

The Lodge on 4<sup>th</sup> welcomes you...

Resident and Family Handbook



*We are making a difference.*

1127 - 4th Avenue, Ladysmith, BC V9G 1A6

Phone: (250) 245-3318

Fax: (250) 245-3934

Email <[info@lodgeon4th.ca](mailto:info@lodgeon4th.ca)>

<http://4allseasonscare.com/>

# TABLE OF CONTENTS

<p>Welcome to the Lodge on 4<sup>th</sup></p> <p><b>1. Our Organization</b> <span style="float: right;">Page 1</span></p> <ul style="list-style-type: none"> <li>a. Mission</li> <li>b. Vision</li> <li>c. Values</li> <li>d. About the Lodge on 4<sup>th</sup></li> <li>e. Philosophy</li> <li>f. Bill of Rights</li> </ul> <p><b>2. Our Building</b> <span style="float: right;">Page 6</span></p> <ul style="list-style-type: none"> <li>a. Reception Area</li> <li>b. Sitting Lounge</li> <li>c. A Cup of Coffee or Tea</li> <li>d. The Gift Shop</li> <li>e. Courtyard &amp; Patio</li> <li>f. Parking</li> </ul> <p><b>3. Personal Possessions</b> <span style="float: right;">Page 9</span></p> <ul style="list-style-type: none"> <li>a. Cable TV, Telephone, Internet, CD Players</li> <li>b. Clothing</li> <li>c. Furniture</li> <li>d. Mobility Aids</li> <li>e. Personal Care Items</li> </ul> <p><b>4. Support Services</b> <span style="float: right;">Page 11</span></p> <ul style="list-style-type: none"> <li>a. Activities</li> <li>b. Food Services</li> <li>c. Dietitian</li> <li>d. Housekeeping</li> <li>e. Laundry and Labeling</li> <li>f. Pharmacy</li> </ul> <p><b>5. Personal Care Services</b> <span style="float: right;">Page 18</span></p> <ul style="list-style-type: none"> <li>a. Dental Care</li> <li>b. Foot Care Nurse</li> <li>c. Hairdressing</li> <li>d. Laboratory</li> <li>e. Massage Therapist</li> <li>f. Medical Services</li> <li>g. Nursing</li> </ul> <p><b>6. Therapeutic Care Service Team</b> <span style="float: right;">Page 20</span></p> <ul style="list-style-type: none"> <li>a. Dietitian</li> <li>b. Occupational Therapy</li> <li>c. Physiotherapy</li> <li>d. Social Worker</li> </ul> <p><b>7. Family Communication</b> <span style="float: right;">Page 23</span></p> <ul style="list-style-type: none"> <li>a. Admission Conference</li> <li>b. Birthday Parties</li> <li>c. Care Conference</li> <li>d. Family Council</li> </ul>	<p><b>7. Family Communication</b> cont'd. <span style="float: right;">Page 24</span></p> <ul style="list-style-type: none"> <li>e. Gather in Memory</li> <li>f. Newsletters</li> <li>g. Provision of Medications</li> <li>h. Tea Parties</li> <li>i. Telephone Conversation</li> <li>j. Visitors</li> </ul> <p><b>8. Community Links</b> <span style="float: right;">Page 26</span></p> <ul style="list-style-type: none"> <li>a. Art on Display</li> <li>b. Candystripers</li> <li>c. Churches</li> <li>d. Colleges &amp; Universities</li> <li>e. Volunteers</li> </ul> <p><b>9. Revenue Canada</b> <span style="float: right;">Page 28</span></p> <ul style="list-style-type: none"> <li>a. Disability Tax Credit</li> </ul> <p><b>10. Veterans Affairs Canada</b> <span style="float: right;">Page 29</span></p> <ul style="list-style-type: none"> <li>a. Financial Assistance</li> <li>b. War Veterans Allowances</li> <li>c. Veterans Long Term Care</li> </ul> <p><b>11. Points to Note</b> <span style="float: right;">Page 31</span></p> <ul style="list-style-type: none"> <li>a. Admission</li> <li>b. Beverages</li> <li>c. Care Charges</li> <li>d. Cash or Valuables</li> <li>e. Comfort Account</li> <li>f. Discharge or Death</li> <li>g. Emergency Preparedness</li> <li>h. Gifts and Gratuities</li> <li>i. Infection Control</li> <li>j. Maintenance and Repair</li> <li>k. Relocation Within the Lodge</li> <li>l. Roam Alert System</li> <li>m. Security</li> <li>n. Smoking</li> <li>o. Telus Calling Cards</li> <li>p. Transportation</li> <li>q. Witnessing/Signing of Documents</li> </ul> <p><b>12. Addendums</b> <span style="float: right;">Page 36</span></p> <ul style="list-style-type: none"> <li>I. Organizational Chart</li> <li>II. Guest Meal Poster</li> <li>III. Understanding the Complaint Process</li> <li>IV. Care Concern Document</li> <li>V. Patient Care Information</li> <li>VI. Residential Care Regulations</li> <li>VII. Community Resources</li> <li>VIII. Quick Reference Lodge Contact List</li> </ul>
--	--

# Welcome to the Lodge on 4<sup>th</sup>!



*Many hands and hearts working together as one team.*

## Our Organization

### **Mission:**

Providing Residential Care the Family Way

### **Vision:**

A holistic approach in provision of Resident care that meets Resident and family needs.

### **Values:**

- Resident and Family Focused
- Collaborative with Community Resources
- Reflective of Resident Home-like Environment
- Dignified and Respectful Treatment for all Residents and Families
- Transparent and Consultative with Family Councils

## **About The Lodge on 4<sup>th</sup>:**

The Lodge on 4th is its own legal entity and while others may use it (with permission) and provide services and programs within the building and the grounds no other party owns the facility or has rights over it.

Licensing: The Lodge operates in accordance with the Community Care & Assisted Living Act.

All our units are sponsored/funded through the Vancouver Island Health Authority (VIHA). In order to qualify for access to the units, individuals will need to contact the VIHA local offices. VIHA is solely responsible for assessing and qualifying residents for access to the units as well as establishing the wait list and terms of admission for the sponsored Units.

### **Contracts:**

VIHA: Operating Agreement with VIHA- for services and programs- for which the Lodge largely receives its funding.

Sterling: Provides the majority of staffing for care (exception is RNS) which includes Activity staff, Licensed Practical nurses, Care aides, Social Worker, and Therapists.

BCNU: Has a contract with the Lodge on 4th which covers terms of employment for Registered Nurses who are employees of the Lodge.

Marquise: Provides the majority of Support Services including Food services, Laundry Services, and Housekeeping through the Lodge on 4th.

Safeway Pharmacy: Provides assistance at resident case conferences and provides prescribed medications as per doctor's orders for each resident.

Administration & Management: the Lodge on 4th provides individual contracts with their administrative and management staff.

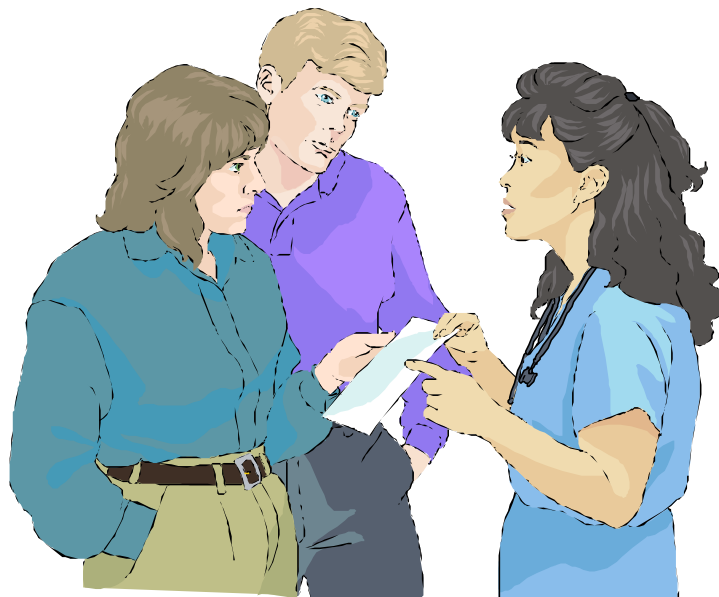
### **Philosophy:**

The Lodge on 4<sup>th</sup> management and staff are here to support Residents in maximizing their independence. We are here to assist Residents, and to provide appropriate levels of care and supports.

We want Residents to feel they are in a safe and comfortable setting with amenities and services which are consistent with that approach. We want Residents to be happy and secure; we will strive to make your stay a comfortable and enjoyable one.

Staff and management are accessible to talk to you about anything, but they may not be immediately available because of their work responsibilities and/or emergency situations. If there is anything you feel could be improved upon in the building or with services we encourage you to communicate this with us. The names of staff on duty are listed at each Care Center.

A Quick Reference Contact List can be found at the end of the Handbook.





# Government of British Columbia

## Residents' Bill of Rights

### **Commitment to care**

- An adult person in care has the right to a care plan developed:
  - Specifically for him or her, and
  - On the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

### **Rights to health, safety and dignity**

- An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
  - To be treated in a manner, and to live in an environment that promotes his or her health, safety and dignity,
  - To be protected from abuse and neglect,
  - To have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
  - To have his or her personal privacy respected including in relation to his or her records, bedroom, belongings and storage spaces;
  - To receive visitors and to communicate with visitors in private;
  - To keep and display personal possessions, pictures, and furnishings in his or her bedroom.

### **Rights to participation and freedom of expression**

- An adult person in care has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following
  - To participate in the development and implementation of his or her care plan;
  - To establish and participate in a Resident or family council to represent the interests of persons in care;
  - To have his or her family or representative participate on a Resident or family council on their own behalf;
  - To have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
  - To be informed as to how to make a complaint to an authority outside the facility
  - To have his or her family or representative exercise the rights under this clause on his or her behalf.

## **Rights to transparency and accountability**

- An adult person in care has the right to transparency and accountability, including a right to all of the following:
  - To have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
  - To have ready access to a copy of the most recent routine inspection record made under the Act;
  - To be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;
  - If any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;
  - To have his or her family or representative informed of the matters described in this clause.

## **Scope of rights**

- The rights set out in clauses 2, 3 and 4 are subject to:
  - What is reasonably practical given the physical, mental and emotional circumstances of the person in care
  - The need to protect and promote the health or safety of the person in care or another person in care, and;
  - The rights of other persons in care.
  -

These rights are posted pursuant to Section 7 (1) (c.1) (ii) of the Community Care and Assisted Living Act.

# Our Building

The Lodge on 4<sup>th</sup> is designed with all of the technological advances to provide a comfortable, pleasing, safe and secure environment that will allow Residents to feel at home and enjoy a variety of amenities and activities. It is hoped that relationships established between Residents, families and staff will nurture a sense of community.

The Main Floor which is the ground level on the North Side includes the Kitchen, Laundry, Hairdressing, Hospital Auxiliary Gift Shop, Beauty Salon, Volunteers and Café. The 2<sup>nd</sup> Floor has 27 Resident rooms and also includes Reception, Wellness, Lobby, Sitting Lounge and Administrative offices.

The Lodge on 4<sup>th</sup> has capacity for 101 Residents on four floors, designed with four residential units, each unit self-contained with a lounge, dining area and bathing facilities.



Tidewater and Sandpiper are designed as low stimulation special needs units for Residents whose needs are better supported in a smaller, home-like environment. Tidewater is a secure unit which serves as “extra” safety based on Resident needs. Sandpiper is our tertiary Mental Health Unit which is a locked unit in response to Resident unique needs.

Floor	Name	Location	No. of Rooms
2 <sup>nd</sup> Floor	Sandpiper – Mental Health	2nd South	12
2 <sup>nd</sup> Floor	Tidewater – Complex Care	2 <sup>nd</sup> North	15
3 <sup>rd</sup> Floor	Sea Haven – Complex Care	3 <sup>rd</sup> Tower, North & South	37
4 <sup>th</sup> Floor	Cormorant – Complex Care	4 <sup>th</sup> Tower, North & South	37
		Grand Total:	101 Resident Rooms



# Common Spaces

## Reception Area

Central hub of activity, where you can find answers to your important questions, make appointments and arrange services.

## Sitting Lounge

Located just beside the reception area the sitting lounge offers comfortable seating and is a warm and welcoming place to visit with friends and family. There is also a quaint sitting area at the end of each corridor on each residential unit.



## A Cup of Coffee or Tea

Each Dining Room has a coffee cart that is set up all day from breakfast until after evening meal. The cart is fully stocked with coffee, tea, mugs, cream and sugar. Families can help themselves at any time. If the coffee or tea containers are empty, please notify duty staff. They would be pleased to make a fresh batch – at any time of the day or night.

## The Gift Shop

Located on the Main Floor, the Gift Shop is run by the Hospital Auxiliary and is staffed by Volunteers and offers Residents, families and visitors an opportunity to purchase personal items, snacks, and gifts.



## **Courtyard and Patio**

The tranquility Courtyard provides a safe and secure outdoor environment for Residents. This beautifully landscaped area includes a comfortable outdoor area for Residents and families to enjoy. To reach this area, go past Reception on the 2<sup>nd</sup> Floor and turn right, then turn left at the end of the hall at the entrance to Sandpiper. Go through the exit door to the Courtyard.



## **Parking**

We have designated 8 parking spaces in the parking lot to visitors of the Lodge on 4th. The spots chosen were the closest spots to the entrance on the Main Floor near the Café.

# Personal Possessions

## Cable TV, Telephone and Internet, CD Players

For Residents interested in having personal cable TV, telephone and/or internet; the Resident and/or family can make private arrangements with a service provider of their choice. The Resident and/or family are responsible for all costs associated with this service.



CD players are a welcome addition to a Resident's room for their personal enjoyment. Music has a therapeutic effect on a Resident's health and is encouraged.

Residents who want to bring in TV's are welcome to do so but all TV's must be on stable furniture and secured with straps. All TV's must be CSA approved.



Our backup generator powers the elevators/kitchen, half of the lighting and half of the heating, as well as some power outlets. The power outlets that are RED in color are the outlets that work during a power outage. A CSA approved lamp is recommended to have for these outages.



The RN on duty is to be notified regarding electronics being brought into the building. All electronic equipment will be assessed by our Maintenance Department.

## Clothing

Please provide the Resident with clothing which is machine washable, dryable and does not require ironing. The families will be notified when their loved one's clothing needs to be altered or changed. Slippers should be washable, have a non-slip sole and provide some support. Knitted slippers are not safe. On admission, all clothing will be permanently marked with the Resident's name. There will be a one-time charge of \$40.00 to all new Residents for this service, regardless of the number of garments, and will cover the future markings for new clothing. Regular clothing is fine, however, adaptive clothing may be suggested by staff for Residents whose range of motion and ability may be compromised.

## Furniture

Each room is equipped with a bed, nightstand, dresser and stand-up closet. Additional furniture may be brought in to enable each room to reflect the individualized home-life needs of each Resident. Due to room size and Residents' clinical requirements discussion with the LPN or RN prior to bringing in additional furniture is appreciated

Residents are encouraged to bring their own pictures and other items that will help them feel more at home, such as favorite afghan, bedside chair and/or television. Personal fridges, microwaves, toasters and other electrical appliances are not permitted due to safety, maintenance and housekeeping issues. The Lodge on 4<sup>th</sup> is not responsible for loss or damage of personal items.

## Mobility Aids



- The Lodge on 4<sup>th</sup> has a limited supply of wheelchairs and walkers for interim loan therefore individual equipment is the responsibility of the Resident to purchase. Maintenance, repairs, and cleaning of the equipment are the responsibility of the Resident and family.

Please speak with our Occupational Therapist and/or Assistant for information on where families can rent mobility aides and for equipment cleaning services.



Electric wheelchairs and scooters are allowed but the resident must be competent to operate these devices since poor use and driving can not only create a risk to the occupant but to any person within the building or on the grounds. These mobility devices must always be maintained in good/safe working order.

## Personal Care Items

The Lodge on 4<sup>th</sup> provides personal care items such as soap, shampoo, basic incontinence products, and basic dressings. Many Residents have specific preferences which they are responsible for purchasing. Talcum powder is prohibited due to safety and health concerns. We are a scent-free facility which includes avoiding perfumes, and strong flowers, like lilies.

# Support Services



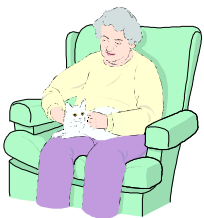
## Activities

The monthly calendar is available on the Lodge web page. <http://4allseasonscare.com/>. In addition, information about upcoming or recent events are posted under “news”.

Our activity department provides a variety of leisure activities 6 days a week. Programs come in many forms: from one-on-one friendly visiting, small group, sensory and large group programs, all enjoyed either within the home or our extended community. Activities are person centered with each person assessed individually by their Life History and current choice of lifestyle.



Each Resident’s care plan includes a component for activities. The activities are based on the Resident’s preference with input from the family. A Resident has the right not to participate if they wish. As some Residents are unable to make that choice for various reasons an assessment is completed in consultation with family identifying activities preferred.



We are fortunate we have very good community support at the Lodge with our Volunteers, one to one visitors and the Candystripers program. We also have intergenerational programs with Boys and Girls Club, plus visits from musical groups and pet therapy.

With our one to one program depending on the Resident our goal may be to help them settle in or to assist them to feel confident to come to activity programs. For others it may be long term depending on their confusion and activity level of stimulation.

For our Residents who are not able to participate in programs we have specific activities which include the sensory group and relaxation therapy. Sensory programs focus on touch, sight, and sound. This helps them to feel connected with others in a non clinical form. It also can

stimulate the senses and produce concentration and focus. We are having great success with this program.

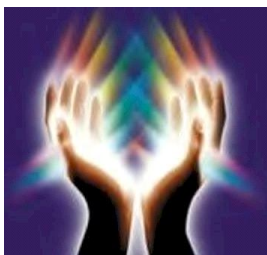
We have Bee theme days where the staff and Residents enjoy dressing up as bees for Bee Active day!

November is Movember month with a focus on men's' health issues. Men are sponsored to grow a moustache for the month with money raised going towards purchasing resources for men's' activities.

We celebrate Halloween with a party, pumpkin carving contest and entertainment with staff being able to dress up as well.

We plan to be involved in the development of a palliative care program at the Lodge by assisting families and providing resources. Plus many more, the activities change with our Residents. The programs are Resident driven and they (Residents) have great input to what activities we are doing. The activities are for the Residents' benefit. We provide activities to the Sandpiper Mental Health Unit Monday to Saturday.

## Life Enrichment Features



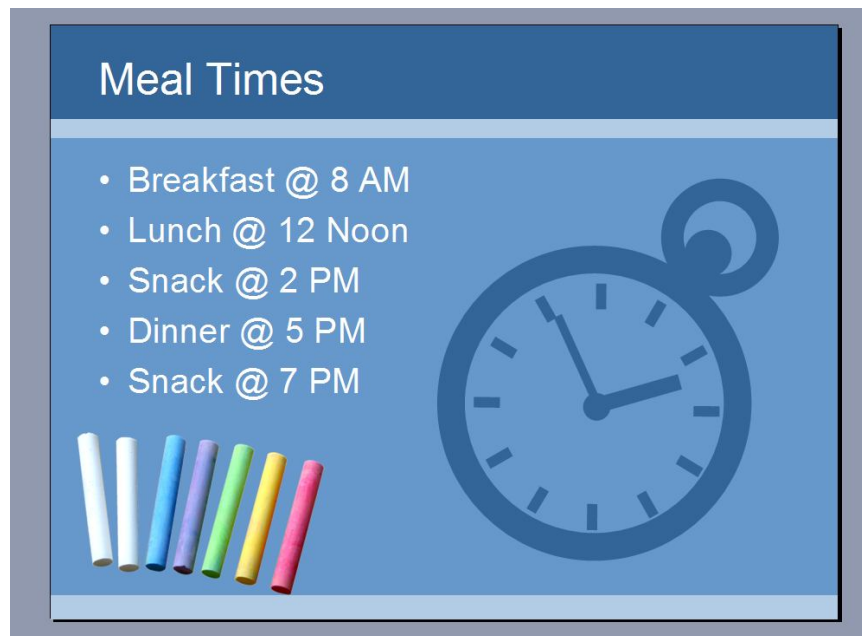
- Birthday Celebrations
- Bus Outings
- Candystripers Program
- Community Volunteers
- Cooking Programs
- Creative Crafts
- Entertainment
- Fun with Fitness
- Gardening Club
- Intellectual Stimulation
- Intergenerational
- Lunch and a Movie
- Relaxation Therapy
- Reminiscence
- Residents and Family Meetings
- Social Programs
- Theme Months



## Food Services

Each unit has its own Dining Room . Meals are served in the Dining Room from mobile steam tables. Our main (large) meal is at 12 Noon and our smaller meal is at 5 PM.

Menu items are on a five week rotational basis. The menu has been designed to meet the nutritional needs of the Residents in keeping with the *Canada Food Guide* requirements as well as the appropriate textures and consistency for each Resident. Snacks and beverages are served between lunch and dinner and in the evening. Family and friends are welcome to join us for a meal for a nominal fee of \$5.00 each. We ask that you allow at least 2 hours notice when arranging to come. For groups larger than 4 please allow 24 hours notice.



*Menus are posted in the Dining Rooms on each floor  
Coffee and Tea on the carts in the Dining Rooms are available for family and visitors*

## Dietitian

A registered Dietitian is on staff to assess each Resident and determine their individual nutritional needs. Specific food preferences, food intolerances and cultural needs will be taken into consideration.

## Housekeeping

When personalizing a Resident's room we ask that safety be a priority. Any glass objects need to be secured. A clear floor space should be maintained for ease of cleaning and walking. Rugs are not permitted. If personal items/mementos are valuable we ask that the Resident/family is responsible for cleaning and dusting them.

## Laundry and Labeling

Due to the size and nature of our machines, we do not have the ability to launder small or gentle cycle loads. Please ensure all articles of clothing are both machine washable, dryable and do not require ironing.

Please contact the Director of Support Services at Ext. 600 if concerns arise regarding clothing. Families are responsible for replacing worn clothing.



Unlabeled clothing is held on a rack in the Laundry Department.

## Pharmacy

All medications are provided by Safeway Pharmacy. All medication must be stored in locked medication room and administered by RN/LPN. It is essential that staff is informed of all medications being taken by the Resident including “over-the-counter” drugs, vitamins, and homeopathic remedies. All prescription orders should be brought to the RN/LPN who will order the medication from the Pharmacy. Items not covered by Pharmacare are charged to the Resident. Billing is sent directly to the Resident or family designate from the Pharmacy. Payments can be dropped off at Reception.





# Pharmaceutical Services



Dear Resident/family:

On behalf of the pharmacists and pharmacy staff, we would like to welcome you to the Lodge on 4th. Safeway Pharmacy has been contracted to provide services to the Lodge on 4th since its opening in September 2007. These services include, but are not limited to, the provision of medications, the billing of relevant insurance payers (government/private), an account service for products requiring personal payment, and pharmaceutical care.

## **Provision of Medications**

Medications for all Residents are prepared off site at our pharmacy in Duncan. Prescriptions that are prescribed by the physician are evaluated, processed through Pharmacare, packaged and labeled appropriately for distribution by the nursing staff. In the case of tablet or capsule medications, these are put in monitored dose, blister packages. We have deliveries to the facility daily, Monday to Friday (excluding statutory holidays). New prescriptions and those medications that are required as needed are delivered to the facility on a daily basis while scheduled-dose blister packaged medications are delivered in a batch once a month for each Resident.

It must be known that medications brought into the facility by Residents, family or friends is not permitted, unless it is an emergency situation and authorized by the physician or senior staff. This rule is to ensure the Resident's safety and is enforced by those that license all complex care facilities in BC.

## **Pharmacare, Veterans coverage and other third party payers**

Unlike those living in the community who may pay a deductible based on their annual income, individuals living in residential care facilities are covered under Pharmacare Plan B and are not required to pay a deductible. As well, there are no dispensing fees included in the cost of each individual medication. Pharmacies enrolled with Pharmacare to provide services to Long term care facilities are paid a flat fee each month, regardless of the number of prescriptions filled.

This is not to say "everything is covered". Medications that receive coverage are limited to those designated as a benefit, which is not all inclusive. Furthermore, certain medications may only be covered if an individual meets Pharmacare's criteria for special authorization. Understandably, the details regarding coverage can be confusing. If you have any specific questions regarding coverage the contact information is at the end of this letter.

## **Veterans**

Veterans covered through the federal government will maintain their medication benefits as they did in the community setting. Typically, our pharmacy is able to retrieve the veteran's information that we require for billing from Lodge on 4th upon admission. However, we advise you to contact us to ensure the benefits are being utilized. Any known changes to veteran status or coverage should also be conveyed.

Private coverage (Blue Cross, Assure Health, etc.) that directly reimburses the pharmacy can also be utilized, but it is the Resident's/family's responsibility to provide us with the information. If the nature of the reimbursement is through a manual claim process, please contact us so we may set up a means to provide you with the proper receipts.

## **Billing System**

Upon admission, all Residents are set up with an account through Canada Safeway. Statements are generated each calendar month and sent to the desired address (to the Resident, family or power of attorney) for payment. The initial statement will be accompanied by important information that you are encouraged to read. This information will include payment options, automatic payments, and contact persons at the accounting department.

Charges to the account will include those medications that are not covered by the various payers. For example, many over-the-counter medications (ASA, acetaminophen and most laxatives, vitamins) are not covered by Pharmacare or private insurance. These medications can be essential for proper treatment and become the financial responsibility of the family if they are to be maintained. Prescription medication prescribed by the physician but that are classified as non-benefit and do not qualify for coverage will also be placed on the account for payment.

## **Personal Supplies**

Our department has access to many products and we would be happy to supply most items upon request, which can be sent with the daily delivery. Popular requests include Depend pull-ups and other incontinent supplies, toiletries (toothpaste, soap, shampoo, deodorant) and denture adhesives/cleansers. The pricing is the same as you would receive in store and is charged to your account.

## **Pharmaceutical Care and the Multidisciplinary Care Team Approach**

Pharmacists play an active role as part of the health care team involved in providing good care to each Resident and I hope my experience and expertise can help enhance this care. I will play an active role in the ongoing review of medications and I can act as a consultant to those Residents and family seeking information.

### **Please Contact Us**

I will be pleased to answer any questions you may have and encourage you to contact me, toll free at 1-888-715-0870. If you wish to speak to me in person, I can be located, usually between the hours of 9am-5pm, in the pharmacy department at Safeway in Duncan at 181 Trans Canada Hwy. Just ask for Stevyn.

Sincerely,

Stevyn Llewellyn, B.Sc. (pharm)  
Institutional Pharmacist for

**SAFeway**  **Pharmacy**

# Personal Care Services

The Lodge on 4th is a licensed care facility and we offer personal care and nursing care. Not all services are covered under our contract with VIHA; however, for additional services we can advise residents and their families who to contact, and we can assist in directing enquiries to local health professionals, including dentists, general medical practitioners, and specialists.

## Dental Care

Jennifer Halls, Dental Hygienist, from Forget-Me-Not Dental Hygiene Service (250) 468-7428, performs regular visits to provide the annual oral screening for Residents. Consent is required before any service will begin. If a serious issue is noted, arrangements will be made for the Resident to be visited by the contract dentist (if authorized) or to see a dentist outside of the Lodge to have the problem corrected. There is a fee for service that will be charged directly to the Resident or family member from the contracted Dentist or Dental Hygienist.

## Foot Care Nurse

The Lodge on 4<sup>th</sup> has contracted with a local Foot Care Nurse, Alanna Smith, to provide care to Residents. The cost is the individual Resident's responsibility.

The aging foot can be a lot more complicated than it looks. Disease processes and mechanical factors (i.e. accidents, improper footwear) can cause a lot of different issues that require specialized skills to keep our feet comfortable. A certified Foot Care Nurse is educated to take care things such as thickened nails, hammertoes and ingrown toenails, to name a few. They're also equipped with the assessment skills to care for the Residents with sensory impairment, vascular disease and diabetes. Many people take their feet for granted until an issue arises. Regular visits from a Foot Care Nurse will result in healthy feet.

## Hairdressing

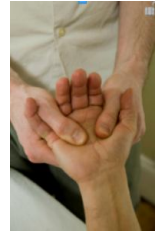
Hairdressing services are provided on-site for a fee. Appointments are made directly with the hairdresser. Residents are not obliged to use the service. It is available for convenience. Appointments are necessary, and the schedule for hours of operation is on the door to the salon which is located on the Main Floor.

## Laboratory

The Lodge on 4<sup>th</sup> works closely with the Ladysmith Community Health Center's laboratory department. The LCHC laboratory staff attends the Lodge on a regular basis to collect blood samples as ordered by the Doctor.

## Massage Therapist

We are now in the process of contracting the services of a Massage Therapist.



## Medical Services

All Lodge on 4<sup>th</sup> Residents are cared for by a Ladysmith physician who has been chosen by each Resident. The attending physician is assigned unless there is a preference.

## Nursing

We provide 24 hour skilled care by Registered Nurses (RN's), Licensed Practical Nurses (LPN's) and Registered Care Aides (RCA's).

Residents are encouraged to look after their needs and be as independent as possible. We subscribe to residents living independently and at risk (if they are capable of making that judgment) as long as that risk does not interfere with the health, safety and well being of others.

We have a non-restraint policy and if restraints are employed it is with the physician's approval and reviewed frequently to minimize their use.

We believe that residents should receive palliative and hospice care at the Lodge.

Staff is available on-site around the clock. For your convenience and safety each room is equipped with a call bell for emergencies.



# Therapeutic Care Service Team

## Dietitian

The Dietitian is here at the Lodge on 4th once a week (Tuesday), as well as one extra day at the end of the month. She is responsible for assessing the nutritional status of each Resident at admission, and throughout the year, depending on need. She visits each Resident to assess the ability to chew and swallow so we can provide the appropriate texture of food and beverages. She asks about food likes and dislikes so we can present appealing food.

Her assessment also includes looking at blood values, medications, vitamin supplements, health conditions, food allergies or intolerances, weight and height.

Based on her findings, and the wishes of the Resident and family, she makes recommendations to the physician and the staff. She also works closely with the Director of Support Services, who is a qualified Food Service Supervisor and responsible for meal production. She and the Kitchen staff work to ensure that the correct meal is available for each Resident. The Care Aides are responsible for serving the correct meal to each Resident. Staff is constantly in touch with the Dietitian regarding any nutrition concerns.

The Dietitian is a part of a dynamic team, all working to ensure the best nutritional care for our Residents. You can reach her by leaving a message with care staff at local 301.



## Occupational Therapy

Access to rehabilitation services ensures that each Resident has the opportunity to attain and maintain their optimal level of function and independence and maximize their quality of life. Rehab is part of the interdisciplinary team at the Lodge on 4<sup>th</sup>. The team, together with the Resident and their family, develops and follows an individual care plan for each Resident.

The Rehabilitation Team includes: Occupational Therapist (OT) who is available on Tuesdays, Rehabilitation Assistant, who is available from Monday to Friday, and consultant Physiotherapist (PT). The Rehab office is located on the second floor and may be contacted at Ext. 400.

The Occupational Therapist assesses Residents with respect to their ability to mobilize. Outcomes of the assessment are recommendations that include appropriate methods of moving for the Resident that are *safe* and *comfortable* for both the Resident and staff. An assessment occurs when a Resident arrives at the Lodge on 4<sup>th</sup> and also when there has been a change in the level of their functioning. Family members are encouraged to speak with the OT or the Assistant if they have any concerns or questions regarding the Resident's mobility.

Recommendations following Assessment include methods of walking, moving in a wheelchair, transferring between chair, toilet, and in and out of bed. For some Residents the assessment may include the use of a mechanical lift, using either an overhead track with a sling or a sit to stand portable lift. Walking and transferring may include the use of a transfer belt, walker, either 4 or 2 wheeled or a cane. Hip protectors, which are a special pair of underwear that have pads to minimize the risk of hip fracture, are highly recommended for most Residents as an injury-prevention measure. These are available for short-term loan from Rehab. Residents are encouraged to purchase their own, when possible. The OT arranges ordering of these.

An important role of the OT is a wheelchair assessment. The wheelchair needs to fit the Resident properly and provide the highest level of function independence. It is the responsibility of the Resident to have their own personal wheel chair.

The Rehabilitation Assistant, under the direct recommendation of the Occupational Therapist (OT) or Physiotherapist (PT), carries out the walking program with Residents. The walking program is for Residents who require assistance to walk. A Resident may be assessed as a one- or-two person assist to walk. Assistance from care staff or the Occupational Therapist (OT) is necessary for two-person assisted walks. The Rehabilitation Assistant also carries out a range of motion exercises or other specific exercises as requested by the therapist or physician. The Rehabilitation Assistant maintains the inventory of wheelchairs, cushions, walkers and other rehab equipment and, as well, attends to minor repairs and adjustments of wheelchairs.





## Physiotherapy

The Lodge on 4<sup>th</sup> provides limited Physiotherapy (PT) from a Physiotherapist on a consultation basis (from Ladysmith Health Centre); usually this is a specific referral from the physician. Note: Families and/or Residents may employ a Physiotherapist (PT) privately when the service is approved by the management team, to allow for a collaborative team approach.

## Social Worker

Our Social Worker is available every Tuesday from 8:30 to 4:30. In addition is available on other days to enable flexibility to meet the diverse needs of Residents and families. Contact information is found on the Quick Reference Contact List at the end of the Handbook. Social Worker may be contacted at Ext. 105.

The Social Worker is available to support Residents and families.

- Admissions
- Advanced Care Planning
- Advocacy
- Community Resources
- Concerns, Worries and/or Hopes for Care
- Ethics
- Facilitate Resident Meetings
- Financial Contact
- Grief Support
- Health Representation Agreements
- Substitute Health Care Decision Maker
- Transition into Care





# Family Communication

## Admission Conference

Within six weeks of Admission each Resident will have a Care Conference to meet the Care Team and to develop their personal care plan

## Birthday Parties

These are monthly events and everyone is welcome, especially invited are family of the Residents who are having the birthdays. One of the volunteer music groups provides music and singing for the party. See calendar for dates for this month. Calendar is available on the web page and is also posted throughout the building. The first calendar you will encounter is posted in the elevator.

## Care Conference

Care Conferences are an extension of the Admission Conference and will be held annually. A Tele-Conference option may be chosen.

## Family Council

The Lodge on 4th maintains an open, accessible and transparent approach to communications. To that, Management appreciates the importance of working closely with resident representatives.

Family & friends Advocating On Behalf Of The Residents are members of the Lodge On 4th Family Council which provides an opportunity for family members and friends of the Residents to become involved in decisions affecting Residents' care and quality of life, and to offer support to one another.

The first five (5) goals are:

- to advocate on behalf of the Residents
- to provide a forum to express concerns and identify needs that Residents have
- to facilitate input into decisions regarding Residents' care and their quality of life
- to provide educational opportunities for family members to explain their loved one's condition
- to enhance communication between members, administration and staff.

You are encouraged to attend the Family Council meetings to advocate for your family member, your friend and all Residents at the Lodge on 4th.



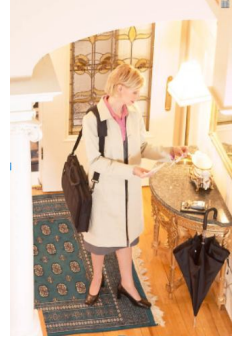
See the Family Council Bulletin Board, next to the Main Floor Gift Shop, for meeting dates and contact information.

## Gather in Memory

Gather in Memory is held every two months at Lodge on 4th to celebrate the life of Residents who have recently passed. This gathering gives Residents, staff and Volunteers an opportunity to come together to celebrate and share the life and memories of the people who have lived here. The bereaved family members receive invitations to attend. The family receives notes on Memory Sheets which have been written by the staff who wish to convey their thoughts to the family members

## Newsletters

A monthly newsletter with highlights of the month, safety issues, and upcoming activities to watch for, is mailed to the families of the Residents with the monthly invoices.



## Provision of Medications



For Residents who go on pass and are able to stay out overnight, a few days notice is required. The medications are prepared by the Safeway Pharmacy in a monitored dose, blister package and provided for the interim of time away. The rules are that the Lodge cannot pack and label the meds for more than two med times and this would not be enough to cover for an overnight

stay.

## Tea Parties

Tea Parties are held once per month with the Hospital Auxiliary in the Gift Shop area on the Main Floor just off of the parking lot. See Calendar for dates. This is enjoyed by the Residents and their visitors. Everyone is welcome. The Candystripers take an active role during this function.



## Telephone Conversation

Call (250) 245-3318 for any information you may need. An option for the Annual Care Conference is a tele-conference. Private conferences may be arranged with the Social Worker who can be reached at local 105



## Visitors

Visitors are welcome. There are no restrictions on visiting hours. We just ask that respect is afforded to the Residents. In this regard there are internal noise by-laws. Care and well-being is important to us and it is our responsibility that visitors observe rules and regulations which are in place for the best interest of health, safety and security for Residents. If you have reason to arrive at the Lodge after 8 PM when the doors are locked, you may contact the Nurse on duty via intercom at the entrance on 2nd Floor next to Reception. Doors re-open at 7:00 AM each day. Exit from the facility in cases other than emergencies is via a coded keypad.



### **Expectations of Visitors During Infectious Outbreak.**

Hand washing is one of the best ways to prevent the spread of infections

For Resident protection all people are asked not to visit the Lodge during an outbreak if at all possible. Visitation restrictions will apply for situations as identified by the Director of Care in collaboration with the VIHA Infection Control office. If it is absolutely necessary to visit, instructions will be placed at each entry to the building and must be strictly adhered to. This will include sanitization of hands, gowning, gloving and masking.

The Lodge on 4<sup>th</sup> reserves the right to request visitors to leave the building if those standards are not followed.

# Community Links

A list of Community Resources is an Addendum

## Art on Display

You may have noticed that there is a beautiful collection of art on display throughout the Lodge. This is work done by local artists who belong to an art group in Crofton, BC. If you are interested in purchasing something you are particularly fond of, please note that the artist's name and telephone number are provided on a card on each individual picture.



## Candystripers

We appreciate our local Candystripers and their contribution to the life of our Residents at the Lodge. They are at the Lodge from 3:30 – 5:30 PM on weekdays and at 10 AM on week-ends during the school season bringing a smile and a helping hand to Residents.



## Churches

Come and join with our local Christian community as they bring Praise music and an encouraging Word to our Residents. Perhaps you are a member of this community and could help gather and welcome others from the community to visit with our Residents. Church services are usually held at 10:30 AM on different mornings of the week. Check the calendar at <http://4allseasonscare.com/> for the schedule for this month.

## Colleges and Universities

The Lodge on 4<sup>th</sup> is working with local colleges and universities to provide opportunities for training and practical experience, thus serving part of a Recruitment Strategy.



## Volunteers

Volunteers show up at the Lodge in a variety of ways. Some bring in their pets to visit the Residents. The pets have been approved within the Lodge. Others provide beautiful flower arrangements for new arrivals and palliative care patients. Flowers and decorations are provided for special occasions and for special seasons, like Christmas. There are Volunteers/family members who help with the Garden in the Courtyard. Many of the people who contribute to the facets of the Activities Program and the Community Links are Volunteers. They are sprinkled throughout the Lodge and we could not manage our quality service without them.

We appreciate each and every Volunteer.



# Revenue Canada

## Disability Tax Credit

What is the disability tax credit (DTC)? The DTC is a non-refundable tax credit used to reduce income tax payable for eligible individuals. To be eligible for the DTC, the individual must meet all three of the following conditions:

- The individual must have an impairment that is prolonged, which means it has lasted or is expected to last for a continuous period of at least 12 months.
- The individual's impairment in physical or mental functions must be severe and it must restrict the individual all or substantially all of the time.
- The individual's severe and prolonged impairment must be certified using Form T2201 by a qualified practitioner. On Form T2201 a qualified practitioner must:
  - provide details of the applicable impairment type on pages 3 to 8; and
  - certify the effects of an impairment by completing page 9 of section Part B.

### Note

The Canada Revenue Agency does not consider an individual's ability to work when it is determining eligibility for the DTC.

For more information about the disability tax credit visit the Web site at [www.cra.gc.ca](http://www.cra.gc.ca) or call 1-800-959-8281. If you need forms or publications, go to [www.cra.gc.ca/forms](http://www.cra.gc.ca/forms) or call 1-800-959-2221.



# Veterans Affairs Canada



## Financial Assistance

Veterans Affairs Canada (VAC) Our Mission is to provide exemplary, client-centered services and benefits that respond to the needs of Veterans, our other clients and their families, in recognition of their services to Canada; and to keep the memory of their achievements and sacrifices alive for all Canadians.

VAC offers a wide range of services and benefits to:

- qualified Veterans;
- Canadian Forces (CF) members;
- serving and discharged members of the RCMP;
- certain civilians; and
- their families.

These services and benefits honor their sacrifices and achievements, and are designed to meet their changing needs. <http://www.veterans.gc.ca/eng/department/mandate>

## War Veterans Allowances

The War Veterans Allowance (WVA) provides a regular monthly payment to low-income clients. To qualify for WVA, you must meet certain income and residency requirements and you must be:

- a Canadian Armed Forces Veteran, Merchant Navy Veteran or civilian who served in close support of the Canadian Armed Forces in a theatre of war during the First or Second World War or the Korean War; or
- an Allied Veteran with wartime service in the First or Second World War providing you lived in Canada at the time you enlisted or at any time while a member of that force.

Surviving spouses or common-law partners, as well as orphans, may qualify for WVA if the deceased Veteran or civilian had the required war service. The survivor may continue to receive WVA at the same rate as married or common-law partners for one year after their loved one passes away. After one year, the rate will then be reduced to a single rate. The WVA payment ends when the survivor passes away, remarries or begins a common-law relationship.

### **Veterans Long-Term Care**

Eligible war service Veterans and certain civilians may qualify for intermediate care or chronic care at the Department's contract facilities, or at more than 1,900 community facilities across the country, some of which have contractual arrangements with our Department.

CF pensioners may qualify to receive intermediate or chronic care in a community facility if the need for this care is related to a pensioned condition. Allied Veterans who have lived in Canada for 10 or more years after their period of service may be eligible for long-term care in community facilities.

For more information about subsidies and services offered by VAC, please go to the VAC website at: [www.vac-acc.gc.ca](http://www.vac-acc.gc.ca).



# Points to Note

## **Admission**

Rates for Units will vary over time, and are subject to periodic review. Please read the agreement carefully to ensure that you understand the basic costs and the circumstances under which additional costs may be levied. The full terms and conditions of residency are contained in the Admission Agreement. Please read the whole Admission Agreement carefully.

If you have any difficulty in understanding the terms of the Admission Agreement please let us know and we will make an appointment to explain and discuss the issues/concerns with you.

We maintain health records as required by law. We discuss this with residents and/or their representatives upon admission. This information is particularly important in the case of emergencies.

## **Beverages**

All alcohol must be stored by the Nurse in the locked medication room. If a Resident has an order or written authorization to consume alcohol from their Doctor, then the Nurse will dispense the alcohol according to the order. Activities staff hosts Happy Hour in the recreation room. The Lodge on 4<sup>th</sup> must have written authorization from the Resident's Doctor before Residents can purchase alcohol at Happy Hour. Non-alcohol drinks are also available. Guests and family members are not allowed to purchase alcohol from the Lodge on 4<sup>th</sup> in accordance with the applicable Liquor Control Licensing Act of B.C.

## **Care Charges**

Rent or User fees for funded beds are based on a fixed schedule linked to personal income. This fee covers: cost of care, all meals, laundry, housekeeping services and most recreational activities. Each Resident's rate is assessed and set by Home and Community Care Services of the Vancouver Island Health Authority (VIHA). Fees are payable one month in advance and monthly statements will be issued. Method of payment can be discussed with Reception at the time of admission. The Lodge on 4<sup>th</sup> does not accept credit card payments.

## **Cash or Valuables**

The Lodge on 4<sup>th</sup> is not responsible for the loss of personal items. We advise that Residents do not keep large sums of money or valuables in their room or on their person. The top drawer of the nightstand can be used as a locked valuable items drawer. A key is issued at the time of admission. There will be a small fee of \$5.00 for a replacement key.

## **Comfort Fund – Trust Account**

A statement of expenditures is provided on a monthly basis or on request. Residents can withdraw cash from their Comfort Fund by visiting Reception. These funds are used to cover such expenses as: outings, hairdresser, foot care, Happy Hour and Gift Store. The family will be contacted if the comfort funds become low.

## **Discharge or Death**

If a Resident is permanently leaving the Lodge on 4th or passes away, family members are required to remove all belongings out of the room and return the key to the Valuable Items Drawer within 24 hours. This helps the Lodge on 4th facilitate the admission of another Resident in a timely fashion.

Any effects left after this time will be stored for a brief period of time. Items which have not been retrieved for a period of 30 days will be disposed of. The Lodge does not accept the donation of a Resident's belongings at the time of discharge or death.

## **Emergency Preparedness**

An Emergency Plan is available at all care centers and in the Administration office identifying procedures to be taken during emergencies and/or natural disasters. Procedures are in place to ensure Residents are cared for in the event of a disaster. In the unlikely event of a fire, all visitors, residents and staff are expected to follow the instructions in the Emergency Plan booklet. All staff have been properly trained in emergency responses and are expected to assist residents. The person in charge is also the fire warden for the building.

There will be regular fire drills to ensure staff are trained in emergency response requirements. In most cases residents will participate in mock evacuations. There are diagrams in each unit and the common areas throughout the building detailing location of the nearest emergency exit and safe zone. When evacuation drills are performed, we will determine with residents individually the type and extent of assistance they need when evacuating the building. For your protection the Lodge on 4th has a sprinkler system installed.

If you have any doubt about what to do in an emergency situation please talk to the person in charge who will assist you.

## **Gifts and Gratuities**

Staff and Volunteers are not permitted to accept a personal tip or gift from Residents or their families. If a Resident or family member would like to make a donation in recognition of their appreciation they can make a donation to the Staff Social Committee fund. For inquiries, please contact our Social worker.

## **Infection Control**

Immunization. All Residents are encouraged to receive the provided seasonal flu vaccine injections. Each Resident has a right of choice. In addition, on admission to the Lodge information regarding evidence of current pneumococcal vaccination is required. If in doubt, it is the policy of the Lodge to provide the vaccine to the Resident on admission.

## **Maintenance and Repair**

If it is observed that something requires repair, such as a leaky water tap or a loose fixture, please inform the Nurse. The Nurse will inform the Maintenance Department and arrangements will be made to fix the problem promptly.

## **Relocation within the Lodge**

There are times when it becomes necessary to move a Resident to another room within the building. This is only done after careful thought and discussion with the Resident and family. The Lodge on 4th reserves the right to move Residents based on operational need to provide optimum care with due consideration to respect all Residents. We aspire to have the Resident stay in the same room until discharge, however, there are times when it is operationally necessary for a Resident to be relocated.

## **Roam Alert System**

We are pleased to announce that this project is now in place. This system allows us to keep elopement risk Residents in the confines of the building. Only Residents deemed to be an elopement risk will have a bracelet attached to them or on their wheelchair. When they approach the 2 main entrance doors, within a certain distance of either the Café door or the entrance on 2<sup>nd</sup> Floor next to the Reception area, the doors will automatically lock and an audible alarm will sound to let staff know of the issue. This door can be unlocked with a code entered into a keypad near the doors if families and staff wish to take the Resident out of the building.



## **Security**

Security is everybody's business and responsibility. All entrances are locked after 8 PM. The facility is equipped with external security cameras and coded exit doors.

The operator and staff of Lodge on 4th are not responsible for lost, stolen or damaged personal property of residents and visitors. Residents and/or their representatives are responsible for obtaining insurance for yourself and for your personal belongings. This applies to any property owned by residents, staff, and visitors anywhere on the property (within the premises and on the surrounding grounds, including the parking lot).

## **Smoking**

The Lodge on 4<sup>th</sup> recognizes its responsibility to provide a safe and healthy environment for its Residents, families, visitors, staff and Volunteers. This is a "non-smoking" facility. We recognize some residents do smoke but they must smoke only in the designated areas. Residents must be able to access the smoking area independently.

The designated smoking area for Residents is located under the covered area outside the Café where the benches are located. There is also a designated smoking area 10 feet from the Garden door on second floor. This is the door to the right of the Courtyard door.

The BC laws state that: no one other than a person in care smokes while on the premises of a community care facility.

## **Telus Calling Cards**

Occasionally, there comes a time when it is necessary for a staff member at the Lodge to place a long distance call to a family member for the Resident's reassurance and comfort. The familiar voice and hearing that all is well is often all that is needed to reassure the Resident that everything is okay and they can relax and settle.

For this reason, perhaps it would be helpful if your family member had a Telephone Calling Card in safekeeping here at the Lodge. TELUS In Touch Service says, Lets family and friends stay in touch with you any time. Order as many cards as you like and give them to anyone you choose. The In Touch Calling Card can only be used to call your number. Attempts to call other numbers will be blocked, so you know the cards won't be misused.

Let loved ones call you at no cost to them. It's a great way to say, "Please call – and the charges are on me!" Calling card calls are identified on your bill, so you can track and allocate costs. TELUS In Touch Calling Cards are free to order. For cards call 1-888-308-2222

## Transportation

If necessary, staff can arrange transportation with the charges being billed directly to the responsible family member. In emergencies where an ambulance is required, ambulance bills will be forwarded to the family for payment. Charges vary dependant on type of transportation used.

## Witnessing and Signing of Documents

If Residents require someone to witness the signing of documents, the Resident or family is responsible for bringing someone with them. The Lodge on 4<sup>th</sup> staff are not allowed to witness or sign any documents for Residents.



If you have further questions please ask an RN or LPN on duty.

# Addendums

- I. Organizational Chart
- II. Guest Meal Poster
- III. Care Concern Document
- IV. Understanding the Complaint Process
- V. Patient Care Information
- VI. Residential Care Regulations
- VII. Community Resources
- VIII. Quick Reference Lodge Contact List



*We are making a difference.*