

# RESIDENT ORIENTATION MANUAL



## **Maplewood Manor**

405 Church Street  
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**902-853-8610**

## Welcome to Maplewood

On behalf of our staff, I warmly welcome you to Maplewood Manor.

Our staff, physicians and volunteers are dedicated to providing you with quality personalized service in an environment recognizing and embracing comfort, respect, dignity and the importance of relationships. Our facility has several departments designed for this purpose. In addition to the 48 residential and respite based beds, Maplewood also delivers various services to the broader community.

Since 1967, the facility has proudly served as a home for the region. Over the years, a lot has changed. Technology has evolved, new treatments and services have emerged. Even our thinking as to what constitutes "health" has shifted. As we look towards the future, we can expect further changes still. But regardless of what they are, ultimately the underlying principle remains the same as it always has: namely doing what is in the best interests of those we serve, At Maplewood, this means our focus and our actions are directed by your needs and wishes.

This is your home and we are here for you. Please help us serve you by providing us with your comments and suggestions, We will be pleased to hear them as your happiness is our satisfaction.

Sincerely

Administration

We recognize that when an individual can no longer cope in his/her environment because of illness, physical disability, etc. alternate plans must be considered by the individual and/or the family. Those who choose to move from their home to a nursing home often experience some emotional stress. They leave behind family, friends, community and to some degree, a sense of independence.

This program which we refer to as the "RESIDENTS ORIENTATION PROGRAM" has been developed with these concerns in mind, based on the philosophy of Maplewood Manor.

### **Mission Statement**

*Maplewood exists to deliver Safe Quality Health Care in collaboration with the residents, their families and other disciplines to support and promote the best possible Person Center Care to our residents. To help Residents to maintain a sense of Self Worth and their Independence we will provide opportunity and encouragement to make informed decisions regarding their care and respect their wishes.*

### **Philosophy**

*Maplewood recognizes that each person is an unique individual with the right to live a dignified life as a member of society. An individual with worth, self esteem, needs and the right to self determination.*

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

*Using a team approach, we endeavor to meet psychosocial, physical and spiritual needs of Residents while encouraging independence and focusing on potential not limitations. We recognize the value of promoting wellness through Supportive Therapy and assisting aging individuals to maintain their dignity and self respect.*

*We believe in the concept of person centered care delivered by qualified caring personnel, provided in a home like atmosphere. Person centered care is planned on the basis of the Residents individual holistic needs. We value the involvement of each Resident and family in the planning of care and provide them with the guidance and information necessary to meet their special needs.*

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

*We recognize that the care of each Resident is a sacred trust and our first responsibility, therefore we treat each person with Compassion, Fairness, Respect and Dignity.*

Our Orientation program is a three phase program;

1. Pre - Admission
2. Admission
3. Post - Admission

## **Admission**

*Resident Care Planning* - We encourage you to be as active as possible in the planning and delivery of your care. Your family are also encouraged to participate in your care plan, which is reviewed three times per year. A letter will be sent to the next of kin notifying them of the date and time for your care plan and inviting their participation.

*Key Worker* - When a person has been approved by the Long Term Care Admissions Committee for admission to Maplewood , the first contact with the nursing department will be with a nursing staff member known as a “Key Worker”. The Resident Orientation Program or “Key Worker” program was developed to lessen the anxiety and concern often experienced by an individual when they are going to live in a new environment. The Key Worker visits the person and their family at their home prior to

admission to answer any concerns or questions and gather information which will help staff prepare for that persons admission. The Key Worker will arrange for a pre-admission visit and tour of Maplewood if the person wishes and will make arrangements for clothing and personal items to be brought to Maplewood prior to admission The Key Worker or the Nurse in Charge will meet you at Maplewood on the day of admission to introduce you and your family to staff, other residents, and the facility. Key Workers are members of the Maplewood staff and volunteer for the program.

*Family* - Family ties are a valuable priority for the residents and we encourage the continuation of family and community involvement. If this is to be home for the residents, then family and friends must feel “at home” as well. Come as often as you can and feel free to attend programs and activities that are going on while you are here. There is some space available for use by families; please check with nursing or front office staff if you need to book a space.

### **RESIDENTS RIGHTS AND RESPONSIBILITIES**

Staff are entrusted to work hard to give the Residents the best possible care, residents have the right to.

1. Every Resident has the right to be treated with courtesy and respect and in a way that fully recognizes the Resident’s dignity and individuality and to be free from mental and physical abuse.
2. Every Resident has the right to be properly sheltered, fed, clothed, groomed, and cared for in a manner consistent with his or her needs.
3. Every Resident has the right to be told who is responsible for and who is providing the Resident’s direct care.
4. Every Resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
5. Every Resident has the right to keep in his or her room and display personal possessions, pictures and furnishings in keeping with safety requirements and other Residents rights.
6. Every Resident has the right to be informed of his or her medical condition, treatment and proposed course of treatment.
7. Every Resident has the right to give or refuse consent to treatment, including medication, in accordance with the law and to be informed of the consequences of giving or refusing consent.
8. Every Resident has the right to have the opportunity to participate fully in making and decision and obtaining and independent medical opinion concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a nursing home.
9. Every Resident has the right to have his or her medical records kept confidential.

10. Every Resident has the right to receive assistance towards independence appropriate for his or her abilities
11. Every Resident who is being considered for restraints has the right to be fully informed about the procedures and the consequences of receiving or refusing them.
12. Every Resident has the right to communicate in confidence, to receive visitors of his or her choice and to consult in private with any person without interference.
13. Every Resident whose death is likely to be imminent has the right to have members of the Resident's family present twenty - four hours per day.
14. Every Resident has the right to designate a person to receive information concerning any transfer or emergency hospitalization of the Resident and where a person is so designated to have that person so informed forthwith.
15. 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 Residents' Council, nursing home staff, government officials or any other person inside or outside the nursing home, without fear or restraint, interference, coercion, discrimination or reprisal
16. Every Resident has the right to form friendships, to enjoy relationships and to participate in the Residents' Council.
17. 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 nursing home, they have a right to share a room according to their wishes, if an appropriate room is available.
18. Every Resident has the right to pursue social, cultural, religious and other interest to develop his or her potential and to be given reasonable provisions by the nursing home to accommodate their pursuits
19. Every Resident has the right to be informed in writing of the nursing home policies, and to be informed in writing of any changes. A written copy of the Residents' rights, and a copy of the Residents' handbook shall be provided to the Resident upon admission.
20. Every Resident has the right to manage his or her own financial affairs where the Resident is able to do so, and where the Resident's affairs are managed by the home, to receive an accounting of any transactions undertaken on his or her behalf and to be assured that the Residents' property is solely managed on the Residents' behalf.
21. Every Resident has the right to live in a safe and clean environment where possible.
22. Every Resident has the right to be given access to protected areas outside the nursing home in order to enjoy outdoor activity

## Residents are responsible:

1. To work with your health care team and to follow the safety rules of the manor.
2. For treating all staff and other residents with respect and consideration.
3. For understanding the limits placed on privacy due to our facility.  
Please respect the privacy of other residents and staff.
4. For your health care decisions
5. For choosing for someone to act on your behalf should the need arise.
6. For paying your manor bills.

The resident's rights are very important to us as they trust us to be their advocate. If you have any questions or feel that you have denied the residents any of these rights, you should talk to your supervisor immediately to help you with your concerns and to address the situation.

## Your Health Care Team

### *Medical and Nursing Staff*

As a resident at Maplewood Manor, your care will be given under the supervision of a physician.

This physician will be either your own family physician or the facility's "house doctor." However, your physician may make referrals to others such as specialists to help with assessing and planning your care.

The nursing staff primarily consists of registered nurses, licensed practical nurses and resident care workers. Periodically, there will also be student nurses involved with your care, under supervision.

### **Your healthcare teams consists of many different people serving many different important roles:**

#### *Physiotherapists and Occupational Therapists*

The Physiotherapist visits the manor once weekly to assess and plan for resident physiotherapy needs. The Occupational Therapist visits as required. The Occupational Therapist assists residents to do as much as possible for themselves in such activities designed to help with eating, dressing and using equipment, for example. The therapist also helps to educate staff on rehabilitative techniques.

#### *Provincial Dentist and Hygienist*

The Provincial Dentist visits the manor once yearly to complete dental checks and the Provincial Hygienist visits two to three times per year. There is also a dental health team comprised of nursing staff

who do dental checks and labeling of dentures, three to four times per year. Referrals are made to the local dentist, physician and/or dental hygienist as necessary.

#### *Nursing Staff with Advanced Foot Care Training*

They provide specialized nail care every six to eight weeks on residents who need this service and make referrals as necessary.

#### *Geriatricians and Psycho-Geriatricians*

Geriatricians are specialists in the field in medical chronic and complex care for the elderly. Psycho-Geriatricians are specialists dealing with the complex mental and behavioural problems of the elderly. Your family doctor may make referrals for these specialists for assessment and care planning purposes.

#### *Nutrition Services*

In consultation with the regional dietician, we carefully plan our menu according to Canada's Food Guide to healthy eating. The dietician can answer questions about your nutrition needs. Nutritional assessments are completed by a dietician upon referral. When a person enters the home, the cook and/or service worker will visit you to find out your food preferences and normal eating patterns. Based on this and other information, your diet will be set. Nourishments are also available in mid morning, afternoon and at bed time.

#### *Speech/Language Pathologist*

This service is available through consultation to help residents who have trouble with speech, language, voice, and/or swallowing problems.

#### *Provincial Pharmacists*

Dispenses medications to residents based on doctors orders. A RN/LPN will administer the medication. If you have any questions about your medications ask to speak to the RN Supervisor, if he/she is not able to help you, he/she will arrange for you to speak with the doctor.

#### *Laboratory and X-Ray Technicians*

These staff perform diagnostic tests based on physician orders. Some of these tests, such as X-Rays, cannot be done on site and you will need to make arrangements to go to the hospital to have them completed. These tests will help with the planning and delivery of your care.

#### *Environmental Services Staff*

Aim to provide a safe, clean and comfortable home-like environment for you. Services provided include housekeeping, laundry and maintenance.

#### *Activity Department*

Aims to provide opportunities for all residents to participate in programs that are adapted to suit the abilities of each resident to maintain their physical social and emotional well-being. The activities are designed with the intention to help you remain active and productive while maintaining your physical and mental capabilities. You are encouraged to participate in activities of interest to you such as bingo, video's, picnics, van drives, birthday parties, special entertainment, painting, or cards. Programs that are more individualized and therapeutic are offered to residents in their houses You are also encouraged to use the facilities available to you such as the Chapel, organ and telephone.



Sun Room



Patio

**Business Office** - Clerk/Secretary: (main entrance). The Business Office hours are from 8:00 am. to 4:00 p.m., Monday to Friday. All concerns or questions related to your finances upon admission should be taken to the business office. All cheques pertaining to residents should be redirected to the office and any self pay resident bills are to be paid here also. If residents do not look after their own money, their bill, e.g. phone, cable, hair, etc. can be set up to be paid out of their own monies by the front office clerk. Residents who qualify for financial subsidization are eligible for a monthly comfort allowance. There are regulations that govern this allowance. Please see the front office for details.



A look down Main Street

**Resident Council** - All residents are encouraged to participate in our residents' council. This council provides a meaningful way for the residents to communicate and give suggestions, feedback or recommendations about the services provided in the facility.

**Safekeeping of Valuables** - Maplewood cannot assume any responsibility for personal funds or belongings lost from bedrooms, sitting rooms, etc. it is suggested, therefore, that money and/or other valuables be left for "safekeeping" in the safe in the business office. Sufficient funds to meet day to day needs may be withdrawn as needed.

Caution: When you remove your eye glasses, false teeth, hearing aids, etc. make sure you place them in



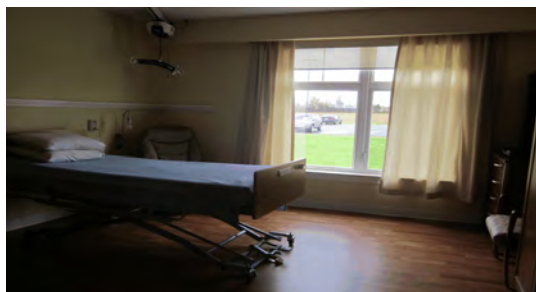
an appropriate container and put the container in your bedside table. Do not wrap items in Kleenex, paper towels or place them on your food tray or on you bed as Maplewood does not cover the cost of lost or broken dentures/ hearing aids etc.

*Visiting Hours* - There are no regulations governing visiting hours. Family and friends are encouraged to visit as often as possible regardless of the time of day. Arrangements are also easily made to take residents home for a meal, a night or for a few days.

Please remind your visitors to use the alcohol hand wash inside you room when they visit you. Also, if they are feeling unwell they should not visit you or other residents in Maplewood. This includes people with the flu, stomach viruses, or chicken pox, for example.

*Television and Radio* - Television digital receivers are available in each room and residents are encouraged to bring in their own television and/or radio. These should be checked by our maintenance department before installation for safety reasons. Cable TV is available for everyone in their rooms.

*Room Furnishings* - Residents are encouraged to bring special items of furnishings with them that can be accommodated. Residents are going to feel more at home if their room contains personal items. For example, please feel free to bring in small furniture items, pictures, pillows, quilts, and plants that can be accommodated.



Resident Room

*Telephones* - Telephone hook ups are available in all rooms. The resident will be responsible for ordering, payment and related charges for a personal telephone.

*Electrical Appliances* - For safety reasons only CSA Approved electrical appliances may be used while in Maplewood. Our maintenance staff will check and approve your personal electrical appliances, such as razors, blow dryers, fans, and other medical devices including maxi myst machines.

*The Nurse Call Bell* - If you need a nurse, use the call bell which is attached to the wall near your bed. The call system lets you alert the nursing staff that you need them. They will come to your room to see what your need and reset the system.

*Mail* - Outgoing mail is delivered to the post office each weekday if left at the business office or given to a staff member before 10:30 a.m. Incoming mail will be delivered to your room by the front office clerk or the nursing staff.

*Church Services* - We are fortunate to have our own chapel with Roman Catholic and Protestant services held weekly. Prayer of the Rosary is held weekly as well. If you would like a visit from the clergy, please tell the nursing staff and they will call them for you. Monthly calendars of activities are available noting specific days and times. Special services are held throughout the year to celebrate special holidays, such as Christmas, Easter and Thanksgiving. A Memorial Services is held each year for family, residents and friends. Visitors are welcome at all services.



Chapel/Common Room

*Clothing* - Minor clothing repairs are performed by the seamstress. Maplewood provides name tags for all resident clothing. Residents and/or family members should ensure that new clothing is brought to the Clerk's office to be labeled and charted before being given to the resident.

*Laundry* - Personal clothing is laundered on premises seven days per week. Delicate materials and wool items are not recommended for our commercial laundry facilities. Dry cleaning is the responsibility of the resident.

*Hairdresser and Barber* - These services are available at Maplewood on a part time basis. Families can also make arrangements to have a hairdresser or barber of your choice come in or take you out if able. Please note: Residents are required to pay for hair care.

<i>Meal Hours</i> - Meal Hours are as follows:	Breakfast	0730 hrs
	Dinner	1200 hrs
	Supper	1700 hrs

For those not wanting a full breakfast at, coffee/tea and/or toast or dry cereal is available at any time

before dinner. Lunches are also served in the evening and snacks are available throughout the day if you require. Please notify the Dietary Staff in advance if a family member wishes to dine with you. Regular costs apply.



Kitchen/Dining



Living Room

*Transportation* - Family is responsible for either taking residents or making other arrangements for medical appointments, such as Transportation West Services and or Ambulance Services. If residents are not able to be transported by family due to physical condition, the ambulance will be used and families will be responsible for the ambulance fees. Please check with the business office. The Manor has a wheelchair accessible van available to take residents on social outings.

*Volunteers* - We welcome volunteers, they are valuable to our residents and staff. If you or someone you know would like to volunteer, please contact the activity director at 853-8686.

*Comfort Clothing* - Twice each year, comfort clothing companies visit with a display of clothing for families/residents to purchase. This service is available to community citizens as well. We are also able to order these clothing items that make nice gifts for Christmas, birthdays, etc. Catalogues are available on site.

## Pointers

*Smoking* - There is no smoking within Maplewood. If Residents want to smoke family members will need to come in and take their love one out of the facility to have a smoke, they can smoke outside on the service road at the back where the land chairs are next to a few spruce trees. The families will need to keep the cigarettes and lighters with them, they are not held in the facility. All residents are encouraged to stop smoking prior to coming to the facility.

*Fire Drills* - Fire Drills are held for staff monthly at various times. When you hear the fire bell, please return to your room. Visitors should stay in your room until more instructions are given. For safety

reasons, resident's room doors are closed when the fire alarm rings. Staff will come to check on you and keep you informed.

*Scent Free Environment* - Scents such as perfume, cause health problems for many people. Maplewood endeavors to provide a scent free environment. We ask that family members help us to keep the facility scent free by only bringing in items or products that are scent free.

*Bringing Food From Home* - Fresh food brought to you must be stored in the kitchenette on the houses. Make sure it is labeled with your room number, name and date. Always check with the nurse if you are on a special diet or fasting for a test.



“Oliver” our feathered resident

## **Other Services Available**

Special services available at Maplewood to the community include:

*Short Term Admission* - Short term Respite Care can be arranged for a period of up to one month on a contract basis. Contact the Long Term Care Admissions Officer at Community Health Services at 859-8730.

*Meals on Wheels* - Contact the Coordinator at 853-3227 or the front office at Maplewood at 853-8610.

*Century Tub Whirlpool Baths* - Contact Nursing Coordinator/Manager at 902-853-8680 or the day RN Supervisor at 902-853-6291

## **Maplewood Manor Auxiliary**

Maplewood Manor Auxiliary was organized in May, 1982 and meets monthly - new members are always welcome. Auxiliary members raise funds through activities such as bake sales, cookbooks, yard sales and various social functions. You can help by supporting these efforts and making donations to the Auxiliary and Resident Equipment Fund. Donations can be made at the front office of the facility and also through memorials.

### **Donations**

Maplewood Manor services for you and your community have been supported by contributions to the Maplewood Manor Auxiliary and the Residents Equipment Fund and other fund raising events. In recent years, donations have allowed for the purchase of new equipment such as wheelchairs, recliners and sound systems, and speciality low loss air mattresses for wound care. Also, the community's generosity has funded the decorative furnishings, and art work to make the New Maplewood warm and inviting to all.

## NOTES