right to live a dignified life as a member of society; as an individual with worth, self-esteem and the right to self determination.

We believe in a continuum of care and services, ensuring the availability of the most appropriate level of care whether in the community or an institution.

We recognize the value of programs which promote wellness and assist aging individuals to remain at home as the majority of seniors are in the community.

Whenever physical or mental care requirements necessitate living in an institution, we believe the best possible care and quality of life should be provided in a homelike atmosphere.

Sensitive, thorough, ongoing assessment of needs and evaluation of care is necessary to determine and plan for appropriate individualized care.

Using a team approach, which includes the resident and family as part of that team, we endeavour to meet psycho social, physical and spiritual needs while encouraging independence and focusing on potential not limitations.

We value and support the family as a major caregiver and encourage their involvement whether the individual be in the community or an institution.



We believe that death is a natural part of the life cycle and that dying individuals have the right to support and understanding so they may die with dignity.

We value respect for residents, their families and staff. Policies / standards are in place to ensure that residents and staff are treated with respect and dignity and to foster a safe and respectful environment for all.

## **Resident Bill of Rights**

- 1. Every person has the right to participate in making decisions relating to his or her care, including:**
  - the right to be informed to his/her condition and the proposed plan of care;
  - the right to give or refuse consent to treatment; and
  - the right to make and have honoured advanced care plans.
  
- 2. Every person has the right to exercise the rights of a citizen:**
  - to raise concerns or recommend changes on behalf of themselves or others to staff, government officials or any other person inside or outside the nursing home without fear of restraint, interference, coercion, discrimination or reprisal;
  - to pursue personal, social, cultural, religious and other interests to develop his or her potential and to be given reasonable provisions by the nursing home to accommodate their pursuit;
  - to manage his or her own financial affairs where they are able to do so or when managed by the facility to receive an accounting of any transactions;
  - to be afforded privacy in treatment, personal care and personal activities;
  - to live in a safe, clean environment which includes their personal possessions in keeping with safety requirements;
  - to receive competent ethical care that recognizes the person's dignity and individuality and is free from mental and physical abuse; and
  - to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his/her needs and fulfils their potential.
  
- 3. Every person has the right to have their rights respected:**
  - residents have the responsibility to respect the rights of others.

## Moving to Colville Manor

For more information on application for admission contact;

***Bob Lyons, Community Coordinator for Seniors***

Home Care

902-687-7097

Financial Arrangements:

***Long-Term Care Financial Intake Worker, Tracy McInnis***

Colville Manor

902-687-7090

## Communication

If you are pleased with the quality of care and service we have provided, then we would like to hear from you. Please communicate with any staff member. The Colville Manor administrator would be happy to convey your thanks to staff or alternatively you may wish to write to the household or department involved.

We aim to deliver all services at a high standard, however, we accept that sometimes things may go wrong. If you feel a service does not meet your expectations, please notify us. It is only by knowing about a problem that we can take action to prevent it from reoccurring. Effective communication is vital to the smooth running of our services. If you feel there has been a breakdown of communication, ask to speak to the RN in charge. If you remain concerned, please ask to speak to the manager of the department or the administrator of Colville Manor.

## Contact Person

When moving in, one family member/person will be designated as the “contact person.” A second family member/person will be listed as an alternate contact. In the event of a change in resident’s condition, the nurse will phone the contact person and it will be their responsibility to inform other family members regarding the resident’s condition.

## Accommodations

Bedroom Accommodation: Colville Manor’s resident capacity is fifty-two (52) beds, of which fifty-one (51) are filled as long term care and one (1) as respite care. These 52 beds are all private rooms with a bathroom. Each bedside is equipped with a functioning call bell for your use as/when necessary.

Every effort will be made to allow a resident to remain in the room which they are initially assigned. However, there may be situations arise where relocating residents to an alternate room will be necessary.

## Types of Service

1. **Short Term** - which can be either respite, to provide short term relief to caregivers, or restorative, to provide the care required to return you to your home and community.
2. **Long Term** - which is considered permanent, however you certainly can be discharged if your condition improves and you so desire.
3. **Day Residents** - which are individuals who come to the Manor on an as needed basis for services which we are able to provide, ie. Century tub baths, Day Program.

## Telephones

There is a resident's telephone located in the livingroom of each household. Please feel free to use this phone at any time. Long distance calls are charged to you at the end of each month. The phone numbers are:

|                    |              |
|--------------------|--------------|
| Lupin Lane         | 902-687-0275 |
| Lady Slipper Lane  | 902-687-0276 |
| Apple Blossom Lane | 902-687-0277 |
| Cranberry Lane     | 902-687-0278 |



A portable phone is available with the residents' phone. This phone can be taken to the residents' bedside so that the resident can make or receive a phone call.

If you would like a telephone or internet service installed in your room, this can be arranged through Bell Aliant or Eastlink. The cost to you would be as per the service providers rates.

## Television

There is a television in the livingroom of each household for your general use. There is space in your room for a flat screen TV. Cable service is available in your room. We recommend a 32" for best visibility. A standard wall mount has been determined to be most efficient and may be purchased from Source in Souris.

## Personal Belongings

In order to make you feel more at home, we encourage you to bring in some of your personal items. This may include items such as family pictures, clock, and/or favourite “knik-knaks”. Personal clothing will be very discreetly identified with your name. Please leave items with the laundry staff for identification before taking them to the resident’s room.

Residents are encouraged to leave valuables, i.e. money or jewellery, at home or with family members. If they choose to keep valuables in their room or on their person, they do so at their own risk. If a designated family member is removing or taking items home, please let the RN supervisor know. Valuables, personal aids, (i.e., eye glasses, dentures, hearing aids) are the resident’s responsibility. The home will not replace lost or misplaced items.

Colville Manor cannot be responsible for any valuables unless these items have been given to nursing for safekeeping, and written in the safekeeping log.

## Care Planning

Within the first six weeks you come to live at the Manor, a small group of staff, one from each department, will get together with you (if you would like) and/or a family member to develop a plan of care.

This will enable us, as a team, to provide consistent high quality care with input from you in developing your Care Plan. Thereafter, a Care Plan will be held annually or as required in order to update our plan of care. We will contact you and your family to set a time for a Care Plan.

## Advanced Care Planning

The opportunity to prepare an Advanced Care Plan is voluntary and offered to all residents. Advanced Care Plans provide residents with documented and witnessed choices and options in the event of a sudden onset of serious illness or cardiac arrest. Information regarding the process is available from the Home Care Placement Coordinator and/or RN Supervisor at Colville Manor. Please ask us for a copy of our Advance Care Planning Workbook.

### ***Cardiopulmonary Resuscitation (CPR) Do Not Resuscitate (DNR) Policy***

CPR is a heroic form of medical treatment used when a person has suffered a cardiac and respiratory arrest. As this treatment is only potentially successful under very limited and clearly defined circumstances, Colville Manor has developed a protocol and medical practice guidelines for responding to cardiac and respiratory arrest.

The purpose of this protocol and guidelines:

- to ensure that residents for whom CPR might be appropriate have the opportunity to make an informed decision regarding CPR/DNR;
- to eliminate unnecessary and unwarranted CPR for residents who have died from a major medical condition or disease process and have not experienced a true cardiac or respiratory arrest and for whom CPR would not be potentially successful;
- more information is available from the nurse manager.

## Nursing Services

### ***Personal Assistance:***

We realize that as you enter Colville Manor, you are leaving fond memories behind, but we hope to provide a safe, homelike, cheerful, and comfortable environment in line with the level of care that you will require.



We offer high quality nursing care while addressing your emotional, social, and spiritual needs.

There are professional nursing staff on duty at all times and there will always be a specific nurse assigned to attend to your special needs.

### ***Primary Assignment:***

Each resident will be assigned a “Primary Nurse” who will be the contact between the resident and family as well as other directed nursing responsibilities.

### ***Consistent Assignment:***

The nursing staff is consistently assigned to an individual house. This type of assignment promotes increased familiarity between residents and staff for care and promotes the person centered care philosophy. A consistent assignment is especially beneficial to those who have been diagnosed with dementia.

### ***Medications/Treatments:***

All medications will be dispensed by a Registered Nurse (RN) or Licensed Practical Nurse (LPN), as prescribed by your Physician.

Treatments will be carried out by a Registered Nurse or a Licensed Practical Nurse.



Direct nursing care will be done by a Resident Care Worker, or a Licensed Practical Nurse. If you have any concerns, please do not hesitate to inform our qualified nursing staff.

## **Medical Service**

Our local physicians make regular visits to our home. They attend to all medical needs of the residents, as deemed necessary by you, the resident, and by a registered nurse supervisor. If your family physician is not one of our local physicians you can choose to remain with your physician or transfer your care to one of our house physicians. Please discuss this with your doctor and let the registered nurse supervisor know your wishes.

## **Dental Care**

A Dental Program for all residents of Colville Manor has been established. This Program provides yearly assessment by a Public Health Dentist. If immediate treatment is required to relieve pain and discomfort, arrangements can be made with your own dentist. A daily mouth care routine is established for residents. Staff is trained and available to aid residents who need assistance.

## **Podiatry Services (Foot Care)**

Foot care is carried out routinely by nursing staff. Special training has been completed by a Registered Nurse who will attend to special needs of residents.



## **Audiology/Optical Services**

We will arrange the services of a qualified Ear/Eye Specialist as required at your expense if costs are associated with the service.



## Other Rehabilitation Services

These are provided, as arranged by the RN, Physician or the Clinical Resource Nurse. These include Occupational Therapy, Physiotherapy, Speech Therapy, Dietitian Consultant and Mental Health Counsellor. The cost of these is included in our total care cost.

### Tips for Residents to Prevent a Fall

Anyone can have a fall! In order to reduce the risk of falling, please follow these suggestions:

#### ***In your room:***

- ensure room is furnished with respect to available space as well as the work that needs to be accomplished within that space;
- keep a clear pathway from your bed to the bathroom;
- make sure the call bell is within your reach before the caregiver leaves the room;
- there is a call bell in the bathroom, please use this if necessary;
- request a urinal, bedpan or commode at your bedside, if required;
- keep your night table immediately next to your bed for easy access to telephone and personal items. Do not reach beyond arms reach;
- turn the lights on at dusk;
- keep a small night light on at night;
- never climb over bedside rails or the foot of the bed;
- avoid walking on wet floors; and
- wear non-skid socks

***Do Not Hesitate to Call for Assistance at Any Time.***

***Footwear and clothing:***

- put on footwear before standing;
- footwear should have firm non-skid soles and Velcro straps, if possible;
- avoid wearing slippers, socks or open heeled shoes when walking;
- clothing should fit well and be comfortable; and
- clothing should not drag on the floor.

***Other hints:***

- change position slowly;
- if you feel weak or dizzy, sit down and call for help;
- use safe objects for support. Never hold on to anything with wheels. Use the extra bars and handrails;
- use both hands for support when getting on and off a bed, chair or toilet;
- if you are in an area without a call bell, please wait for assistance;
- do not stand up from a wheelchair or commode without locking the brake;
- use your walker, cane, crutches, wheelchair, etc., as instructed. Do not stop using your device without letting your caregiver know; and
- back into a chair. Do not sit down until the backs of your legs touch the seat of the chair. Use the arms of the chair for support.

***“An ounce of prevention is worth a pound of cure.”***

## Nutritional Services

As a part of our total care commitment, we provide appetizing and nutritious high quality meals/snacks to you.

It is also interesting to note that we provide meals to day program residents, meals on wheels recipients, staff and visitors for a minimal fee.

Menus are carefully planned with individual preferences and special diets kept in mind. Diets are reviewed by Nutrition Services shortly after moving in and regularly thereafter.

We encourage you to let us know any and all of your likes and dislikes so that we may plan your menu to best suit your individual wants and needs. Please be sure we are aware of any food allergies.

|                    |            |                              |
|--------------------|------------|------------------------------|
| <b>Meal Times:</b> | 8:00 a.m.  | Breakfast                    |
|                    | 10:00 a.m. | Tea/Coffee and Snack         |
|                    | 12:00 p.m. | Dinner                       |
|                    | 2:00 p.m.  | Afternoon Snack              |
|                    | 5:00 p.m.  | Supper                       |
|                    | 7:30 p.m.  | Evening Tea/Coffee and Lunch |

Meals may be attended in the dining room or resident's room depending on individual preferences and requirements. We encourage you to have your meals in the dining room where you can relax and socialize with friends.

Please also note that if you wish to have a snack/meal at any time other than those mentioned, you are encouraged to let us know and we will be pleased to serve you.

If you would like a beverage or snack for yourself and/or your visitors please ask the dietary or nursing staff and they would be pleased to serve you.

As a health care facility, it is one of our objectives to provide safe food to residents to minimize any risk of food borne illnesses. In order to ensure the safety of



our residents there are certain guidelines from the Department of Health and Wellness that we must follow. We ask for your cooperation in following these guidelines to help us provide the best care for your loved one.

Families or friends bringing in food for their loved one should not share with other residents.

### **Definitions:**

**Perishable Foods:** are foods that cannot be left at room temperature because of the risk of bacterial growth which can lead to food poisoning. For example: foods such as meat, poultry, dairy products, eggs, fish and shellfish, cooked vegetables and any prepared food requiring refrigeration.

**Non-perishable Foods:** are foods that are safe to be kept at room temperature for a reasonable period of time such as raw fresh fruits and vegetables or dry goods (breads, crackers, dry pasta or cereals).

#### *Guidelines:*

- Perishable foods cannot be accepted or prepared by the main kitchen.
- Any perishable foods containing meats, shellfish, dairy products, eggs, meringues, etc. that a family member brings in should be eaten during the visit or discarded. These items should not be shared with other residents.
- If perishable food items are left in the household refrigerators, the container must be labeled with the date and the name of the resident for whom it is intended. If the food item is not consumed it will be discarded after the breakfast meal.
- Shellfish brought in to the family members should be shelled and ready to eat. These items should not be shared with other residents.
- Home bottled /canned items (for example, clams) are extremely high risk foods and are not recommended for residents.
- Jams, jellies or pickles may be brought in for an individual resident and labeled with the resident's name, dated and refrigerated. Combined Services staff at meal time will serve a portion to the specific resident.
- Non-perishable foods such as home baked goods or snack foods that

do not require refrigeration may remain with the resident in their room. If for some reason the resident is unable to keep these food items in their room, they may be stored in the kitchen and served to the resident.

## Recreational Services

The Activity Program offers assistance in meeting your physical, social, spiritual, and emotional needs, through co-ordinated, structured activities. These involve individual, as well as group activities with special programs carefully selected for individuals.

Although participation is encouraged, we recognize that attendance is voluntary and your wishes will be respected. Family and friends are invited and encouraged to attend any activity or function held here at Colville Manor.

## Activities

Most “in house” activities are held in each household. We also assist and encourage family to help residents to attend community events (example: concerts, festivals, etc.).



Examples of activities offered to you:

*Exercise Class*

*Birthday Parties*

*Tea Socials*

*Movies*

*Church Services in Our Chapel*

*Reminiscence Groups*

*Rosary & Scripture*

*Individualized Activities*

*Bingo*

*Ice Cream Socials*

*Van Drives*

*Special Seasonal/Holiday events*

*Crafts*

*Sunday Dinner Program*

*Readings*

*Various Entertainments*

These events will all be posted in the households and on the bulletin board by the Activity Department for your information.

## **The Garden**

Accessed through the patio doors in your diningroom is our garden which has special qualities. It is an enclosed safe area which enables you and your families to enjoy the outdoors, feed the birds, and appreciate the flowers and shrubs. Everyone is welcome. If you require assistance, please ask staff.

## **Residents Council**

The residents have formed an organization, open to membership by you and/or a family representative(s). Through this group, monthly meetings are held, projects initiated, social gatherings planned, and internal concerns raised. Please feel welcome to join and participate in this very active group. New ideas are always welcome! An afternoon lunch will be served.

## **Volunteer Services**

We rely heavily upon community group volunteers, as well as individuals to assist us in meeting your needs. If you feel you have a particular need for a one-to-one volunteer, let us know and we will endeavour to arrange this for you.

We believe that you will soon find that our staff are also your friends and they too provide the "extra touches" that traditional volunteers are known for.

We are also most fortunate in the generosity of volunteer clergy members and groups, who contribute greatly to our home.

Our volunteer coordinator is Linda MacGillvary (687-7125). Please give her a call if you feel you could donate your time and talent in some way.

## How Family Members Can Help

When a resident comes to live at Colville Manor, their family and friends become an integral part of the Colville Manor community and are a wealth of knowledge regarding their loved one. At the time of moving in, family could complete the "Time of My Life" forms to help us get to know their loved ones preferences, routines, likes / dislikes, etc. Participation in all aspects of the resident's life is encouraged as it continues the resident's ties with the community.

The following list suggests some ways families can help to care for their relative when visiting the facility:

- walking with the resident – inside or out of doors;
- taking the resident out for a car drive;
- attending programs at the home (church service, entertainment, etc.);
- sharing a tea/coffee break;
- assisting with the resident's personal grooming – hair, cosmetics, manicure, shaving, etc.;
- cleaning eyeglasses or dentures;
- assisting a resident with eating;
- assisting during recreational programs;
- helping with resident's exercises;
- visiting with other residents who have few visitors;
- checking resident's clothes for replacement items;
- writing letters or reading to the resident;
- inviting resident home for a day or a weekend;
- sharing a meal at a restaurant;
- taking the resident out to church, concert or movie;
- polishing resident's shoes or repairing clothes; and
- collecting the family history and stories. Write them down (Time of My Life) or record them on tape or video.



## **Ambulance**

If you require the service of an ambulance, as determined by a Registered Nurse, or your physician, we will arrange for this service. However, the cost of an ambulance for non-emergencies or if required for moving in, is your responsibility.

## **Transfer/lifting/repositioning (TLR)**

Colville Manor has a Transfer/lifting/repositioning Program which aims to prevent resident and staff injuries which might occur when a resident is being moved, transferred or lifted. Each resident is assessed by the Care Team on moving in and when there are changes in their ability to move about. The amount of staff assistance needed to be safely moved is written on the Care Plan and may include the use of mechanical lifts. If it is determined that a mechanical lift is required, furniture may need to be removed from the room to make space to manoeuvre the lift. When a resident requires the use of a mechanical lift, it is not possible for staff to assist the resident to get in or out of an automobile. In this case, wheel chair transport should be used for outings and appointments.

## **Transportation**

We rely on your family/friends to assist us in your care by accompanying you to appointments, and by providing transportation. However, if this is not possible, we will ensure transportation is arranged on your behalf, at your expense.

## **Outings**

If possible, please let the nursing supervisor know 24 to 48 hours in advance of an outing so medications can be prepared.



If a resident leaves the facility on their request for shopping, visiting, etc., the resident is responsible for his/her own transportation costs. Non-ambulatory residents are required to use wheelchair transport.

## Housekeeping

As a health care facility, we maintain a clean, sanitary, and safe environment, so that the best care possible can be offered to you.



### ***Cleaning/Maintenance of Your Room:***

Each and every day, we will use special care in keeping your home environment clean and orderly. The nursing staff will assist in keeping your bedside closets and clothing arranged.

A dresser and closet are provided by the facility. A chair will be provided for you and a guest. We encourage you to bring a clock and/or pictures for your wall. Please ask staff to label with your name if you have not already done so. Whenever possible, we will try to have your room decor reflect your wishes and tastes. Staff from the Maintenance Department will hang pictures.

### ***Special Note:***

If you wish to bring any electrical appliances (e.g.: radio, t.v.), please ensure that they are CSA (Canada Standards Association) approved.

## Maintenance Services

The Maintenance Staff is responsible for ensuring that the building and grounds are in good repair, safe and well-maintained.

There are a number of policies that relate directly to safety that the Maintenance Department is responsible for:

### ***a) Electric Appliances***

All electrical appliances must be inspected by the Maintenance staff to ensure that they are electrically safe and CSA approved. The nurse in charge will contact the Maintenance staff to arrange inspection. Any unsafe items found will be removed from the nursing home. Kettles, toasters, etc., are not permitted in resident's rooms.

### ***b) Extension Cords***

Since extension cords have the potential to become both safety and/or a fire hazard, only the Maintenance staff will be allowed to install extension cords. These extension cords will only be used under special circumstances.

### ***c) Expanded Plug Units***

Plugs to increase the outlet capacity will not be used.

### ***d) Electric Blankets or Pads***

Electric blankets and heating pads are not allowed in the home as these items have the potential to cause harm to the residents and are fire hazards. Warm blankets are available from the blanket warmer.

### ***e) Equipment***

It is the resident's responsibility to maintain any personally owned equipment in a safe condition. Any equipment found to be unsafe will be removed from service until repaired.

## Laundry Services/Clothing

You are encouraged to bring/purchase any clothing you desire. We will ensure that your name will be discretely placed on these clothing articles. Staff will launder all items and return them to you. Any articles which require special care, i.e. dry cleaning, are your responsibility.

In all cases, the purchase of clothing is your financial responsibility. Alterations of clothing are also the responsibility of the family/contact person.

## Visiting Areas

We encourage you to make use of those areas set aside for visiting with friends/relatives. While you are most welcome to receive visitors in your room, you may not be comfortable in doing so.

The front foyer provides for a comfortable visiting area. In addition, the chapel area may be available for your own private use.

Each household has a sitting area at the end of the hallway and a livingroom for your use.

If you or your visitor would like to have coffee or tea, please let the staff know.

## Safety Information

### ***Fire Drills:***

In order to ensure the utmost safety for you, we have developed a fire drill schedule.

Fire drills are conducted at least monthly. These are done on a rotating basis on all three shifts, (days, evenings, nights). This allows all staff to be familiar with the outlined course of action to be followed in case of fire or other emergencies.

If a fire drill is carried out on days or evenings, you will hear the fire alarm going off. Please remain calm when this occurs. A staff member will tell you what to do at the appropriate time. Night drills are "silent" practice drills only.

***Practice Evacuation:***

A practice evacuation of residents and staff is carried out on an annual basis. This is usually carried out in the summer, when the weather is warmer. As many residents as possible are removed from the building for a brief period. This, once again, allows all staff to be familiar with the proper course of action to be followed in case of an emergency.

We ask your cooperation in these exercises, so that we may be prepared in case of emergency. At times, we request that the local fire department and R.C.M.P. participate in these drills. Do not be alarmed therefore if you see either the R.C.M.P. or fire department at our facility.

## **Residents' Smoking Policy**

In order to provide a safe environment for all, Colville Manor is a smoke free facility. Residents who are competent and capable may smoke in the designated smoking area located outside the front door or in the courtyards.

A smoking apron is available and will be worn at all times. (This apron is made of flame- resistant material) to protect clothing from burns.

## **Scent Free Policy**

For the comfort and safety of residents and staff, we have moved to a scent free policy. We request that all residents, visitors and staff use unscented products.

## Finances

Only the administrative staff are aware of the financial affairs of residents. This information is confidential and access is restricted. During your assessment, a financial interview will be arranged. Your personal finances are discussed in detail with you or a family member. Please feel free to request further clarification, if needed.

Where financial resources are available, residents are required to pay for the cost of their care at a pre-determined per diem rate. A resident may become eligible for subsidization under the Long Term Care Subsidization Act upon completion of their application.

Subsidized residents are required to contribute their total monthly income towards the cost of their care. This includes all income payable to the resident, OAS, CPP, other retirement pensions or income, etc. to the full per diem rate.

### ***Medications:***

Most medications/treatments are provided to the Manor from the Provincial Pharmacy. However, you or your physician may decide that an alternative medication is required. If this medication does not meet the Provincial Pharmacy's criteria or has not been approved as a special authorization medication, it will be the financial responsibility of the resident.

### ***Personal Items:***

All residents are required to supply or pay for all personal hygiene items except for kleenex, stocked soap, lotions and shampoo.

### ***Comfort Allowance:***

A comfort allowance is provided to each subsidized resident. The comfort allowance is intended for the purchase of personal comfort items such as entertainment, recreation, clothing, cigarettes, beverages, hairdresser/barber, gifts, and grooming supplies, which are not provided by the home.

***Who can spend the Comfort Allowance?***

Residents who are competent may spend their own money or delegate someone to make purchases on their behalf. If a third party does the purchasing, receipts are required before payment can be authorized. Purchases by third parties should have the prior approval of the RN supervisor or office manager in order to avoid the problem of having insufficient funds to cover the cost. In no case should the family assume the right to spend the comfort allowance. Likewise, the facility cannot turn the comfort allowance over to the family to use at their own discretion.

***Are expenditures monitored?***

Regardless of how the comfort allowance funds are dispersed, it remains the responsibility of administration to ensure that the monies are used exclusively for the comfort of the resident. Comfort accounts in all facilities are subject to external audit, and Management is accountable to ensure that the comfort allowances are properly administered.

Specific legislation governs the operations of the comfort funds.

## Visitors

Our **“Open Visitation Policy”** welcomes visitors at any time during the day/evening. The only exception to this is at times when highly transmittable diseases are in our community. Our doors are open from 7:00 a.m. to 10:00 p.m. After 10:00 pm visitors must ring the buzzer to be granted access to the building.

We do encourage frequent and continuing visitation, but residents do have the right to refuse visitors at any time they so wish.

Visiting friends and relatives are asked to take special note of our **“No Smoking Policy”** which states visitors are not permitted to smoke in the building.

Infection prevention and control standards and guidelines are in place in our facility. Cleaning your hands is the most important defense to prevent the spread of infection to yourself or others. We try to ensure that the spread of infection does not occur: however, if it does, we act quickly to put control measures in place. When there is an increase in infections, visiting may be limited and some residents may require additional precautions. Family and visitors should not visit if they have a fever, a new cough, diarrhea or vomiting. The influenza vaccination is recommended for all residents, health care providers, volunteers and family/visitors.

## Hair Care

We provide an opportunity for you to have your hair cut, set, and/or permed on a regular basis. The hairdresser visits weekly for cuts/perms for all residents.

The cost for cuts and perms will be charged to your personal comfort funds, unless you choose to pay directly.



## Mail

Residents' mail is sorted by office staff, delivered to the resident's room, opened and read to the resident if required. All mail should be addressed to the resident in care of:

**Colville Manor**

PO Box 640

Souris, PE C0A 2B0



## Reading Materials

You may wish to have your own subscription to the local newspapers. If so, this can be arranged. Cost is your responsibility and it will be delivered directly to the Manor. Just inform the Office Manager of your request and it will be set up for you.

Also you may prefer to obtain a personal subscription to the magazine of your choice. This can be arranged by you, your family, or our office staff, and can be paid from your comfort funds.

In addition, we receive several magazines such as MacLeans, Time, Reader's Digest, Country Woman, which are available. A library of paperbacks/books (Kay's Reading Corner) is available for your use.

## Religious Services

*Schedules for Religious services are as follows:*

|                                  |                  |                   |
|----------------------------------|------------------|-------------------|
| <b>Protestant Denominations:</b> | <b>Fridays,</b>  | <b>11:00 a.m.</b> |
| <b>Roman Catholic:</b>           | <b>Tuesdays,</b> | <b>2:00 p.m.</b>  |

Chapel facilities are available for other denominations if residents so wish. In addition, arrangements are made for special services and pastoral visitation. Some suggestions could be Christmas, Birthdays, Mother's or Father's day, Anniversaries, etc.

## Tours

We are happy to provide a tour of Colville Manor and answer any questions you may have if you or a family member is planning to enter our home. Please contact Administration or the Clinical Resource Nurse to schedule an appointment.

## Memorial Donations

Colville Manor gratefully accepts donations. These contributions are used to purchase materials and equipment that will enhance the residents' quality of life, and that are not available through other sources of funding. Donations can be made through the Eastern Kings Health Foundation or directly to Colville Manor.

## Removal of Personal Effects

We ask that following the death of a resident, personal effects be taken home as soon as possible or permission be given to nursing staff to pack them on your behalf. We recognize this is a sensitive area for both families and staff and seek your cooperation in this regard.

Due to space limitations, it is not possible for the Manor to accept donations of clothing or furniture.

We hope this manual has assisted in answering some of the most common questions that new residents of Colville and/or their family members have.

It is our sincere wish that you will feel comfortable and at home and that you will feel free to discuss any issue/concern/idea that you may have with us.

*Welcome*



# Colville Manor



**Health PEI**  
One Island Health System