



HERITAGE LIFE
PERSONAL CARE HOME



100-A Heritage Trail
Niverville, Manitoba

Contact Us
204-388-2181
heritagecentre.ca/personal-care-home

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RESIDENT AND FAMILY GUIDE

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WELCOME

We hope this orientation guide will help provide you, your family and friends with information about our facility and the services that we provide. A move or significant change can be very stressful on yourself and your family and friends.

The information in this booklet is intended to assist you in making the transition from your current residence to the Home. It is intended to outline the services, activities and policies of the Home. Learning as much as possible about this new environment can help to relieve the stress associated with a big change.

In this booklet we have tried to answer some of the commonly asked questions, however, we encourage you to approach the team members with questions or comments that may not have been addressed. Our team will be available to assist you in every way possible. We hope you will find everything satisfactory and will welcome your comments should you have any.

Heritage Life Personal Care Home opened in 2013 and is in Niverville, Manitoba.

Heritage Life PCH has 80 private rooms situated on two floors. The availability of adjoining rooms by private doors makes it possible for us to accommodate the needs of Residents who wish to be near each other such as for couples.

We prefer to use the terminology Neighbourhood over Unit. On the first floor there are three neighbourhoods, Prairie Rose, Crocus Cove and Lilac Lane. On the 2nd floor (Special Care Environment) there are also 3 smaller neighbourhoods, Birchwood Bay, Maple Ridge and Oak Park Way.

Our Leadership Team

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Lilac Lane		204-388-2181 x 308	lilac.nurse@hlpch.ca
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Maple Ridge and Oak Park Way		204-388-2181 x 310	mapleoak.nurse@hlpch.ca

VISION

Creating an Extraordinary Life Enriching
Experience

~

MISSION

Heritage Life Personal Care Home **RESTS** on a commitment to fulfilling the 5 Strategic Pillars of our organization.

Research-Education-Strategic Partnerships Technology-Safety

~

VALUES

Respect

Commitment
Caring

Integrity

RESIDENT RIGHTS

As a Resident of Heritage Life Personal Care Home, you have the right to:

Be treated with:

- Courtesy and respect and in a way that fully recognizes your dignity and individuality, and to be free from all forms of abuse

Be informed of:

- Heritage Life PCH policies and guidelines by which your care is guided
- All services available as well as the charge for each service, and to be provided with a Welcome Booklet which includes a written copy of Resident Rights

Be provided with:

- A clean, safe home
- Assistance with personal care by qualified personnel based on your personal needs
- Appealing meals and snacks, consistent with your individual nutritional needs

Make Independent Choices including:

- Exercising your freedom of choice of religion, culture, language and other personal freedoms provided the freedom or safety of others is not affected
- Participating fully in making decisions concerning any aspect of your care and treatment including refusing medication and treatment and/or chemical or physical restraints
- Personalizing your own space with compatible furnishings and valued possessions as space permits
- Selecting the clothing you would like to wear
- Choosing the Recreational Activities you would like to attend
- Forming friendships, enjoying relationships, and participating in

- community activities both inside and outside your home
- Participating in the Resident Council or any other Resident Advisory Group
- Exercising your inherent rights as a citizen of Niverville, Manitoba and Canada

Be Provided with Privacy and Confidentiality by:

- Designating a person to receive information and make health-care decisions on your behalf
- Being given the opportunity to communicate in confidence, receive visitors and consult in private with any person including legal representatives without interference
- Being provided with all care and treatment in private surroundings
- Having all personal, financial and health information kept confidential
- Having access to private areas for family gatherings or other special events
- Sharing a room with your spouse if appropriate and desired
- Visiting with family, friends and others in private if desired
- Being provided with the opportunity, at your or your decision makers request, to view your medical records

Express Concerns, without fear of reprisal with:

- Safeguards mandated by The Protection of Persons in Care Act of Manitoba.
- Prompt efforts by facility management to resolve differences



MOVING INTO YOUR HOME...

After you arrive, a tour of the Home will be provided, to help familiarize you with our dining rooms, lounges, and recreation areas.

You will be introduced to team members and your neighbours to help you feel comfortable in your new surroundings as the day can be very frightening and overwhelming.

Our team members will help you unpack your belongings. An inventory of clothing, jewellery, walker, razor, etc. will be completed and arrangements made for these items to be labelled. Every effort will be made to document belongings in your file

During the day, our various team members will introduce themselves but also ask you a lot of questions to help us get to know you and your needs. If at any time you feel tired or overwhelmed, let us know.

All the information we collect is private and confidential. A care plan will be developed in consultation with you and your family member or Substitute Decision Maker (SDM). The plan will be formally reviewed with you and your family at a Care Conference, scheduled within six to eight weeks of the move into the Home. After this Conference, an annual care plan review will take place unless concerns necessitate an earlier Conference.

We have dedicated medical personnel such as a physician and nurse practitioners to help support the care you and those who live in the home require. You may keep your own physician but we strongly encourage using our own medical team because they visit and are available weekly and after hours.

VISITING

This is your home; therefore, you may entertain visitors any time you choose. Because this is a large community, visitors need to consider all those who live and visit and be respectful of them. While there are no restrictions on visiting hours, be aware that visitation should occur based on the someone's daily patterns and rhythm of the life.

Children are welcome and must be always supervised during the visit.

For the safety of those Residents who may wander out of the Home, please ensure the doors are closed when you enter/leave and that no one accompanies you out of the Home.

FINANCIAL INFORMATION AND RESPONSIBILITY

If you have designated an individual who is legally entitled to conduct your Resident Accounts Personnel and financial affairs, the Home requires their name, address and telephone number. A copy of any legal documentation, including a copy of any Power of Attorney papers, is to be provided to the Resident Accounts Personnel upon moving in.

It is important that the "designated responsible person" keeps the Home informed of any change in address, whereabouts when on vacation, and if possible, alternate persons to contact.

MOVING-IN AGREEMENTS

There will be Resident Moving-In Agreement forms requiring you and/or your designated responsible person's signature outlining the terms and conditions of residency. The Resident Accounts Personnel will make arrangements to meet with you and/or your designated responsible person and/or Power of Attorney preferably the day you move in.

POWER OF ATTORNEY

When a person is no longer able to make decisions about their own finances or care, they need to have a designated person. An Enduring Power of Attorney comes into play at the time a person is no longer able to manage their affairs. This is arranged through a lawyer and a legal document is produced to establish this agreement. If a person has designated a power of attorney, we will need to be provided with a copy of this document.

COMMITTEESHIP/PUBLIC TRUSTEE

A committee is a person (or persons) including The Public Guardian and Trustee (PGT) appointed by The Court of Queen's Bench or through the provisions of *The Mental Health Act* to make decisions for a person who has been found to be mentally incapable of making his/her own financial affairs. The Public Trustee is appointed only as a last resort when there is no one else willing, able or suitable to act.

RESIDENTIAL DAILY FEES

All long-term care Residents are charged a Residential/Authorized Charge established by Manitoba Health on an annual basis. The rate charged is based on information from your previous year's Notice of Assessment received from Revenue Canada. Failure to provide this document could result in the maximum daily rate being charged.

A Tax Information Release Form can be signed for the subsequent years. The Tax Information Release Form authorizes Manitoba Health to contact Revenue Canada to access your previous year's income to assess the Residential Charge/Maintenance fee. The Admin Office will notify you or your designated responsible person of the new Residential Charge/Maintenance in writing for

those who fill out the Tax Information Release Form.

The Admin Office will assess the Residential Charge/Maintenance from the Notice of Assessment if the Tax Information Release Form has not been filed with Manitoba Health. It is strongly urged that a Tax Information Release form be filed with Manitoba Health as it eliminates the need to submit in the Notice of Assessment to the Admin Office, every year.

Individuals residing in long-term care who are unable to pay the assessed charge because of extenuating circumstances may submit a Request for Review to Manitoba Health. A Request for Review must be done within 30 days of moving in and is done through the Admin Office.

The Residential/Authorized Charge is payable in advance, on or before the first day of each month. To simplify payment, a void cheque for automatic bank withdrawal is required.



THE RESIDENTIAL/AUTHORIZED CHARGE COVERS:

- Laundry Services: Laundering and minor repairs such as button replacement and small seam repairs
- Room Set-Up: Cleaning, paint touch up, clean linen
- Personal Consumption/Use: General personal hygiene and skin care products, e.g. body lotion, denture cups, shampoo, body cleanser including soap, perineal cleanser and barrier products

- Equipment for occasional use by more than one Resident: Mechanical lifts and slings, commodes, transport wheelchairs, basic walkers, , raised toilet seats, portable oxygen tanks, regulators, and oxygen concentrators and supplies, restraint devices, preventative maintenance of all facility owned equipment.
- Medical/Nursing Supplies: Dressing/wound management supplies, needles, syringes, etc., routine diagnostic testing materials, catheters, drainage bags, tube feeding and ostomy supplies, disinfectants, antiseptics, etc., incontinence care products
- Dietary Supplies: Food, including special and therapeutic diets, dietary supplies, thickeners, supplements.
- Medications/Treatments: Majority of prescribed medications and over the counter medications are approved by Manitoba Health. Some prescribed medications may not be approved by Manitoba Health for payment; families will be asked to cover the cost.

TRUST ACCOUNT

The Admin Office will open two financial accounts for each resident upon moving in. One is the Residential Charges/Maintenance Account, the other is a Trust Account. The Trust Account is an account used to pay for miscellaneous expenses and provide some petty cash as required. A one-time administration fee is charged on admission for this account. We discourage keeping money in your room and will look after any expenses for you. A record is kept of all monies deposited into the account and all withdrawals from the account.

Examples of Trust Account transactions include payment for recreational activities, hairdresser services, clothing labels, transportation and sundries expenses, etc. A complete explanation of the Trust Account is provided during the meeting with you and/or your substitute decision maker upon moving in.

NOTIFICATION OF NEXT OF KIN/SUBSTITUTE DECISION MAKER

Names and phone numbers are listed in the Resident Health Record. Every effort is made to notify this person in the event of Resident injury or change in Resident status. A primary contact must be designated by you or your representative. Please be sure this information is kept up to date. Please notify the nurse and the Admin Office of changes in address or telephone numbers.

ADMIN OFFICE HOURS

The Admin Office is open: Monday to Friday from 8:00 a.m. to 4:30 p.m.

LEAVE OF ABSENCES

You may wish to leave the Home from time to time, with a friend or family for a visit. When you leave for an extended period, please notify the nurse in your neighbourhood. A *Release from Responsibility for Leave of Absence* form must be completed by your designated responsible person or the person taking you out for an extended period.

Please inform the nursing team members of planned outings as much in advance as possible so your medications can be prepared and your expected return date. Make sure you sign out before leaving and on return to the facility.

The Residential charge must be paid to the Home during any hospitalization or leave of absence.

RESIDENT AND FAMILY IN-HOUSE CELEBRATIONS

Heritage Life PCH has a strong tradition of welcoming families. Your family is encouraged to attend special events throughout the year. In the late spring we have a family barbeque and in the month of December a Resident/Family Christmas Celebration. Throughout the year, there are Birthday celebrations and other special functions that you and your family can attend.

MAIL

Mail is delivered to you by the Recreation Team members. Outgoing mail can be left with the Receptionist.

Notify family and friends of your address:

YOUR NAME
c/o Heritage Life Personal Care Home
100A Heritage Trail
Niverville, Manitoba
ROA 0A1

MOVING WITHIN THE HOME

Within the home, we have a small but very important neighbourhood on our 2nd floor, titled ***Special Care Environment***. It is home to individuals who have much different care needs which require small, quiet and safe space. At times, some individuals who live there move to other parts of the home because their care needs have changed. All discussions occur between you, your family/Substitute Decision Maker and our team.

At times, you may request for a suite change. Please discuss with the Clinical team if you wish to move within the 1st floor.

We reserve the right to move someone from one room to another to ensure care needs are best met after consulting with all parties. These room transfers will be limited as much as possible and will be made as a last resort.

WHAT TO BRING WITH YOU

We provide bed linens, blankets, bedspreads, pillows, towels, face cloths, and window treatments. Personal linens is marked with resident identification. Personal laundry is normally returned to the resident's room as soon as possible.

It is strongly recommended that clothing materials be washable, and permanent press and have at least 7 days of outfits and items; don't forget about seasonal items for the hot and cooler months. Unfortunately, due to the institutional laundry system, some shrinkage of clothing may occur. Family members have the option of laundering their relative's clothing, if they wish. Each resident is required to have an adequate amount of clothing to allow for frequent changes and laundry return.

There is limited personal closet and shelf space available. It may be advisable to store your seasonal clothing with family, if possible.

MISSING RESIDENT ITEMS

From time-to-time Resident belongings may go missing. This can be a result of articles not being labelled or accidentally returned to the wrong person from laundry. Mauve coloured forms are available in the same place as the concern forms. Please complete one of these if you are missing any item and return to the nurse. The form will be forwarded to all departments to ensure our ability to search the entire facility.

Resident Incurred Costs

Clothing: Purchase, replacement, labelling, major repairs, alterations

- Room Set-Up: Television, phone and internet hook-up and monthly charges. These connections are provided by and billed by the facility. You are required to provide your own television. If the television requires a mount, that will be provided and installed by our maintenance department
- Personal Consumption/Use: Cosmetics, deodorant, mouthwash, toothbrush & paste, denture cleaner, facial tissue, non-prescription lotions, creams, sun screen, ointments, personal hygiene products where the Resident prefers a type not supplied by the Home, compression stockings and alcohol
- Personal Aids: Repair and replacement of dentures, denture adhesive, eye glasses, hearing aids and batteries
- Personal Services: Hiring of additional private services such as hairdressing (shampoo, cut, colour, perm), manicures, pedicures, dental services, massage therapy, podiatry or foot care nurse, companion care or private duty nursing. The cost of a newspaper subscription or magazine subscription
- Equipment for personal use that remains personal property: Lift slings, commodes, transfer belts, transfer poles, wheelchairs for daily use or custom fitted ones, personal wheelchair cushions, recreation programs, insurance for repair or loss of personal belongings. A preventative maintenance program is in place for all wheelchairs. There is a charge for this service

- Dietary Supplies: Personal use aids and modified utensils.
- Resident requested products not prescribed by a physician. Resident requested products are items available to individuals in the community without prescription that are used for therapeutic purposes by personal choice such as herbal products, specialized vitamins and nutritional supplements
- We are a minimal scent environment. Please do not buy or bring items with strong perfume scents as it will negatively impact those who have allergies or very sensitive to them.

We encourage you to bring personal items such as photographs, plants, small items of furniture, a favourite fire-retardant blanket or bedspread. Please check with the charge nurse about other items you may wish to bring with you. If you wish to hang pictures on your wall, please let nursing team members know and they will have it done for you. All electrical appliances such as televisions must be CSA approved and checked by the Heritage Life PCH Maintenance Department before you plug them in. All rooms can accommodate televisions, telephones and internet access.

Note: Every effort is made by the Home to protect your personal items, but we regret that it is impossible for the Home to assume any responsibility for loss or damage that may occur. Insurance is suggested for expensive hearing aids because they are easily misplaced or damaged. Any insurance on the personal property of the Resident is to be arranged by and shall be at the sole cost and expense of the Resident or responsible person.

For safety reasons, some items cannot be brought in

- Any rugs or mats
- Kettle, hot plate, toaster
- Electric blankets, heaters, heating pads
- Iron
- Humidifier
- Non-waterproof electric recliners

Your room's furniture includes:

- Wardrobe
- A hospital style bed
- A bedside table
- Bulletin board, and
- Chair.

Every effort will be made to accommodate personal furnishings.



HEALTH CARE SERVICES

MEDICAL

The Home has physicians and nurse practitioner (NP) who visit the home regularly with physicians on call 24 hours a day. If any resident or their designated person/SDM want to discuss their medical concerns or have questions, a meeting can be arranged through the nurse.

NURSING

We have a wide mix of health care professionals working with us. They include but are not limited to: nurses, health care aides (HCA), Occupational Therapist/Physiotherapist, Dietician including access to other professionals from local hospitals and Southern Health/Sante Sud Health Authority. The clinical team is led by our Director of Care and Resident Care Managers.

A nurse call system is located in each room and in each restroom, when you require assistance from a member of the health care team. It is important that the call bell is within your reach at all times.

Our team will assist with you with any and all types of care and support, from helping you get dressed, to brushing your teeth and other activities to helping you out of bed and more.

PHARMACY

Pharmacy Services are provided by MediSystem and in accordance with Manitoba Health Standards for Pharmacy Services in Personal Care Homes. All medication required by a resident is ordered by a physician, dispensed by a licensed Pharmacist and administered by qualified Nurses. Pharmacists also performs medication reviews and advises physicians, nurses, residents and their families on drug therapy issues.

Residents cannot keep medications in their suites due to the high risk of medications conflicting with what is prescribed by their physician.

You may use over the counter medications and alternative remedies; however, we ask that any such remedies be reported to the nursing staff. The nurse will consult with the physician and/or pharmacist about the safety, potential side effects and interactions with their current medications ordered and based on the resident's individual needs.

To align with best practices in preventing over medication and dangerous medication errors, we dedicate time to extensive medication and treatment reviews, which occur quarterly at minimum. The quarterly reviews involve nurses, physician and pharmacist and at times you and your family.

Another important focus during reviews include:

- pain is being adequately controlled.
- preventing any drug adverse effects.

- ensuring the Resident's/family's input is incorporated into treatment decisions.
- ensuring care strategies and interventions are tried for responsive behaviour concerns to avoid the use of medications, unless all other alternatives have failed.

LABORATORY/DIAGNOTISTIC SERVICES

A Laboratory Technician comes to the Home regularly for routine laboratory tests and specimen collection, such as blood and urine. Manitoba Health covers this service. Tests are completed with direction from the physician/nurse practitioner or at the request of yourself or families.

Other testing (ultrasound, X-ray, ECG/EKG and CT scan) are provided in local hospitals or clinics, including Winnipeg.

OCCUPATIONAL/PHYSIOTHERAPY THERAPY

Physiotherapy and occupational therapy services are provided by qualified therapists. A referral can be made by the physician, as requested by you or your family, based on need. Resident care needs are discussed through a multidisciplinary approach.

Interventions (*Interventions – Action Done to improve quality of life*) required (for such services) may include walking and/or range of motion programs, wheelchair seating, medical equipment prescriptions. Intervention programs may be carried out by Health Care Aide staff who work with residents on a daily basis.

MOBILITY AIDES

You are required to provide your own wheelchair or walker if needed. The Occupational Therapist will assist you in making the right choice, should you need to purchase any equipment.

DIETARY

Food is very important in lives and this does not change after you move into a personal care home. We hope you will enjoy our meals. During your stay, we will provide you:

- Menus which are developed with our Chef, Dietician, in line with Canada's Food Guide and with input from you and your families. Menus are posted daily.
- Your dietary needs will be assessed and a dietitian is available for Consultation.
- Dining room service is provided in your neighbourhood.
- Special dietary needs can be met.

You are welcome to bring in food, but please inform nursing team members. Any food stored in the rooms should be placed in containers that can be tightly sealed and must be non-perishable. Any food requiring refrigeration is stored in the fridges in the neighbourhood. All food should be labelled with your name and dated with the date the item was brought into the facility. You are able to have a small fridge in your suite if you choose.

FOOT CARE

Foot care is provided by the nursing team members; however, a Foot Care nurse visits regularly. This is an optional service for which a fee is charged. For Residents with Diabetes and foot conditions, this is recommended but not always necessary. Many private health plans cover all or part of the cost for this service.

PROTECTING HEALTH INFORMATION

During your stay, various team members will be collecting personal information from you. This information is used to assess your physical and emotional health in order to:

- a. Diagnose illness
- b. Plan your treatment and care
- c. Evaluate effective treatments

The information collected is protected and will not be released without your consent; we have several safeguards and practices in place to:

- Who can access your information.
- What can be shared.
- What we can ask you.
- How information is stored.

You can access your medical chart/care plan anytime. For anyone else, requests will be considered upon completion of a "Request to Access Personal Health Information" form. Requests may be made to the Director of Care or Executive Director.

COMPLIMENTARY AND ALTERNATIVE THERAPIES

Complementary therapies are treatments used together with regular health care practices to address your needs. Alternative therapies are treatments used in place of regular health care practices. This may include aroma therapy, traditional First Nation practices, additional OT/PT services or massage therapy to name a few.

From time to time, residents may wish to receive complementary or alternative therapies from external service providers. These services are not provided by Southern Health-Santé and all costs are your responsibility.

We support residents having freedom of choice and dignity of risk. This means you have the right to make decisions that affect your life, and have those decisions respected, even if there is some risk.

Please speak with our Clinical Leadership

RESIDENT SAFETY AND CLINICAL CARE

HEALTH CARE DIRECTIVES/ADVANCED CARE DIRECTIVES/PALLIATIVE CARE

Advanced Health Care Directive is a written statement that expresses a person's healthcare wishes in advance and is to be followed should that person become incapacitated and unable to express those wishes. An Advanced

Health Care Directive carries ethical, moral and legal weight, and doctors/health care providers are obligated to follow it.

A Health Care Proxy is someone that you appoint to make healthcare decisions for you, in the event that you are unable to express your wishes due to illness or incapacitation. A Proxy also states who you do not want to act in this capacity.

Resuscitation/CPR is an aggressive and invasive procedure with a risk of potentially major side effects. It is an emergency procedure that attempts to restore breathing and obtain a heartbeat in a person whose breathing and heartbeat has stopped.

During your adjustment to your stay in the Care Home, you and your family will be asked if a Advanced Care Directive is an option you wish to discuss. The physician and nursing staff along with the hospital staff (if you are admitted to the hospital) can help you and your family in making any decisions upon your journey, if you become very ill.

If you or your family have already completed a Health Care Directive on your behalf, we ask that you provide us with a copy to place in your medical file.

PALIATIVE CARE

What is Palliative Care? Palliative care is a special kind of health care for residents who are living with a life-threatening illness, usually at an advance stage.

What is the goal? The goal of palliative care is to provide the best quality of life for the critically or terminally ill by ensuring their comfort and dignity. An important objective of palliative care is the relief of pain and other symptoms. Palliative care is planned to meet not only physical needs but also the psychological, social, cultural, emotional, and spiritual needs of the ill person and his or her family.

A "family" is whoever a person says his or her family is. It can include spouse/partner, relatives, and friends.

What is involved in palliative care? Pain Management: People living with a life-threatening illness may experience pain. Health care providers work with seniors and their families to identify the source of the pain and way to relieve

it. Pain may be managed with drugs or by other means such as massage therapy and relaxation techniques.

Symptom Management: Often people have to deal with a variety of other symptoms. These can include loss of appetite, nausea, weakness, breathing difficulty, bowel and bladder problems and confusion. Palliative care can help relieve these symptoms, which can be very distressing for the individual.

Social, psychosocial, emotional, and spiritual support: Palliative care focuses on the person as a whole by offering a wide range of support services to someone who is ill.

It also offers bereavement support and can help the family work through emotions and grief regarding the illness and death of a loved one.

Cultural and spiritual values and beliefs are taken into an important consideration. Please inform the nursing staff of any values and beliefs so that all staff can respect your wishes.

Palliative Care is care that provides comfort measures and relief from pain to an optimal level but does not aim to cure the condition.

END OF LIFE

Funeral Arrangements

It is important for us to be aware of your wishes on your journey towards the end of life. The nurse will notify the physician and call the family as a first contact. The funeral home will be called when family are ready to endure into the trust of after care services.

Personal Belongings and Finances:

Personal belongings are generally removed from the room by designated family members within 48 hours. However, the nurse will discuss your circumstances and wishes with you and staff will do their best to aspire alternate arrangements, if desired and where possible.

With the many donations we have received in goods such as televisions, wheelchairs and walkers, clothing, dressers and other furniture, we are

running out of space and now these items are impacting our ability to store essential items such as beds and mattresses among other items. Prior to donating items, please ask a nurse or member of the leadership team if there is a need for the item. Items left behind or donated may result in them being donated or discarded.

It is important to note that the power of attorney is complete at the end of life and the Home cannot release belongings or refunds to anyone but the legal executor (a person appointed to carry out the terms of a will).

ETHICAL FRAMEWORK FOR DECISION MAKING

Ethics is not about right or wrong; even though at times some decisions are more right than others. Most of our decisions are straight forward such as which route to take to work, what clothes am I going to wear today.

Ethical uncertainty/dilemma happens when you have a sense that “something is not quite right”. You may not know what is not quite right and you may not know what to do.

Unknowingly, we may apply certain biases based on our values onto a certain event, decision. It is important not to make decisions for the person(s) seeking support but provide recommendations on how best to proceed. Knowing that they may not accept them.

What is best for one person is not always what is best for the next. When two sets of values collide, an ethical dilemma occurs.

Most of your encounters with these events will be at the bedside but attempts to set aside the idea that ethics is just about what happens at the bedside risks not seeing all of the information necessary to make informed decisions and therefore realize optimal outcomes. Many of us are bound by professional and organizational codes of conduct as well as corporate and organizational policy. Those are the realities of our day to day lives and must be acknowledged to see the full picture when making decisions.

We have a process which supports team members, residents and families when ethical decisions need to be made by bringing the right people to the

table following a structured process.



NON-FORCED CARE

A core value for Heritage Life Personal Care Home, we will not force any care or services onto a person, for which they are not ready to receive or refuse to accept, regardless of their capacity to understand what is happening and consequences.

When a Resident is refusing or resisting care, we will work with them and their substitute decision maker to find out why the Resident is refusing care and adapt the care to suit their needs and expectations, as much as reasonably possible.

We will continue to offer care and attempt to provide care, using a variety of strategies until we are successful. These successful strategies will be shared and actively used.

While there may be some risks involved for a Resident to refuse care or when it is not safe to do so, we feel very strongly that the risk of harming the person psychologically and caregivers is almost certain when we force it upon them.

Family will be made aware if this is the case with your loved one and it will be an ongoing process. We will also include other health professionals including the Physician, Mental Health Team and any other team members that may have a contribution to make.

LEAST-RESTRAINT POLICY

Why is a restraint used?

In some instances, a restraint can be used only when a resident is at risk of serious harm to self or to others. Heritage Life PCH is governed by a policy on the use of restraints and that this policy is enforced. The goal of any care approach must be to optimize a residents' sense of well-being and their opportunity to find meaning and purpose in their day-to-day life with balancing safety for them.

Restraint Types:

Environmental Restraint: Use the environment, including seclusion or a time out room, to restrict freedom of movement or to allow for safe release of energy. This does NOT apply to our Special Care Environment.

Physical/Mechanical Restraint: An appliance that restricts freedom of movement, for example, vest restraints, lap belts, pelvic restraints, mittens and geriatric chairs with locked trays. Also, included are the use of bindings or stockinet, sheets, and other materials that may be used to prevent movement. The following situations are not included in the definition:

- Immobilization of a part of the body as required for medical treatment such as splints and casts.
- Temporary immobilization of a part of the body while a nursing procedure is being performed.
- Devices that are used to temporarily maintain desired body position of clients with paralysis, such as belts for wheelchairs, and straps and shoulder harnesses that may be a part of customized seating.

Chemical Restraint: Any medication not required for treatment, and whose use is intended to prevent/stop a particular behavior or movement in order to prevent harm to self or towards others.

To apply a restraint to a resident the Nurse must:

- Have a physician order
- Perform an Individual Restraint Assessment Application
- Consent must be provided by either the Elder or Substitute Decision Maker
- If and when a restraint is applied in an emergency, the Nurse must also obtain physician approval

- Perform the necessary Restraint Checks according to the level of restraint applied.
- Consult with the family/legal representative.



RESIDENT ABUSE

We are committed to protecting all those who live in the Heritage Life PCH against all forms of abuse – whether physical, sexual, mental, emotional, or financial and any conduct or actions that will cause them harm. Our Elders deserve to live a life without these fears or to re-surface any feelings caused by colonialism and years of oppression and racism.

We take every claim and allegation seriously with each allegation investigated and if necessary, take corrective action to ensure all those involved are safe.

What is Abuse?

Abuse is any action or inaction by someone that harms the health or wellbeing of an older person. Elder abuse can happen at home, in the community, in Acute Care or in Long Term Care Homes. Abuse exists in many different forms. Abuse can be physical, psychological, or sexual. It can also exist in the form of neglect and financial exploitation.

Signs of Abuse:

Physical and Sexual Abuse is assault or harassment directed toward a person without his or her consent.

- Depression, fear and anxiety
- Unexplained injuries such as cuts, bruises, swellings
- Injury where explanation does not fit evidence
- Not wanting to get medical treatment
- Visiting many different doctors and treatment facilities
- Fear and edginess in the presence of a caregiver or family member

Psychological (Emotional) Abuse is any verbal or non-verbal action that lessens a person's sense of dignity and self-worth.

- Feelings of depression, fear, anxiety, or agitation
- Withdrawal or extreme passivity
- Feelings of hopelessness and helplessness
- Older person is excluded from discussions and major decisions
- Difficulty visiting, calling or contacting the older person
- Giving excuses for social isolation

Financial Abuse: is any act that is the improper use of a person's funds, property, or assets. This may include but is not limited to: cashing a person's cheque without permission, forging a signature, stealing or misusing a person's money or possessions, coercing a person into signing any document (e.g.: will or contract) and the misuse of guardianship or power of attorney.

- Standard of living not matching senior's income
- Unexplained or sudden difficulty in paying bills
- Refusal to spend money with agreement of caregiver
- Missing possessions
- Signing documents without understanding them
- Unusual bank account activity by persons in position of trust

Neglect is any act of withholding assistance that is necessary to perform the activities of daily living. Keep in mind that some clients will neglect themselves and that is their right.

- Malnourished

- Missing dentures, glasses, hearing aids, prosthesis, walking aids • Poor hygiene, bed sores
- Unattended for long periods or being restrained to bed or chair
- Unkept appearance such as dirty or inappropriate clothing
- Untreated medical problems
- Over-medicated, or not responding to prescribed medication

If you suspect that you or someone you know is being abused, you may report the incident to the Supervisor of the appropriate department at Rod McGillivray Memorial Care Home. To safeguard against any time of abuse that may potentially occur to the resident Home, each resident will be provided information about the types and reporting of abuse during the admission and orientation to the Home.

REMEMBER you can keep yourself and the other residents safe by recognizing the signs of potential abuse.

Then call the Protection for Persons in Care Office confidential, toll free line at 1-866-440-6366 (outside Winnipeg) or 788-6366 in Winnipeg

If anyone has seen or heard or have any concerns about possible abuse, it MUST be reported immediately to anyone in the home. We will investigate all allegations and take the necessary precautions to keep the Elder safe. If warranted, we will contact the RCMP to share with them the allegations.

The Director of Care and Resident Care Managers will ensure that yourself, family members, representative or legal representative, will get professional counselling and additional support to help cope with the abuse.

VISITOR CODE OF CONDUCT

Heritage Life PCH is committed to providing a safe living environment to all those who work and live in the Home. Fostering a home like environment is the foundation of quality care and is achieved through the Mission, Vision, and Values.

The Code of Conduct does not cover all possible scenarios and if a specific situation arises which is not outlined in the following information, it will be addressed in accordance with the general principles and standards established

by this document.

For visitors, including family members who consistently breach or break these expectations may have their visitation privileges paused, meaning they can no longer enter the home.

CODE OF CONDUCT EXPECTATIONS:

Confidentiality:

- Visitors are encouraged to respect privacy laws and refrain from using electronic recording devices for recording images, voices or actions of staff or residents without their express written consent.

Respect for Others:

- Visitors and/or Essential Care Givers are to conduct themselves in a respectful manner when interacting with other residents, their families, employees, and others. Kindness, courtesy and concern for others are important parts of this standard.

Threats, Intimidation and Harassment:

- Visitors and/or Essential Care Givers are not to threaten, intimidate or harass any resident or resident's family member or team member at any time
- We take all reasonable precautions to protect staff from violence, abuse, and harassment in the workplace. This includes any remarks or comments that one ought to know would be found offensive or hurtful

Resident Safety and Security:

- Visitors shall not endanger the safety and security of any resident or team member at any time, be it physically, verbally, psychologically, financially, by neglect or otherwise. The home has a zero tolerance for any action of this kind and will require the immediate removal of the person engaged in such behavior

Protection of Property:

- Visitors will not damage the property of residents, employees and of the Home nor will anyone remove property that does not belong to their loved one

Theft:

- Theft or misuse of resident's money, property, or equipment will be reported to the police.

Other expectations:

- Do not visit our home when you are sick!
- Sign in and out using the guest book at the front entrance. This is used in the event of a fire and we must evacuate or infection control purposes
- Read and follow signage around the building
- Do not park in fire zones, handicap parking or Doctor's parking
- Do not share food or beverages with other residents without checking with nursing staff (many residents are on special diets) first as other Residents may have dietary restrictions or allergies
- Practice routine hand washing/hand sanitizing
- Do not permit residents to leave the building behind you without checking with reception
- Take note of emergency exits and fire pull stations/extinguishers (in case of emergency)
- Confidential medical / personal information is only shared with the Power of Attorney (POA)/Substitute decision maker (SDM) and that person is responsible to share with other family members/visitors
- The following items are not permitted in resident rooms: microwaves, electric blankets, toasters, kettles, heaters, humidifiers, extension cords appliances of any sort. Surge protected power bars are permitted after being inspected by the Maintenance Department
- Do not give residents alcohol or over the counter medications (Tylenol, Benadryl, etc.). These items must be left with the Registered Nursing staff, as the Resident requires an order from their physician to take
- Be patient with residents who have cognitive loss who may impose on your visit. The nursing staff can help you to re-direct these Residents. Just please ask

FALL PREVENTION

Heritage Life Personal Care Home is committed to reducing the number of Resident falls and the number of fall-related injuries through the implementation of a regional fall prevention strategy. Residents are assessed for their risk of falling when they move in and quarterly at a minimum.

Residents who are at high risk for falling have a decal placed in their room and

on their equipment to alert everyone to the risk and have individualized fall interventions listed in their care plan.

We recognize falls in the Elderly do occur; they are many contributing factors such as poor eyesight, fatigue, medication, decreased ability to walk/decreased muscle strength and balance and other factors. Our nursing team complete on-going assessments, starting when you move into the Home until you no longer at risk for falls. Our team members are provided information and training on falls and how to prevent falls and reduce serious injury from falls.

EMERGENCY CARE

If emergency care is required, you will be taken to a hospital upon the advice of a physician, your family will be notified. Residents from Heritage Life PCH are taken to an emergency room as directed by Emergency Medical Services.

AMBULANCE

The cost of transportation to hospital is your responsibility if the hospital stay is longer than 24 hours. If you return to Heritage Life PCH within 24 hours, the cost is covered by Manitoba Health.

TRANSFER TO ANOTHER FACILITY

For any person who wants to transfer to another PCH, please speak directly with the nursing team leadership.

ALCOHOLIC BEVERAGES/CANNABIS

All alcoholic beverages are kept locked in the medication room. The nurse will dispense any liquor ordered by your Physician. Families are responsible for providing alcoholic beverages to the nurse for Resident consumption.

Cannabis products cannot be consumed on site.

CONCERNS/COMPLAINT/FEEDBACK

Feedback, either in the form of question, concern or extending a “great job” is

a welcome expectation as part of our efforts to improve your experience and enhance the quality of the care and services you receive. At times, there is a gap between what you want/expect and what we are offering/delivering.

Informal resolution is the preferred way to resolve concerns when it is appropriate. Every effort is made to resolve your concerns and complaints at the point of service.

Anyone providing feedback will not experience negative treatment or attitudes because of bringing forward concerns or complaints.

All concerns will be documented, investigated, and responded to as soon as possible; some may take longer based on complexity and need for additional support. **Please speak directly to any team member.**

Complaint/Concern/Feedback forms are available throughout the home: on the first-floor neighbourhoods, by the nursing desk and on the second floor, just outside the care areas. The forms are blue in colour with other colour forms which are specific to other areas, such as orange for food related and green for housekeeping and laundry.

LIFE ENRICHING SERVICES

RECREATION PROGRAM

Our Recreation Facilitators offers a wide variety of recreation activities to meet your social, emotional, intellectual, physical, and spiritual needs.

Individual and group programs are designed to meet each person's desire for involvement. Programs are designed to enhance quality of life emphasizing self-worth, enjoyment and socialization. Activities are available during the days, evenings and weekends when necessary. A monthly recreation program calendar is available in various area of the Care Home.

The Recreation Facilitators attend initial and annual care conferences to discuss your programming needs and obtain input from family and staff if they attend. We document and available for family review.

Family, friends and community members are encouraged to become

involved. Please contact the Recreation Facilitator for any suggestions or if you are interested on contributing in any way. Volunteers are an important part of our activities and may be called upon to assist with activities under the direction of the Recreation Facilitator.

SPIRITUAL CARE

Spiritual care and support is offered in-house, while at the same time, your own spiritual leader is welcome to visit. Spiritual Services that are offered at the Home include but are not limited to:

- Sunday Morning services by Niverville Community Churches
- Communion Services, Christmas and Easter Services
- Scripture, prayer and hymn singing
- Weekly Catholic Mass Services
- Weekly Chapel Services
- Spiritual care visits by the on-site Chaplain
- End of Life care providing opportunity to reflect on life experiences, process forgiveness and receive scripture and prayer
- Grief support through memorial services in honour and memory of passed residents

RESIDENT/FAMILY COUNCIL

It is our philosophy that those entrusted to us for care, have as much control over their own lives within the Home through the Resident Council.

The purpose of the Resident Advisory Council is to:

- Share information about events occurring in the home
- Allows residents to direct us how care and services should be occurring
- Allow for those living in the home a forum to share ideas and voice their opinions
- Provide input to new or revised policies, procedures, or programs
- Support positive communication between families and facility staff
- Provide a forum whereby families can offer support one another

Minutes and notes are taken, to allow the leadership of the home to respond to any concerns and have it documented.

The Council meetings are held every **second month**. Meetings are held at varying times and are posted on the Resident Calendar.

Attendees

In addition to those residents and family members who wish to attend, members of the leadership team attend such as:

- Executive Director
- Director of Care and Resident Care Managers
- Food Services Supervisor
- Housekeeping and Laundry Supervisor
- Maintenance Supervisor
- Any other person requested by Resident Advisory Council.

The Council does not prevent anyone from sharing their ideas, concerns or providing feedback at any time or when they feel necessary.

PETS

Heritage Life Personal Care Home is a pet friendly home. Healthy, sociable pets are welcome to visit. Pets must be kept on a leash while in the facility. Other pets/animals may be brought into the facility for pet visitation or therapy. Prior to a pet visit, the owner must obtain approval from the Recreation Manager and provide documentation of current vaccinations.

HAIRDRESSING

Hairdressing services are available within Heritage Life PCH at a cost. Please talk with the nursing team members to arrange appointments. Forms are available in a wall file by the nursing station to request these services.

ENVIRONMENTAL AND SUPPORT SERVICES

HOUSEKEEPING and LAUNDRY SERVICES

The Housekeeping Team provides and maintains a clean environment. They

are available from 7:00a.m to 8:00 p.m., seven days a week. To assist us in maintaining a clean environment, we ask that if any food is brought from home, it be stored in an airtight container, (labeled and dated). Please note that staff will discard any perishable food items, in order to maintain personal safety.

MAINTENANCE

The maintenance department provides repairs and maintenance to facility owned equipment.

Electrical Appliances

The following items are NOT permitted in the residents' rooms:

- Extension Cords
- Kettles
- Flammable Liquids (ex: Lighter fluid)
- Heating Pads
- Electrical Blankets
- Toasters
- Heaters
- Humidifiers
- Hot Pots/Hot Plates
- Coffee Makers
- Candles of any type
- Irons.

The following items ARE permitted but must be inspected by our Maintenance prior to use and ALL appliances must be CSA Approved (only new or very new items).

- Radio
- Lamp
- VCR/DVD Players
- Fans equipped with safety guard
- Television (restriction on size)

- Small fridge

TELEPHONE/CABLE SERVICES

For a monthly costs, we can provide telephone and cable services to your suite.

For resident and building safety, building operations staff are required to check TV and/or telephone cords to ensure long cords are affixed to avoid tripping.

Telephone: \$40.00 per Month
Telephone provided.

Internet: \$40.00 per Month
High speed access
Limited Wi-Fi available

Cable TV: \$60.00 per Month
Includes Shaw Classic Cable Package

Services that are installed or disconnected throughout the month will be prorated to a daily charge. Utilities are charged to the Resident *Trust* Account.

PARKING

Visitor parking is located at the front of the property marked Visitor Parking.

SMOKING

No smoking is permitted in the home or within 15 feet from any door way.

ACCESS CARDS

Access cards specific to your needs can be purchased through Reception. There is a \$20 charge which is fully refundable when you turn the card back in.

SECURITY

A ROAM Alert System is in place for Residents who are at risk of elopement. A bracelet must be worn by those Residents and there is a rental fee for the bracelets. When these Residents come close to an exit, the door automatically locks and an override code must be entered. All exits from the building are on a key pad system. Patio exits are unlocked during daytime hours during the summer, so Residents are free to enter the secure patio areas. The front door is opened and locked automatically at 8:00am to 8:00pm, respectively. All neighbourhoods are secured at this time as well.

A buzzer is available to gain access between 8:00am and 8:00pm.

If a Resident does not have a ROAM Alert System and they inadvertently leave the building on their own, you may be required to rent a ROAM Alert Bracelet to prevent this from happening again.

Access to safe outdoor areas is permitted during daylight hours and these entrances are also locked after hours.

INFECTION PREVENTION AND CONTROL

What is infection control?

Whenever a group of people live together in the same house or residence, it is possible to spread viruses, like a cold and other infections from one person to another. To decrease the chance of this happening, long-term care facilities such as Heritage Life Centre apply practices and procedures in place to prevent and control not only the spread of viruses and bacteria, but also focus on how to maintain a clean environment.

What is the best method of preventing infections?

Hand washing is the single best and most effective prevention against the spread of infection. In order to protect the spread of infections our staff

washes their hands often and we encourage Residents and visitors to do the same.

Hands are best washed when you arrive, and before you leave the building. Using a paper towel to turn off the taps keeps the hands clean.

Hand-sanitizing dispensers are located throughout the home, by each residents' room, nurse station, dining room, activity room and at the entrance of the home. Please use the hand sanitizers when entering the home, when leaving and after assisting with any care activities.

Practice cough etiquette by covering your mouth and nose when sneezing or coughing with a tissue. If you do not have a tissue to stop the spread of germs – do the 'sleeve sneeze'.



Use a tissue or your sleeve when you sneeze or cough

Self-screening for Visitors

If you do not feel well, have muscle aches, severe tiredness, severe headache, cough, shortness of breath or a cold, fever, vomiting or diarrhea, please do not visit the home. Your loved one can catch these infections quite easily. If you have traveled to a country where there is a noted infection, we ask that you do not visit your loved one for at least 14 days.

Immunization

Another way of preventing infections and reducing the impact on your body, is to ensure all your vaccinations are current including the annual influenza vaccine. We offer the following immunization programs to all those who live and work in the Home. These include and not limited to pneumococcal and

influenza vaccines.

What happens if there is an outbreak?

Sometimes, despite everyone's best efforts, there may be an infectious disease outbreak in a personal care home. When that happens, we will implement our outbreak management procedures immediately. The physicians and care team will collaborate with the regional health authority (Southern Health/Sante Sud) to plan the best way to reduce the spread and eliminate the virus from the Home. It is possible that we may ask family members and visitors not to visit during this time. This is to protect both you and your family and friends from the illness and will only do so IF there is significant risk to everyone. If we ask your family not to visit, we will stay in touch with them by telephone so that they know how you are doing.

If you would like more information about infection control, don't hesitate to ask the Director of Care.

INFORMATION ON SAFETY SYSTEMS

FIRE SAFETY

There is a Fire Emergency Plan. The fire alarms and system are tested regularly by our internal maintenance team and outside contractor. Fire Drills are held regularly in addition to fire safety training.

When the fire alarm is triggered, all fire doors will close automatically and the exit doors will unlock automatically allowing for an evacuation. Residents and families should remain where they are and await further instructions from staff.

Duties of Visitors in case of a fire:

- STAY CALM
- Stay with resident in safe locations
- Turn off all non-medical equipment in room and keep lights ON

- Follow instructions given by employees and volunteers when they enter the room
- If not in a resident room, go with staff to a safe location

If smoke is coming into room under the door:

- Place WET TOWEL at bottom of door to keep out smoke. WAIT for help to arrive

If you discover fire:

Remove those in immediate danger

Activate the fire alarm by activating the nearest pull station

Confine the fire and smoke to its original location by closing the door and flagging it appropriately

Evacuate those in immediate danger and **E**xtinguish the fire if safe to do so.

Assist with evacuation of area if required.

Everyone is encouraged to report any hazardous or unsafe practice to staff for follow-up.

Emergency Preparedness

We have a well detailed emergency preparedness and response plan, where training, exercises occur annually. We work collaboratively with the RHA, EMS, and local fire department. Our plans are reviewed annually and updated as needed based on information and best practices.

FAMILY AND FRIENDS

Family and friends can play an active part in the life of Heritage Life Personal Care Home by:

- Taking an interest in your care
- Visiting regularly
- Providing transportation and/or escorts outside Heritage Life

Personal Care Home for such things as physician appointments or recreational events

- Buying or repairing your clothing; buying toiletries; taking you out for visits, a drive, shopping or to enjoy the patio or grounds
- Attending spiritual services and special events

TIPS FOR VISITING

- Treat female Residents to manicures, hair care or make up application
- Write letters or cards together
- Play a game or work on a puzzle
- Bring photographs to share
- Phone a friend or family member or face time/skype
- Go for a walk with the Resident or take them for a ride in their wheelchair
- Bring along some favourite music
- Bring in a favourite food

CONFIDENTIALITY/PRIVACY

We collect, record, store, use and/or disclose any facts about you and your health in keeping with Manitoba's *Personal Health Information Act*

These are any facts we collect to help provide health care or payments for health care. They could include:

- your name, address and PHIN (personal health information number)
- facts about your health, health care history and the care you have been given
- facts about payment for your health care

We will use this information in keeping with the Act, sharing it only with those who need to know. For instance, we might use it

- to provide and check on your health care
- to assess your treatment
- when a specialist is consulted

These are your rights under the law:

- you may see or access your personal health information (PHI);
- you may ask for and receive a copy of your health records
- you may ask us to correct your records
- your information is private. Unless sharing it with others is authorized by law, we cannot and will not give out any of your information without your consent
- you may make a complaint to Manitoba's Ombudsman's office about access to your PHI, or about how it is collected, stored, used or disclosed to others

The Privacy Officer at Heritage Life PCH is the Director of Care. If you have any questions/concerns or wish more information about your rights you may ask to see the Director of Care.

On your moving in day, you will be asked to give written permission to release personal information. e.g. your birth date for posting of monthly birthday announcements.

ADDITIONAL INFORMATION

GIFTS

Team members are employed and paid by the Home to provide a service. We ask that gifts not be given to individual team members. If loved ones wish to present gifts to team member(s), please make it something they can enjoy as a team.

Memorial Gifts

Family members and friends frequently wish to make contributions in memory of their loved ones. While this is appreciated, it is not an expectation.

In order to process gifts of this nature please make cheques payable to Niverville Heritage Centre Projects and on the memo line PCH Projects with it clearly marked with information of the Resident you wish to honour included.

Donations

During any given year, our Home has a variety of approved projects that we are attempting to raise funds for. You can contact our Director of Care for ideas on which projects may be of interest.

Funds

Heritage Life Personal Care Home has a Dementia Care Fund established. If you wish to donate to this fund please make cheques payable to Niverville Heritage Centre Projects and on the memo line Dementia Care Fund.

Charitable Receipts are available upon request

