

Welcome to Wauklehegan Manor



Resident Package

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Our Mission

Wauklehegan Manor is fully committed to providing Comprehensive Residential and Community Services in a Professional Caring Manner to Eligible Clients.

Our Vision

The Manor is committed to providing Residential and Community Care at the highest quality possible within its resources.

Our Philosophy

- We believe in the inherent dignity and worth of the individual.
- We believe in the right of all people to live their lives as fully as possible.
- We believe the home is responsible for assisting an individual to become aware of his or her potential by offering services for physical support and/or restoration and promoting psychological adjustment, along with activities that can awaken new interests and new skills, or further develop previous skills or activities.
- We believe that the home has been established to promote an environment conducive to the health and welfare of the resident and job satisfaction for the employee.
- We believe that the home is responsible to provide an Outreach Program to enhance the lives of those in need in the community by utilizing the resources at the home to their fullest extent.

How to Contact Us

Our Address
11 Saunders Road
McAdam NB
E6J 1K9

Our Phone Number: 506-784-6303

Extensions:

- | | |
|---|---------------------|
| 1. Resident Directory | 6. Support Services |
| 2. Nursing Station | 7. Outreach |
| 3. Administration | 8. Rehab |
| (1-Front Desk, 2-Exec. Director, 3-Director of Nursing) | 9. Staffing |
| 4. Activities Department | |
| 5. Maintenance | |

Welcome to Wauklehegan Manor!

Wauklehegan Manor Incorporated opened in 1976 as a non-profit organization located in McAdam, New Brunswick located 45 minutes from Fredericton and 35 minutes from St Stephen. We offer 36 beds 28 Private and 4 Semi-Private rooms. We operate our home 24 hours a day, 7 days a week, we employ approximately eighty people, making us the largest employer in the community.

We are governed by a volunteer board of directors who meet as a group monthly and in addition as committee members. As a registered charity we rely completely on donations to enhance the experience of our residents. In addition to local governance, we are accountable to Nursing Home Services, through the Department of Social Development who audit out home annually for licensing purposes.

Wauklehegan Manor welcomes seniors who can no longer live safely or independently at home due to complex health care requirements and/or who suffer from cognitive decline and memory loss. Wauklehegan Manor provides full-time daily living help and nursing care. We also provide specialized support for residents with Dementia and Alzheimer's Disease, with secure entry/exit points and round the clock monitoring. We are committed to enriching the lives of our residents by providing access to activities, entertainment, and opportunities to continue enjoying life despite age-related health issues.

Our long-term care services are provincially mandated and include:

- **24-hour skilled nursing care**
- **personal care assistance and support**
- **safe and secure living environment**
- **nutritious meals**
- **basic linen and personal laundry services**
- **recreational activities, social and therapy programs**
- **respite and palliative care.**

At Wauklehegan Manor the resident always comes first. This is your home, your life, and we're simply here to help you. Our goal is to provide safe and professional care, friendly service and a welcoming environment so that you have peace of mind that you've made the right choice.

We promise that you will be cared for as an individual and will maintain your right to a choice and a voice in your ongoing care. At Wauklehegan Manor, we believe that partnering with our residents and their families is key to creating and maintaining an environment where each resident participates in designing the care they deserve. Our "choice and a voice" commitment ensures that you or your family member's voice will be heard, honoured, and respected. Our team is committed to building relationships with you and your family to better recognize opportunities to improve your quality of life. We are committed to providing personalized care; as your needs change, so will the support, services and care you receive.

Resident Rights

Wauklehegan Manor recognizes the following fundamental rights of residents and is committed to maintain an environment that both fosters and protects these rights:

1. To be sheltered, cared for, consulted, and addressed in a manner befitting one's status as an adult, and with respect of one's dignity and self-worth.
2. To provide a means to express personal feelings, including access to senior administration without any fear of reprisal, discrimination, or deprivation.
3. To be free from chemical or physical restraints, except when ordered by a physician to prevent injury to oneself or to others.
4. To receive courteous, fair, and respectful care and assistance, and appropriate nursing assessment and treatment regardless of color, race, creed, financial or medical status.
5. To have one's condition, care and treatment explained in simplified terms to the best of the home's ability to oneself, next of kin, or a third party authorized by the resident and to participate in one's care plan.
6. To receive rehabilitation, reactivation and assistance towards independence and self-care to the maximum level possible in comfort and dignity within the resources of the Home.
7. To pursue or continue one's social, cultural, spiritual, and other interests as well as developing one's abilities and potential.
8. To receive visitors and to enjoy one's privacy.
9. To establish one's own personal and private environment in as much as can be accommodated within the home's capabilities.
10. To, within one's capabilities, attend activities held outside the home.
11. To have one's personal, financial, medical, and other records entrusted to the home, kept in confidence, and available only to those for whom the information is essential in conformity to all Acts and Regulations governing Wauklehegan Manor.
12. To have adequate, nutritious, and attractively served meals and snacks appropriate to the special diets of the residents.
13. To receive a monthly comfort allowance, as determined by the government of New Brunswick and to manage one's financial affairs or authorize a third party to do so.
14. If mentally competent, to refuse medical treatment and medication, and to be informed of the medical consequences of this refusal.
15. To be provided with palliative supportive care and death with dignity.
16. To review and recommend revision of the resident's rights.
17. To be fully informed of his/her responsibilities concerning the observation of rules and regulations of the nursing home in a language understandable by the resident: e.g., alcohol, smoking, visitors, radio, TV, telephone, noise, furniture, appropriate and proper garb, gifts of food and flowers, etc. The resident's family shall also be informed of the rules and regulations that apply to their conduct in the nursing home.
18. To expect all staff to be informed of, and to respect the above rights.

Getting to Know You

At Wauklehegan Manor, we welcome you into our family and are honoured to become a part of yours. Our focus on creating personal connections with our residents and their families assists us in creating individualized care experiences for each of our residents. In addition to providing health care support, from the moment you arrive our care team focuses on learning about your personal history, interests, skills and abilities. We understand why you are here; but we want to know how you want to spend your time here with us.

We promise to:

- Recognize that you and your family are special and unique.
- Support you and your family to make decisions about the care and service we provide.
- Help you and your family to develop knowledge and understanding for the care and services you receive.
- Respect you and your family's choices, values, beliefs, and culture.

Personalized Plan of Care

An important aspect of the Wauklehegan Manor team approach to care and service delivery is to view each Resident as a unique individual. At our care home, it is expected the team will build a relationship with you and your family to understand and recognize what adds quality to your life. We want to hear about your hopes, dreams, beliefs and what you value. This involves active listening as well as encouraging the sharing of your life stories. By telling us about yourself, we learn about you and can develop your personalized Plan of Care. Your individualized Care Plan document gives your team the information they need so they can be more responsive to you.

Your choices may include but are not limited to:

- When you prefer to wake up or go to bed each day
- Your preferences in meals or snacks
- How you wish to express and practice your spiritual values
- Your choice on who you want from your family to be involved in your care.
- The activities and social interactions you like best.

Next of Kin / Guardianship

We ask each Resident/family to designate one next-of-kin or person who will be contacted to make decisions regarding the Resident's status and care planning. This individual would speak on behalf of the Resident if he/she were not able to do so and sign the Resident Care Contract. We recommend each resident have a power of attorney in place prior to admission. The designated person is responsible for keeping other family members informed on changes to the Resident's condition and to ensure that all financial expenses and obligations are met. This individual will be contacted when clothing and other personal needs are required unless other arrangements have been made.

Resident Review Meetings

About six weeks after admission, the resident and his/her family are invited to meet with the multi-disciplinary team on an individual basis to discuss care, adjustment to living in the Manor, and any associated concerns. Family surveys are sent out in advance and their prompt return to the Manor is greatly appreciated. Goals are established for the coming months at this meeting. This meeting is then held annually thereafter, unless concerns arise in the meantime that would benefit from a team/resident/family meeting.

Visiting

Family involvement is of utmost importance to residents. We welcome family and friends of all ages. We do ask that you give us a chance to get everyone up and presentable in the morning, and loved ones not stay too late in the evening, as older people often appreciate an earlier bedtime. **Therefore, we ask that family visit between the hours of 1:00 PM and 8:00 PM.** Masks are to be worn by all visitors above the age of 3. We request that everyone cooperates with staff to allow them to provide care when necessary.

In the event a resident is very ill or dying, you are of course welcome to stay with them outside these hours and will work with you to navigate this challenging time.

We have an activity room that can be booked for special events. The nursing home schedules an annual Christmas party for residents and their families and a summer event.

Visiting will be restricted if there is an outbreak of a virus in the nursing home. Primary Contacts will be notified in this case, and there will also be signs posted at the entrance to the Manor.

You are welcome to visit with your loved ones outside of the Manor as well. We do request you notify nursing staff 24 hours in advance as a courtesy to allow for preparation of medications, care adjustments and other requested items to be prepared for your arrival.

Furthermore, Wauklehegan Manor reserves the right to ask a visitor to leave the building if inappropriate or disruptive behavior is manifested or if there are health or safety issues/concerns.

Pets

Pet visitors are encouraged, if their owner assumes full responsibility for cleanup and restrains the pet on a leash. We ask that all pets who visit the home are up to date on their vaccinations and proof of such is provided to the activity or business office.

What to Expect

The Day of Your Arrival

Upon arrival to Wauklehegan Manor you and your loved ones can expect to be greeted at the door. From there you will be assisted to your room and introduced to your care staff. Your care staff will complete an initial assessment including vital signs, and health history. They will assist you with your belongings and orientate you to our home. There is paperwork to be completed and is usually sent out to the Power of Attorney prior to admission. Any questions or concerns about the paperwork can be answered on admission. We will develop your individualized care plan on admission and review every three months or with any change in your condition.

Your Room

When you are notified that there is a room for you, you will be assigned that room. Most of our rooms are private. We do have 4 semi-private rooms that may be assigned to you to share with one other man or woman, if there is no private room available. If you wish, you can apply to the Director of Nursing to be placed on a waiting list for a private room. Semi-private rooms are also used by couples who have both qualified for access to the long-term care system and wish to reside together. The home reserves the right to transfer a resident at any time from one accommodation to another within the facility, based on the needs of the entire population.

Wauklehegan Manor provides a bed, television, phone, complimentary WIFI, clothing storage area, night table, over bed table and chair for each resident. The resident is encouraged to bring pictures or other cherished items to personalize the room. Families are asked to let Maintenance know where they would like any items to be hung in the room, and they will be glad to do this. Families are asked not to hang items themselves to prevent damage to walls or wiring.

Although residents are encouraged to bring in comfort items from home, Wauklehegan Manor cannot ensure the safety of personal items. Due to the great number of public visitors, wandering residents, and other issues beyond our control, it is strongly encouraged that valuable items be left at home. Prior to admission, it is advisable to replace items such as good jewelry with inexpensive substitutes or irreplaceable quilts with a new blanket. Wauklehegan Manor is not responsible for lost items.

Any other furniture or electrical items brought into the nursing home must be approved by administration and inspected by maintenance for CSA approval and safety reasons.

Clothing and Laundry

There is limited closet space in the bedrooms, therefore we ask that you limit the number of outfits to around seven. A good rule of thumb is if something new is bought, something old is removed. Resident's personal laundry is done in-house four times a *week and* is usually returned the same day. Please note that we use an industrial washer and dryer, with soaps designed for infection prevention and control as well as for cleaning. Delicate fabrics, such as wool or silk will be ruined, as will anything that would need dry cleaning. Please ensure that any clothing is machine washable and dryable. Wauklehegan Manor is not responsible for damage due to laundering.

All clothing will be labelled on admission. Housekeeping should be notified of new clothing so that it can be properly labeled. This is especially important around holidays such as Mother's Day and Christmas, when gifts of clothing are frequently given. Having items labelled before gift wrapping can prevent loss.

Family may be asked to alter clothing to make it easier for staff to dress and undress the resident. This is referred to as Adaptive Clothing. We have a tool which will be completed on admission, to determine who would benefit from this service. It is inevitable that most residents will require some type of adaptive clothing. The quality and cost of adaptive clothing has improved over the years, to an extent that this would make great future gifts for your loved ones. Clothing purchased from a clothing company specific to adaptive clothing tailors their clothing with industrial washers in mind, increasing the wear of items purchased. Other options would be considered, including altering favorite clothing through a local seamstress.

Inquiries for adaptive clothing can be directed to either the Director of Nursing or the Business Office. Adaptive Clothing can be purchased through Amazon, Silverts, Adaptive Clothing Design.com among others.

Personal Hygiene Products Supplied

The nursing home provides one brand of products to meet the personal hygiene and grooming needs of the residents. These supplies include soaps, lotions, oral hygiene items, denture care, nail care equipment, facial tissue, shampoo, toothpaste, and incontinence products (see Appendix 1). If a resident chooses to use a different product than the one provided by the nursing home, the costs incurred for the preferred product are the financial responsibility of the resident.

Prohibited Items

A few items are prohibited for resident and staff safety: powder, straight razors, heating pads, electric blankets and hot water bottles. Residents are encouraged to have their name inscribed on their dentures and/or eyeglasses and/or hearing aids to facilitate identification by staff. The nursing home is not responsible for lost or damaged items.

Dentures, Eyeglasses & Hearing Aids

Each resident is encouraged to have their name inscribed on their dentures and/or eyeglasses and/or hearing aids to facilitate identification by staff. There is a visiting dentist and hearing aid specialist to the home. Contact information is found at the nursing station or business office. The nursing home is not responsible for lost items.

Wheelchairs and Mobility Aids

It is the responsibility of the resident to supply and maintain their own wheelchairs and walkers. Families can purchase them privately or obtain assistance through Red Cross. Our rehabilitation LPN will help with the task of ordering a wheelchair, as it is crucial that the correct sizing of the equipment involve Occupational Therapy (OT). Consent for OT services will be obtained on your admission.

Lifts and Transfers

Aging is not a disease; it is a natural process we will all have to face. As we age, our physical abilities decline often at unpredictable rates depending on other conditions/illnesses. When this happens, we need to rely on other ways to support our movements. Although we will try to maintain a resident's mobility for as long as possible, there may come a time when a resident is no longer able to move about without basic assistance from staff. When it becomes evident that a resident is no longer able to safely move from bed to chair, a mechanical lifting device will be used. This is to ensure the safety of both resident and staff.

Financial Matters

Change of Address

Please remember to complete a change of address card at your local post office once your family member is admitted. We would also remind families that if your phone or address should change, please notify the nursing home.

Payments

Payment must be received by the first of each month for the upcoming month of care (unless otherwise grandfathered); including making arrangements for such subsidies as may be necessary. Upon admission, the resident's trustee must pay the daily rate to the end of the month. If the province has not concluded its review of the resident's finances and possible subsidy, the private pay rate shall be paid. Once the province has concluded its review and has informed the nursing home, the amount will be corrected, and any extra payment will be reimbursed or credited to the resident's account.

The business office is open Monday to Friday, 9 a.m. – 5 p.m. The monthly cost of care must be paid for by Automatic Funds Transfer (AFT) from the applicable bank account at the beginning of the month. Setup for AFT payments must be arranged through the business office prior to admission. Forms can be obtained at the business office.

Each month, residents who are subsidized by the Provincial Government, retain a Comfort and Clothing Allowance. These funds are kept by the trustee or family member who has power of attorney (POA) for the resident. The province intends these funds to be used for personal comfort items for the resident. This can include things such as clothing, hair care, outings etc. Wauklehegan Manor deducts a nominal amount for cable television in the facility.

We understand some residents' wish to retain money on their person or in their room however, the Manor cannot accept responsibility for these funds. This is an individual choice of the family and resident. A more secure offered is through a trust fund. Residents, trustees, or family members can leave a nominal amount of money in the resident trust for the resident's use. These funds, usually around \$50 for each resident, can be accessed on an as needed basis through our Administration Office. This enables the resident to access their money to pay for items such as lunch out or a shopping trip.

If you have any questions or wish to utilize this service, please contact our Administration Office.

Telephone & Television

Each room is equipped with Television and Telephone services. If you wish to have these services consent is obtained on admission or when requested. This fee is deducted from the monthly Comfort & Clothing Allowance that is provided to subsidized residents and calculated through the Government. Fee for Cable is \$12 and Telephone \$25 monthly. Cable TV is also available in the Activity Room and lounges. Telephone can be accessed through the nursing station. User rates are subject to change with notice.

Hair Care

A licensed hairdresser offers services to residents each Friday. Each resident is responsible for the fees associated with this service. Style \$15, Style and Cut \$22, Men's \$12-14 and perms \$45 which are offered on Saturday Mornings.

Foot Care

Our Care Staff provides basic foot care to all residents. Those who are diabetic or have any foot or nail care issues are recommended to have advanced foot care. In this situation, an Advanced Foot Care clinic occurs every 5-6 weeks. The fees associated with this service are the responsibility of the resident and appointments can be requested through our Administration Office. Cost is \$30.00 per session.

Donations

Wauklehegan Manor operates MacLean Memorial Foundation. Financial donations we receive are important to us and graciously accepted. We acknowledge they come from people who care about our residents, Wauklehegan Manor and are invested into improving quality of life to all residents who reside here. The funds can be designated to specific projects that will benefit and improve the quality of life of our residents in our home.

If you would like to donate to the MacLean Memorial Foundation, contact the Business Office directly and they will be happy to assist you.

Gifts & Gratuities

Staff are unable to accept personal gifts or gratuities of any kind from residents or family members. Staff wide gifts of appreciation are acceptable.

Working Together: Collaborative Care

We at Wauklehegan Manor are committed to providing you with quality services and support. Our care services incorporate a variety of professionals to ensure your needs and wishes are met while you are living with us. This includes a team from multiple disciplines including Social Development, Management, Nursing, Pharmacy, Physician, Specialists, Dietitian, Rehab, Extra Mural, Food Service, Activities, Environmental Services. Consent is obtained on admission for consultation with these service providers. In the event we require additional resources, we will contact you and your power of attorney for consent proceeding releasing the information.

Confidentiality

We collect and use information about you in your care. We treat all information about you as “CONFIDENTIAL”. Protecting your privacy is uppermost in our minds, however in the event of an accident or incident such as a fall your family member or contact person will be notified. Visitors to the Wauklehegan Manor may become privy to information about other residents, employees, and other nursing home matters. We ask that any information that is not related to your family member not be disclosed or discussed with anyone other than those persons authorized to receive such information. This will help to protect the privacy of each and every resident.

If you have any concerns please discuss with the Nurse-in-Charge, the Director of Nursing or the Executive Director.

Social Development

Social Development is responsible for ensuring that care at Wauklehegan Manor meets the standards set out in government policy for long-term care facilities. Annual audits are conducted through the Liaison Officer. Access to charts to perform audits are accessed at this time through our electronic and paper charting systems. If issues arise, they may access chart information to ensure quality care is being delivered to you.

Resident Assessment Instrument-Long Term Care Facilities (RAI-LCTF)

This program is used around the world as a care management tool that assists the health care team to assess and monitor the care needs of our residents. The RAI-LCTF assessment tool and care planning processes are designed to enhance care and promote the quality of life for our

residents. This occurs because staff across all shifts are included in the hands-on approach allowing for good communication and tracking of resident care.

The RAI-LCTF helps the Care Team to look at our residents as individuals for whom quality of life and quality of care are very important. The Care Team uses the RAI-LCTF processes to promote quality for the following:

- Encouragement of Resident and Family involvement in care decisions
- Individualized resident care.
- The monitoring of our care
- Communication among staff and with our residents and their families
- Documentation so that we can ensure continuity of care.

The RAI-LCTF helps our staff to gather information on our resident's strengths and needs, which are addressed in an individualized care plan. It also assists staff to evaluate the accomplishment of goals and revise care plans by helping the care team to track changes in the resident's status over time.

The information gathered about you, or your family member is shared with you and other team members. Some information is also shared with the Canadian Institute of Health Information (CIHI) for data collection and statistics. When we share information with CIHI, we always remove your identification to ensure we respect your confidentiality.

Observations are made on a regular basis and over a set period (formal or non-formal). As a resident you will be assessed using the RAI-LCTF Assessment tool when you move into the care home, every 3 months, yearly and when there is a significant change in your health status.

Administration

Administration consists of the Executive Director, Director of Nursing and Business Office. Their offices are located to your left as you enter the main entrance.

Medical Services

Physician

The residents of Wauklehegan Manor are under the care of two primary physicians who are licensed to practice medicine in New Brunswick. The physicians visit the Manor weekly for initial and regular exams and are on call for more urgent concerns. Any medical concerns can be discussed with the Nurse in Charge who will relay the concern to the contracted physician.

Residents are admitted to the Manor when their condition is deemed to be medically stable and predictable, and not requiring ongoing medical care. The nursing home is a residence in which 24-hour nursing care and supportive care is provided. Staff assists the resident in those functions which they cannot do on their own. The nursing home is not geared to the provision

of aggressive medical treatment as might be found in an acute-care hospital. Every effort is made to maintain or improve the health status of the resident in the home and to transfer the resident to hospital, in accordance with their wishes, should the need arise. Upon Admission these wishes will be documented to ensure that they are met should any concern arise.

In the event of a medical emergency or a need for immediate assessment by a physician, residents will be transported by ambulance to the DECH or OPH and the family will be contacted. To that end, the resident and family will be asked to indicate the degree of medical intervention desired. Specifically, the facility has a policy in which the aim is to keep the resident comfortable but not to provide aggressive resuscitative measures unless they are requested by the resident/family.

Pharmacy Services

Under the Nursing Home Act, all medications must be obtained from the pharmacy contracted by the nursing home to provide this service. Medications are ordered for residents by the physician and administered by the RN or LPN:

- No medication can be brought in and given to the resident.
- The resident cannot keep any medications at the bedside.

The nursing home will supply basic stock drugs and supplies. Should a resident require or request a brand name different from the one stocked by the home, or require the stock medication on a regular basis, s/he is to be financially responsible for the cost of the product (See Appendix 2). On a quarterly basis, a complete review of all residents' medications is completed by the physician, nurse, and the pharmacist.

The NB Prescription Drug Program pays for prescriptions covered under the plan. However, there are "special authorization" drugs that are not covered. The resident or Power of Attorney is responsible for paying drugs not covered by this program. All communication and payment should be done with the pharmacy and physician.

Lab/X-Ray Service

Wauklehegan Works closely with McAdam Health Center to process lab specimens. X-Ray services will be scheduled at Harvey Health Center. Ambulance services will be provided.

Appointments

It is the family's responsibility to transport residents to and from any medical appointments. However, if they are unable to transport a resident in their vehicle due to wheelchair accessibility, arrangements can be made to use the village's mini-bus or to transport the resident by ambulance, as applicable and appropriate. The family should request the use of the minibus, through the village office, well in advance of the appointment. It is the family's responsibility

to provide a qualified driver. It is imperative that a family member accompany the resident to the appointment. Staff members are unable to accompany residents to appointments.

Nursing

The nursing department is under the direction of the Director of Nursing, who is accountable for the overall quality of nursing care in the home. A Registered Nurse (RN) or Licensed Practical Nurse (LPN) is always also available and should be contacted directly and immediately should concerns arise. Nursing care is provided by a team that consists of RNs, Licensed Practical Nurses (LPNs) and Resident Attendants (RAs). They are responsible for the day-to-day care of each resident including hygiene, dressing, assisting as needed and carrying out your individualized care plan.

Rehabilitation

Our Rehabilitation department focuses on the comfort and mobility needs of our residents. A Licensed Practical Nurse (LPN) works in conjunction with the Extra-Mural Programs to provide the medical and health related examinations, treatments and/or services deemed advisable. Our Rehabilitation Department, through referrals, provides access to a network of Physiotherapists, Occupational Therapists, Speech Therapists, as well as Respiratory Therapists. The Rehabilitation LPN also provides Music Therapy, as part of the overall music therapy program, and oversees the walking programs that aim at maintaining mobility.

Our Rehabilitation Department also provides equipment for our residents' needs, which includes wheelchairs, walkers, canes, mattresses, among other items.

Activities and Outings

Wauklehegan Manor believes that life is for living! Our Activity Department maintains a full and varied schedule of activities, clubs, and entertainment. A monthly activity calendar is produced and posted under the direction of the activity coordinator(s). It includes weekly outings, baking, crafts, movies, entertainment, bingo, one-on-one visits, and morning coffee. Volunteers are always welcome; please see the activity department if you are interested. Families are welcome to join in the fun or share their talents to lead an activity if they wish. Family outings are encouraged, and we have an activity room that can be booked for special events. The nursing home schedules an annual Christmas party for residents and their families and a summer event.

Area ministers volunteer to provide weekly Sunday services and other visits. They also lead a semi-annual memorial service where residents who have passed away in the preceding year are remembered.

Pet visitors are encouraged, if their owner assumes full responsibility for cleanup and restrains the pet on a leash.

The Activity Department tries to take residents out regularly using the village minibus during appropriate weather conditions. It may be for shopping, sight-seeing, lunch or just a drive. If you do not wish your family member to go on these outings, please notify the Director of Nursing.

Resident and Family Council

Residents and families are invited to meet with all departments in the nursing home to discuss ideas for improvement. Meetings will be posted on the activity calendar.

Food Services

The scope and function of the Food Services Department is to provide optimal nutritional care and quality food service to residents. A three-week menu is posted, which changes in the summer and winter. Resident's food preferences are always considered, as is their dietary requirements such as diabetic or gluten-free. Residents requiring specific dietary restrictions or texture modifications are assessed by the dietitian.

The **dietician** works in conjunction with physician and outside resources including Speech Language Pathology through the Extra Mural Program. The dietitian is responsible for assessing optimal nutritional care needs unique to each resident and recommending supplementation if needed.

Mealtimes are: **08:00, 12:00, and 17:00.** There is also an afternoon snack at 2:00 and night lunch at 7:30 pm.

Under Social Development Regulations, only approved vendors are to provide food products to the nursing home. In the event family or friends wish to bring in a special item for a resident, this product must be served by the person who brings it in. This would include items for a special event, such as a family birthday, or a meal for the resident. Staff cannot reheat food items, however there is a microwave available for your use if you wish to do so. Regrettably, food brought from home can only be served to the individual resident. It cannot be shared with other residents.

Due to safety of your loved one, we ask that you present food to the nursing station or nurse manager for awareness purposes, as well as choking risk due to special dietary considerations. Foods at high risk for choking include nuts, trail mix, jellybeans, jujubes, peppermints, popcorn, etc.

The consumption of alcoholic beverages by residents is at the request of the resident and in consultation with the physician and the nurse. Alcoholic beverages are kept in a locked medication room and dispensed by the nurse.

Environmental Services

All cleaning services are carried out by support staff. Rooms are dusted, mopped, and the bathroom cleaned every day. It is important that rooms are not cluttered, for the safety of residents and staff. Please note that staff are not responsible for any breakages.

Maintenance

Our maintenance team ensure the smooth operation of the nursing home. They are responsible for managing and maintaining the Manor as well as improving. If you have a concern about your room, equipment that is not working properly or damages noted, please address your concern to any staff so that they may notify Maintenance to perform the proper adjustments.

Safety First

At Wauklehegan Manor, we work hard to ensure that you feel safe and have confidence in the quality of our care and services. Being a resident means putting your trust in the care and service provided by your team. As a resident, you and your family also have a role to play in making your care safe by becoming an active, involved, and informed member of your team. We urge residents and their families to get involved and to speak up about any concerns or questions they may have.

To help you remember how you can help make your experience as positive as possible, use this simple motto: ***Safety First!***

Health and Safety Committee

We have a trained, dedicated group of staff that meet monthly to review the health & safety of our environment. They review the monthly fire drill, the monthly safety inspections, and quarterly staff incident trend reports. Any issues will be dealt with as they arise. Each department has safety equipment and procedures for carrying out their duties. The purpose of this committee is to ensure safety and identify potential hazards before they arise to promote Safety First.

Identification

We will take your picture when you move into the Manor. This picture helps staff get to know you, is critical to your safety, and verifies that you are the resident that the team should be caring for. You can also expect everyone involved in your care to introduce themselves by name, and to wear a name badge.

Call System

Your room and bathroom are equipped with call devices, which include a wrist band with a call button, and a pull cord. Your nurse will show you how to use the call device.

Smoking & Vaping

To ensure everyone's safety, only residents are permitted to smoke inside the Manor, and then only in the specially designed smoking room. Residents are not permitted to keep cigarettes, matches or lighters in their room. They must ask staff for these when they wish to smoke, as all smoking items are kept at the nursing station and provided on a scheduled basis. Nursing staff

will escort the resident to the smoking room. Residents may be required to wear a smoking safety apron.

Scent-Free Home

Due to increasing sensitivities among residents and staff we support a scent-reduced environment in our nursing home and encourage staff, volunteers, residents, and family members to use non-scented products.

Equipment Safety

Help us to keep our environment safe. If you notice a piece of equipment that is not working properly, please tell us so that we can have it repaired as soon as possible and so that no one gets injured.

Infection Prevention

Handwashing is our first defense against infection. The risk of becoming infected depends on your health; older people tend to be more vulnerable to infection. Everyone (all staff, residents, families, and visitors) has a role in preventing and controlling infections. In order to prevent the spread of germs in the Manor we ask that your friends and family not visit you if they are suffering from any infectious illness until they are well. This may include but is not limited to:

- Cough
- Cold or sore throat
- Flu like symptoms
- Diarrhea

It is important for everyone to practice good hand hygiene, including residents, families, and friends. You and your loved ones should feel comfortable asking your care team members if they washed their hands before having direct contact with you.

Cough etiquette will help prevent the spread of germs even if you do not have an infection. Covering sneezes and coughs prevents the spread of respiratory secretions into the air.

Cough etiquette includes:

- Covering your nose and mouth with disposable tissues when coughing, sneezing, wiping, and blowing your nose
- Disposing of tissues in the nearest garbage bucket after use
- Coughing or sneezing into your inner elbow rather than your hand if no tissues are available
- Keeping contaminated hands away from your eyes and nose

- Washing your hands after contact with respiratory secretions

Flu shots are recommended for all residents unless the physician advises otherwise. Pneumovax is recommended to prevent pneumonia, once in a lifetime. Consent for giving flu vaccine and Pneumovax is requested on admission. The resident or substitute decision-maker must give permission for vaccinations. We also recommend that family members and visitors get their flu shot annually, to protect themselves and prevent transmission to our vulnerable residents.

Medication Safety

Make sure you and or your family ask questions about your medications. If you have any concerns about your medications, ask your nurse about them. Make sure to tell your nurse if you think you are about to receive the wrong medication or if something does not seem right.

Fire Safety

Fire drills are held monthly, and it is very important that everyone (including residents and families) know their role and responsibilities. It is important that you and your family understand that the safety of our residents our number one priority. To ensure your safety in the event of a fire it is important that you also know that Wauklehegan Manor has proper planning, training, and practice involving all staff. We know that implementing fire protection and fire safety measures, training our staff members to properly respond to fire emergencies, and practicing evacuation procedures frequently, will go a long way toward keeping our residents and everyone in the home safe.

WHAT YOU NEED TO KNOW ABOUT OUR PLANNING

1. Wauklehegan Manor has written fire procedures that are practiced by all staff.
2. Everyone is responsible for knowing and carrying out their part of the plan. That includes nursing staff, kitchen staff, housekeeping and laundry staff, maintenance, volunteers, family members and other visitors.
3. CODE RED is the agreed upon phrase used to alert you, your family, and all other staff, in the event of fire or when practicing the fire plan with a fire drill in the home.
4. Please make yourself familiar with the Wauklehegan Manor fire safety strategies to help you prepare for a fire emergency. Always follow the direction of our trained staff.

Least Restraint

A restraint refers to the physical, environmental, or chemical means to prevent injury and or manage behavior that could cause harm to the resident or others. Research shows that restraints do not necessarily prevent falls and injuries. The use of restraints can also lead to muscle weakness, constipation, depression, agitation, incontinence, skin breakdown and increased confusion. Because of these risks and concerns, Wauklehegan Manor Least Restraint Policy

balances resident and family centered care, the resident's rights, and the safety of others. When all available alternatives have been unsuccessful, only then should a restraint be considered. The decision to use a restraint requires careful consideration, planning, monitoring, and ongoing communication. The resident, their family or the resident's chosen decision-maker, and the care team, including the physician, are all part of the decision-making process.

Wauklehegan Manor is committed to providing quality of care in a manner that maintains respect and dignity for our residents. We follow the practice of Least Restraint, which means offering alternatives to maintain the safety of the resident and or others before considering the use of a restraint. Family and friends have a key role to play. Please share all information you know about the resident to help the team better understand the behavior.

Before a restraint used, the care team will:

1. Complete an assessment of the resident and their environment to determine the behavior and reason behind it.
2. Exhaust all available alternatives to using a restraint.
3. Discuss with the resident, family and or substitute decision-maker and obtain consent.
4. Obtain a doctor's order for the restraint.

Discharge

Leave of Absence

Each nursing home resident is entitled to a 30-day leave of absence within each fiscal year. This cumulative 30-day period includes visits to family members' homes and hospitalization. Additional days may be requested by the nursing home to Nursing Home Services. During these absences, payment is still required to the nursing home.

Unforeseen Circumstances

Wauklehegan Manor, under the Nursing Home Act, is responsible to protect its residents and staff. If a resident presents a threat to other residents, to themselves or to staff, which cannot be resolved, the nursing home has the authority to ask that the resident leave the nursing home within fifteen (15) days or, if the situation warrants, immediately.

Wauklehegan Manor also has the right to ask a resident to leave within fifteen (15) days if we feel we cannot meet the resident's needs or if payment for care has not been received on time. Residents wishing to be discharged from Wauklehegan Manor must provide at least 15 days' notice of intent to leave. Any resident leaving before the 15 days will still be charged for the remainder of the time left on their mandatory notice period.

Removal of Personal Effects

After a resident passes away, we respectfully ask that family either remove personal items within 24 hours or contact us for assistance. Your loved one's personal belongings will be kept for one week, until you are able to pick them up.

Disclosure

You and your family have the right to make your own decisions about your care. You and your family have the right to participate in decisions and make choices prior to care being given, during care, and after care has been provided.

You and your family have the right to know the outcome(s) of that care and that includes disclosure of an unexpected outcome or accident.

Wauklehegan Manor makes every effort to prevent unexpected outcomes or accidents from happening. Should an accident occur, our staff will follow the ethical principles of disclosure. This means that you and your family will be informed about the details associated with the accident. This is an important aspect of safe care delivery that we believe is essential to maintaining trust between you and the care team.

Concerns and Complaints

We try to make sure that everything goes to plan, but sometimes mistakes happen, or we do not live up to your expectations. When that happens, please speak to the nurse in charge and explain your concerns. She will do her best to resolve things if she can. However, if you are not satisfied, then please bring your concern to the Director of Care, or the Chief Executive Officer. We have open doors and will listen with care and try to find a solution that works for all. If your concern remains unresolved, then you have the right to bring forward your complaint to the New Brunswick Seniors Advocate. Contact information is displayed in the entrance of the Manor. More information on their services can be found at www.nbseniorsadvocate.ca.

Appendix A

Care Supplies Covered by Wauklehegan Manor

- Absorbent puffs Alcohol (for medical use)
- Antiseptic & Disinfectant Preparations
- Applicators, Cotton-tipped
- Bandages
- Basins (bath, emesis, solution)
- Bed Pans
- Blood Pressure Cuffs
- Blood Sampling Supplies
- Blood Testing Strips
- *Body Lotion (Smith & Nephew)
- Catheter (Drainage systems, tray, solution)
- Condom Drainage
- *Denture Adhesives (Orahesive)
- *Denture Cleaners (Freshmint)
- Denture Cups
- Diabetic Supplies (one touch ultra)
- Dressing Trays
- Dressing Supplies
- Droppers,
- Medicine Enema Kits,
- Disposable *Facial Tissue (Cascades)
- *Feminine Hygiene Products (Tena)
- Foot Care Equipment
- Forceps,
- Disposable Surgical Gloves (Sterile/Unsterile)
- *Hand soap/hand sanitizer (Aloe, Purell)
- *Incontinence Care Supplies, disposable (Tena)
- Irrigation Solution & Trays
- Lubricants & Petroleum Jelly
- Medicine Cups (paper & plastic)
- Minor Medical Equipment
- *Mouth Care Supplies (toothpaste-Colgate, mouthwash-Arjo, toothettes-dent rite, toothbrush-Medimart)
- Nail Care Equipment (clippers, file, etc.)
- Nebulizer masks
- Needles
- Ostomy Supplies Packs,
- Hot and Cold Paper,
- Autoclave Pressure Relieving Devices
- *Razors, Disposable (Goodnews)
- Rectal Tubes
- Saline Solution Scissors
- *Shampoo (Gentle Rain)
- Sharps Disposal Containers
- *Skin Barriers (Smith & Nephew/Tena)
- *Skin Cleanser (Smith & Nephew/Tena)
- Specimen Collecting Supplies
- Spoons (disposable)
- Sterile Supplies/Equipment
- Steri-strips
- Stethoscopes
- Stockinette
- Straws,
- Flexible Swabs, (alcohol & glycerin)
- Syringes
- Tape
- Thermometers & supplies
- Tongue depressors
- Urinals
- Urine testing strips Chemstrip 9
- Water (sterile & distilled)

Appendix B

Medications Stocked by Wauklehegan Manor

Requirement	Drug Used
1. ANALGESIC/ANTIPYRETIC Used for pain control or treat fever	Acetaminophen 325 mg tablets (Tylenol)
	Acetaminophen 650 mg Suppositories (Abenol)
2. ANTIDIARRHEAL: Used to treat and prevent diarrhea	Loperamide 2 mg tablets (Imodium)
3. ANTIEMETIC: Used to treat or prevent nausea and vomiting	Dimenhydrinate 50 mg tabs (Gravol)
	Dimenhydrinate 100 mg suppository (Gravol)
	Dimenhydrinate 50mg/ml injectable (Gravol)
4. ANTACID/ANTIFLATULENT: Used to treat or prevent heartburn and gas.	Gaviscon Liquid
5. LAXATIVE/STOOL SOFTENER: To treat and prevent constipation	Phillips Milk of Magnesia
	Adult Glycerin Suppositories
7. ANTITUSSIVE: To settle coughs	Guaifenesin Liquid (Expectorant)
8. LOZENGES: To treat sore throat	Strepsils Anesthetic Formula
9. PALLIATIVE CARE MOUTHWASH: To treat dry mouth related complications	Peridex Heavy Mineral Oil Diovol Regular Strength Normal Saline Hydrogen Peroxide

Appendix C
Department Head List Contact Information

Main Phone Line: (506) 784-6303

Main Fax Line: (506) 300-2042

Executive Director	Debi Bourque	ed@wauklehegan.com
Director Of Nursing	Nicole Moffitt	don@wauklehegan.com
Food/Environmental Services Manager	Christine Cleghorn	foodservices@wauklehegan.com
Business Office	Michele Coburn	admin@wauklehegan.com
Activity Coordinator	Kim Godbout Cathy McIntyre	activities@wauklehegan.com
Rehab Coordinator	Stacey Johnston	rehab@wauklehegan.com
Maintenance	Corey Messer Ben Coburn	
Consulting Dietitian	Jocelyn Beaulieu, R.D.	
House Physician	Ryan Pausey, M.D. Andrew Richardson, M.D.	

All can be contacted by addressing correspondence to:

Wauklehegan Manor Inc.
11 Saunders Road
McAdam N.B.

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