



1 Falcon Ridge Drive  
Winnipeg, Manitoba R3Y 1V9

## **Information Handbook**

**2019**

[www.facebook.com/simkincentre](http://www.facebook.com/simkincentre)

[www.simkincentre.ca](http://www.simkincentre.ca)

# TABLE OF CONTENTS

---

Welcome to the Saul & Claribel Simkin Centre	
Welcome	7
Introduction	9
Resident Bill of Rights	10
Our Commitment to You	
Resident and Family – Directed Care and Services	11
Philosophy	12
Vision, Mission and Values Statements	13
Organizational Chart	14
Our Employees	
Staff Identification	15
Code of Conduct Statement	16
Abuse Policy	17
Protection of Persons in Care Act	17
Getting Established	
Your Home	18
Admission	18
Partners in Care	18
Resident Council	19
We Want to Hear from You	19
Privacy Matters	
Our Commitment to Privacy	21
Collection of Personal Health Information	21
Use & Disclosure of Personal Health Information	21
Your Right to Limit the Use & Disclosure of Personal Health Information	22
Safety First	

Identification	22
Valuables	22
Lost and Found	23
Safety and Security	23
Fire Regulations	23
Smoking/Candles/Sparklers	24
Infection Control and Immunizations	
Immunization for Influenza	24
Vaccinations against Pneumococcal Pneumonia	25
Outbreaks	26
Environmental Safety	
Should I bring in food?	26
Basic Operational Kashrut Rules	28
Everyday Living	
Your Unit	29
Resident's Room	29
Personal Belongings	30
Personal Insurance	30
Televisions, Computers, Telephones and Radios	31
Personal Clothing and Toiletries	31
Aids and Equipment	33
Wheelchair Assessment and Maintenance	33
Hair Care	34
Dining	34
Garden Cafe	35
Vending Machines	35
Mail/Newspapers	36
Contact Information	36
Library Service	36
Parking	37
Visiting	37
Visiting Pets	38
Alcoholic Beverages	39
The Resident Care Team	
Your Family's Role	39

Consultants	40
Nursing Services	40
Health Care Aides/Orderlies	40
Assistant Director of Care	40
Physician Services	41
Dietitian Manager	41
Clinical Dietitian	41
Production Supervisor of Food Services	42
Dietary Aides	42
Therapeutic Recreation Services	42
Spiritual Services	43
Social Work Services	44
Pharmacy Services	44
Occupational Therapy/Physiotherapist/Speech and Language Services	44
Housekeeping Services	45
Maintenance Services	46
Student Services	46
<b>Other Services</b>	
Diagnostic Services	46
Laboratory Services	46
Foot Care	47
Dental Services	47
Ophthalmology & Audiology	47
Volunteer Services	47
Private Paid Companion	48
<b>Care and Treatment Choices</b>	
Getting to Know You	48
Resident Care Conferences	49
Decision-Making	50
Health Care Directive, Living Wills and Power of Attorney	50
Advance Care Planning	51
Restraints	52
<b>Financial/Service Agreements</b>	
Financial Responsibility	52
Admission Agreement	52

Basic Daily Rates	53
Personal Trust Account	54
Getting to, from and around The Simkin Centre	
Leaving your unit	54
If you want to leave your unit but stay within the facility	55
If you want to leave for an outing from the facility	55
Leaves of Absence	
Temporary Leave	55
Casual Leave	56
Long Term Social/Vacation Leave	56
Medical or Psychiatric Leave	56
Government Assistance Programs Available to Seniors	
The Old Age Security Pension	57
The Guaranteed Income Supplement	57
Spouse's Allowance	58
Department of Veteran Affairs	59
End of Life Care	60
How Can I Work with the Health Care Team	61

Room#

Unit Co ordinator:

<u>DEPARTMENT, CONTACT</u>	<u>DIRECT LINE</u>
1st Floor, Weinberg .....	589-9024
2nd Floor, Weinberg .....	589-9028
3rd Floor, Weinberg .....	589-9031
1st Floor, South .....	589-9042
1st Floor, North .....	589-9043
2nd Floor, South .....	589-9048
2nd Floor, North .....	589-9049
Chief Executive Officer .....	589-9015
Executive Assistant.....	589-9014
Director of Care.....	589-9017
Admin. Assist Resident Services.....	589-9005
Assistant Director of Care .....	589-9009
Dietitian Manager, Food Services .....	589-9020
Housekeeper/Laundry Supervisor .....	589-9002
Social Worker .....	589-9006
Therapeutic Recreation Manager .....	589-9041
Volunteer Services Department/Companion Program	589-9008
Spiritual Care Providers .....	589-9029
Financial Services Assistant .....	589-9047
Hair Salon .....	589-9781 ext 1349

**If the person you wish to speak to is not listed here, please call  
586-9781 and follow the prompts**

**You can also access our website for important information:  
[www.simkincentre.ca](http://www.simkincentre.ca)**

## **Welcome to The Saul & Claribel Simkin Centre**

The Simkin Centre is a faith based non-profit organization dedicated to providing quality care to the elderly.

This handbook provides information regarding the services available at The Simkin Centre. We hope that it will be valuable to you and will assist you in making the very important decision to become part of our family.

Qualified and caring employees provide excellent care. They work together as a cohesive team to ensure that we meet the needs of our residents, including their physical, social and spiritual needs.

We are here to support you and your family members. We value partnerships in care and look forward to open communication and feedback.

We sincerely hope that you join us and make this your new home

A handwritten signature in dark ink, appearing to read "Cerqueti", with a small dot above the final letter.

Laurie Cerqueti, BA, RN, BN, MSA  
Chief Executive Officer

## Welcome to The Saul & Claribel Simkin Centre

We are excited to get to know you and your loved ones.

During your stay, you will meet staff from a number of areas. This includes nurses, health care aides, social worker, spiritual care team, therapeutic recreation, food services, housekeeping, and laundry.


The leader on each of our units is our unit coordinators. They are responsible to oversee the care and services provided to each of the residents. You may speak to the unit coordinators if you have any questions or concerns.

Nursing staff are focused on quality improvements and initiatives. Updates on our progress regarding our quality action plan can be found on the quality boards located on each of our units. We are proud to host students from a wide variety of settings; including registered nurses, licensed practical nurses, health care aides, and ward clerks.

We participate in a variety of research studies. Residents, families, and staff members have the opportunity to participate in research in long term care which may help guide how care is provided in the future.

We also value your feedback. We would love to hear from you either in person or through our surveys. The information that we gather from our residents and our families will assist our leadership team in continuing to strive for the best quality of care to you.

Welcome home.

A handwritten signature in black ink that reads "Alanna Kull". The signature is written in a cursive, flowing style.

Alanna Kull, RN BN  
Director of Care



## **Introduction**

The resident information handbook has been developed to assist prospective applicants and their families in becoming familiar with information about the care and service delivery at the facility.

The Saul & Claribel Simkin Centre (The Simkin Centre) is a 200 bed Jewish facility and is located in the South area of Winnipeg.

The Sharon Home was originally established in 1915 as the Jewish Old Folks Home of Western Canada. The mandate was to provide a place where Jewish elderly could live out their lives in comfort. Over the decades the Sharon Home was developed into The Saul & Claribel Simkin Centre (The Simkin Centre) and is now considered to be one of the most up-to-date personal care homes on the continent and one of the best in Canada, providing a holistic approach to address the medical, psycho/social, cultural, spiritual, therapeutic and recreational needs of residents.

The Simkin Centre has consistently sought to provide the highest standards of care within a culturally rich Jewish environment. The Simkin Centre promotes holistic, resident-focused care, and respects each individual as a unique person with his or her own strengths, abilities, needs, and preferences. Residents' choices and decision making are augmented by the partnerships between residents, families, volunteers, and caregivers. Care programs and therapeutic services are directed towards promoting independence, maximizing functional abilities, and providing palliation, all with the goal of enhancing residents' quality of life.

The Simkin Centre continues to meet and exceed the standards of an Accredited Long Term Care Facility. It is licensed by the Province of Manitoba and funded by the Winnipeg Regional Health Authority and Manitoba Health. A volunteer Board of Directors governs The Simkin Centre and provides strategic direction and leadership.

The most common questions regarding living in a personal care home setting have been addressed within, and it is anticipated that the topics included in the handbook will provide the reader with the necessary information about the care

and services. Information can also be found on The Simkin Centre's website: [www.simkincentre.ca](http://www.simkincentre.ca). If further information is required, a member of the interdisciplinary team will gladly provide additional information upon request.

## **Residents' Bill of Rights**

While you are living at The Simkin Centre, you have the right to expect certain things from us. This includes professionalism, respect, high quality of care and service, open communication, privacy and much more. In addition to having rights, residents, employees and volunteers have responsibilities. These include: truthfulness, respect for Simkin property, complying with the facilities policies and cooperating with your care team.

### **Every Resident has these Rights:**

- **Residents have the right to be treated with dignity and courtesy. Resident qualities, characteristics and differences are valued and respected.**
- **Residents have the right to be sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs.**
- **Residents or their legal representatives have the right to give or refuse consent to treatment, including medication, in accordance with the law.**
- **Residents have the right to have their physical, emotional, psychological, social, spiritual and cultural needs of each resident will be considered subject to safety requirements and privacy rights of other residents. This will include:**
  - **The freedom to exercise his/her choice of religion, culture and language.**
  - **The freedom of movement or as much movement as is reasonably possible.**
  - **The freedom to express opinions, needs, and feelings and have such taken seriously without fear of discrimination or reprisal.**
  - **The freedom to meet his/her own needs, as is reasonable possible, in a meaningful and relevant manner.**
  - **The freedom to communicate with, have contact with and visits to and from friends, family and others in private if desired.**
  - **The freedom to choose their recreational activities.**

- **The freedom to choose the personal items to be kept in their rooms, when space permits.**
- **The freedom to select the clothing to be worn each day.**
- **The freedom to have reasonable privacy while treated and cared for.**
- **The freedom to have a clean and safe environment.**
- **The freedom to communicate and meet with their legal representative as often as necessary and in private if desired.**
- **Residents have the right to sensitivity and respect for privacy while conducting business, socializing and receiving care.**
- **Residents have the right to be protected against verbal, physical, psychological, financial abuse and harassment.**
- **Residents have the right to seek and receive reasonable treatment to mitigate pain.**
- **Residents have the right to maintain a sense of hopefulness and to be cared for by those who are caring, sensitive and knowledgeable in meeting the changing needs and expectations of the resident.**

**Each resident has the right to live the end of his/her life in peace with dignity and comfort with those whose presence has significant meaning.**

### **Our Commitment To You**

We take provision of care for our residents very seriously and have systems in place to ensure the safety and well-being of residents and staff. The Simkin Centre provides a service delivery in accordance with provincial and national standards as set by the Long Term Care sector and in keeping with the facility's Philosophy, Mission and Values statements.

### **Resident and Family – Directed Care and Service**

Resident and family centered care and service is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, residents, and families. It defines the relationships between and among residents, families, management, staff and volunteers. It ensures that the resident and family perspective is a lens through which decisions are made.

All care and service delivery at The Simkin Centre is guided by the following philosophical principles:

- Each resident's quality of life is to be supported by an atmosphere and programs, which consider each Resident's worth and dignity, protect individuality and meet specific needs.
- Each resident is unique and has individual values, goals, strengths and limitations, influenced by social attitudes, cultures, past experiences and health status.
- Each resident has the right to have his/her uniqueness respected, protected and supported.
- Each resident has the right to have access to a continuum of care.

In keeping with the resident's needs, the team delivers care and services that maximizes the resident's independence, prevents illness and disability, promotes, maintains and restores health, and maintains life in dignity and comfort.

The staff at The Simkin Centre are honoured and view it as a privilege to be able to give comfort care to residents during the End-Of-Life. The staff are also available for assistance and council to family members during this time. Please ask to speak to the Nurse, Spiritual Care providers or Social Worker for any assistance required.

The Simkin Centre Team is committed to providing competent care, respecting the rights of residents, and acting as advocates for the residents.

## **Philosophy**

The Philosophy of The Simkin Centre is founded on Jewish tradition, which encompasses respect for elders and responsibility for the welfare for others. This tradition takes into account recognition of the support that has been generously given by the community – past, present and future – and it is understood that it is the cornerstone of our achievements.

We recognize that staff and volunteers are the most important resources. We understand that our mission can only be achieved through the combined efforts

of staff, volunteers, clients and their caregivers. We provide an environment that encourages people to learn and flourish.

We continuously strive to improve in the delivery of health and social services to the elderly and their caregivers. We provide care that emphasizes and capitalizes on the individual strengths of each client and family member and embraces the notion of autonomy.

We are accountable for the effective, efficient and ethical utilization of human, financial and material resources in fulfilling our mission.

We protect the interests of the elderly and advocate on their behalf by assuming a leadership role, working cooperatively with others to improve health and social service policy.

### **Vision Statement**

To be a leader in providing a home where people live enriched and fulfilling lives in accordance with Jewish Values and traditions

### **Mission Statement**

We provide exemplary and innovative services to those in our care by meeting each person's unique intellectual, social, physical, emotional and spiritual needs. We strive to enhance their lives through compassion, wellness promotion, and collaborating with community partners.

### **Values Statement**

Respect for all people – Derech eretz

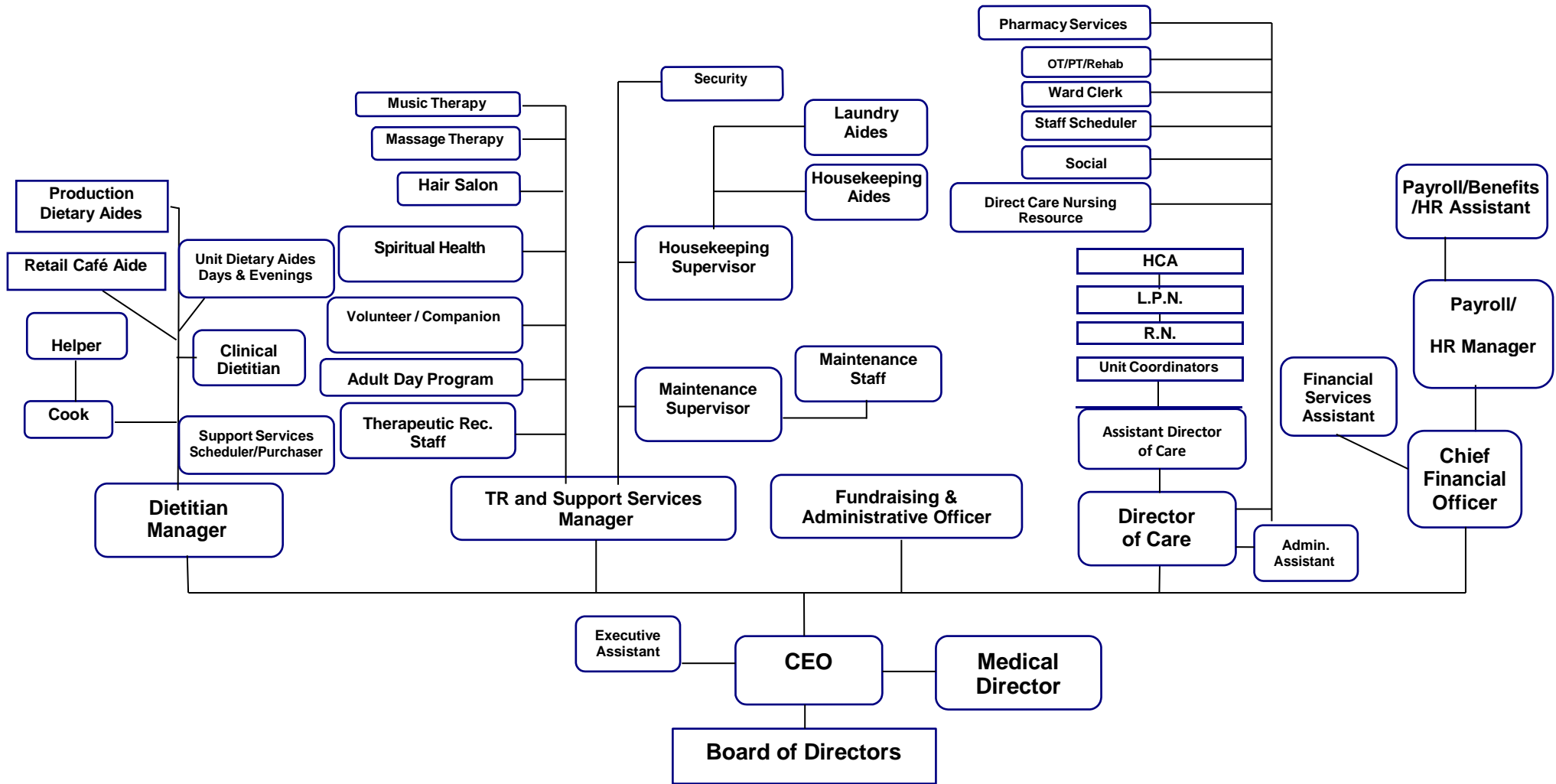
Honour due each person – Kavod

Caring – Chesed

Trust - Emunah

# Organizational Chart

## Residents



## **Our Employees**

To earn your trust, we screen and train all of our employees to ensure that their credentials and the care they provide to our residents meet The Simkin Centre and regulatory standards. Our employees undergo an orientation to expectations and standards of practice upon hire. While training addresses the specifics of each employee's new role, all employees must also review and understand The Simkin Centre's Code of Conduct, customer service standards, privacy and confidentiality.

It is the Regional policy that any form of abuse by any person interacting with Residents is unacceptable and will not be tolerated. On hire, all employees must sign an acknowledgement and understanding of obligations related to its non-abuse policy.

Employees may not accept money or gifts from residents, family members or others that compensate or reward an individual employee. In lieu of a gift or monetary reward to a single employee, you are asked to donate to The Simkin Centre to the benefit of all. If you wish to show your appreciation, a personal or written thank you is always welcomed.

If a circumstance should arise where you feel one of our employees is not acting in the best interest of our residents, please do not hesitate to address your concerns with the Assistant Director of Care, Social Worker, Director of Care or the Chief Executive Officer.

## **Staff Identification Badges**

For security reasons, all employees, and private companions are issued a photo identification badge that must be worn at all times when they are on duty. Look for this badge whenever a Simkin employee approaches. If you notice an employee not wearing an identification badge and is carrying out a staff role, please notify a member of the Care Team or management. Please note that an employee who provides direct care, may place their identification in their pocket to protect it from damage or infection control purposes. In such cases you may request to see the identification.

## **Code of Conduct Statement**

The Saul & Claribel Simkin Centre has a **ZERO TOLERANCE POLICY** towards abuse or harassment and is dedicated to providing a safe environment for its residents, family members, visitors, volunteers, companions and employees. The Saul & Claribel Simkin Centre **DOES NOT TOLERATE** negative behaviour or conduct (actions, comments or displays) by a family member, visitor, volunteer, companion or employee through verbal, physical, sexual or psychological means that is directed towards a resident, family member, visitor, volunteer, companion or employee and causes physical injury and /or psychological trauma.

**Everyone** is entitled to safe living and working conditions and an abuse free environment. The following guidelines must be adhered to while on the premises of The Saul & Claribel Simkin Centre:

- Be respectful.
- Show common courtesy and respect to all. No-one has the right to control another person by threat, coercion, physical intimidation or any other misuse of power.
- Demonstrate that abusive language and aggressive behaviour are unacceptable at all times.
- Respect personal property.
- Behave respectfully to all regardless of race, religion, gender, age or sexual orientation.
- Treat all individuals fairly and consistently.
- Respect the confidential nature of information concerning residents and their families.
- Maintain open communication by addressing concerns through the proper lines of communication.
- Act appropriately in The Saul & Claribel Simkin Centre and at its meetings and functions.

**The Saul & Claribel Simkin Centre expects all individuals to comply with this Code of Conduct**

Approved by: The Board of Directors and the President and CEO of The Saul and Claribel Simkin Centre.



Updated: September 2009

## **Abuse Policy**

The Simkin Centre provides the highest possible quality of life for the residents while maintaining a positive and safe environment. Abuse is a serious matter and therefore The Simkin Centre supports zero tolerance of abuse. The Simkin Centre will investigate all allegations of abuse and take whatever action is deemed appropriate depending on the circumstances of a particular situation. The policy includes abuse towards any resident, health care worker, family member, volunteer, visitor, student or others employed or contracted by The Simkin Centre. The rights and confidentiality of all persons involved in situations shall be respected and safeguarded to as great a degree as possible. If you have a concern, please see the Assistant Director of Care or the Social Worker to have your concerns formalized. A copy of The Saul & Claribel Simkin Centre's Abuse Policy is available from the Social Worker or Assistant Director of Care upon request.

All allegations of abuse to a resident are reported to the Protection of Persons in Care Office (PPCO).

## **Protection of Persons in Care Office**

Concerns may also be reported to the **Protection of Persons in Care Office**. The Protection of Persons in Care Act is a law in place in Manitoba to help protect adults from abuse while receiving care in Personal Care Homes, Hospital, or other designated health care facilities. It is mandatory that suspected abuse be reported promptly to the Protection for Persons in Care office at 204-788-6366 or toll free at 1-866-440-6366. Pamphlets and information are posted throughout the building.

## **Getting Established**

### **Your New Home**

The Saul & Claribel Simkin Centre (The Simkin Centre) is a 200 bed Long Term Care Facility. We are located in the south area of Winnipeg on McGillivray and Dovercourt Drive, on Falcon Ridge Drive.

### **Admission**

We realize that moving can be a stressful experience. Facility staff will be available to assist you; however, we expect that a family member or close friend will be with you to help you settle in. Facility admissions typically take place between **10:00 am and 10:30 am**; as this is in between breakfast and lunch and staff are more readily available to welcome you. An admission meeting will take place a day or two following the admission, unless other arrangements have been made. The Social Worker, or other staff member, will introduce you to members of the resident care team, talk about the assistance you require, and answer any questions you may have. Staff will show you the features of your room (call bells, lighting, phone and cable outlets, etc) and help you familiarize yourself with the area in which you will be living.

During the first few weeks after your admission, staff from the various departments such as Nursing, Dietician, Occupational Therapy and Recreation will meet with you and/or your family and discuss programs, options and your personal preferences.

### **Partners in Care**

Providing excellence in care and services is not just the responsibility of The Simkin Centre's healthcare team. Rather, we rely on you and /or your Power of Attorney (POA)/Substitute Decision Maker (SDM) to participate fully in all healthcare decisions and quality improvement activities with The Simkin Centre.

There are formal and informal opportunities for you to get involved in all aspects of care and services. Residents are invited to participate in the Residents' Council.

## **Resident Council**

A Resident Council is made up of all the people who make their home at The Simkin Centre. The Residents forum enables residents to maintain control over as much as possible of their daily lives, share in management of The Simkin Centre and thereby contribute to their own welfare and that of their peers.

Staff or volunteers who work with the Resident Council are not members of the Council. They provide support to it.

Resident Council is a venue for the residents' to discuss the day to day living of the entire building; we encourage residents that specific resident concerns are better managed at their Resident Care Conference.

The Resident Council meets monthly. If you have questions or would like more information please speak to the Therapeutic Recreation Manager.

## **We Want to Hear from You**

Your feedback is always important to us. Compliments, comments, or suggestions may be brought forward to any manager, the nurse on your unit, or written on the suggestions or concerns (blue forms) and placed in the suggestion box.

Open communication is encouraged at all times. We have several avenues of keeping the communication lines open and available.

## **Resident/Family Information Bulletin Board**

This board is located in the hallway into the Simkin Building (near the hairdresser). It contains resident council notices as well as other pertinent information to The Simkin Centre and to the community. There will be pamphlets and brochures available for residents and visitors to take. The material includes information about keeping well, managing illness when it occurs, and understanding illnesses related to aging and palliative care information.

## **Suggestion Box**

The Suggestion Box is located at the bulletin board in the Simkin Building entrance. Completion of the blue suggestions or concerns form and placed in the box are taken seriously. To ensure a direct response from the Leadership Team or the Department Manager, you are encouraged to include your name and room number or your family member's name, phone number and/or address.

## **Resident Care/Service Satisfaction Questionnaires**

Satisfaction questionnaires are provided to residents/family/advocates annually. The questionnaire provides the resident, family member or advocate with an opportunity to register concerns and/or satisfaction with the services being provided. Returned questionnaires are reviewed by the Social Worker and forwarded to the managers of the appropriate departments for follow-up of identified concerns.

It is the policy of The Simkin Centre that you and your family members have an avenue through which issues or concerns related to the quality of care and services can be addressed.

We encourage you to approach the appropriate staff and communicate your concerns to them directly, if a concern cannot be dealt with on a one-to-one basis, or if the resident/family member is not comfortable approaching the staff member, the Social Worker or Assistant Director of Care or Director of Care can help mediate these concerns.

If appropriate, you might wish to bring your issue or concern to the Resident Council meetings for discussion.

If you feel that your issue cannot be adequately addressed using the options listed above, please arrange to meet with the Assistant Director of Care or Social Worker to complete a complaint form.

Family members/Power of Attorney (POA)/Substitute-Decision Maker (SDM) are reminded to promptly notify the business office of any changes in their contact information, i.e. telephone, email and home address.

## **Privacy Matters**

### **Our Commitment to Privacy**

We are committed to protecting the privacy of all residents' personal health information, and will maintain the security and confidentiality of your personal health information.

### **Collection of Personal Health Information**

We collect personal health information from you, or from other persons acting on your behalf, to enable us to provide you with the care, programs and services you require.

Occasionally, we collect personal health information about you from other sources, such as other members of the health care community, if we have your consent to do so, or if the law permits.

### **Use and Disclosure of Personal Health Information**

We collect and use information about you for the following purposes:

- To help plan and provide you with the type and amount of care, programs and services you need;
- To educate the healthcare team;
- To communicate with other service providers;

- To monitor the way we provide care and services through our quality management program;
- To evaluate your response to the services we provide, and to allow us to verify that we are meeting our commitments to you;
- To serve as a record of the services provided to you, including who provided the services and when they were provided;
- For strategic planning, decision-making and allocating our resources;
- As a legal document made in the normal course of business; and
- To comply with legal and regulatory requirements.

### **Your Right to Limit the Use and Disclosure of Personal Health Information**

If you have specific concerns, or would like to limit the use or disclosure of personal health information about you, please contact the Social Worker or Assistant Director of Care.

We do not release any confidential information about you without written consent from you or your Power of Attorney (POA)/Substitute Decision Maker (SDM).

## **Safety First**

### **Identification**

Shortly after you have moved in, a staff member will ask you if he/she can take your photograph. This photograph is used for identification purposes, and to assist staff to identify who you are. In order to keep current, a photograph will be retaken to update files on a periodic basis.

### **Valuables**

We make every effort to maintain a safe environment at The Simkin Centre and appreciate your cooperation.

We advise you **NOT** to store any cash, valuable jewellery or important documents anywhere in your room.

The Saul & Claribel Simkin Centre is not responsible for the safety of personal property/personal contents, including eyeglasses, dentures and hearing aids while you are living here. Any loss or theft of personal property is not covered under our insurance policy.

You may wish to purchase your own content insurance policy to cover you personal items similar to that purchased for people living in apartments.

### **Lost and Found**

If you believe an item has been lost or is missing, or if you have found a lost item, please speak to the Nurse on the unit. A lost and found box can also be found at the security desk on the main floor.

### **Safety and Security**

The front door of The Simkin Centre is open Monday to Friday from 7:45 am until 7:45 pm. Entrance to the Centre after hours and on weekends is by swipe card or to be buzzed in by staff. Regular visitors are encouraged to apply for a swipe card for access to the building. The swipe card application is available at the front security entrance. A \$10.00 refundable deposit is required. All employees are required to use their electronic swipe card in order to gain access. The Simkin Centre is equipped with a closed-circuit security monitor system.

### **Fire Regulations**

The fire panel system is monitored on a 24 hour basis and is linked directly to the Winnipeg Fire Paramedic Service. Each hallway and resident room is equipped with smoke detectors. All exits are secured by magnetic locks and will automatically open in the event of a fire alarm. They are reset by the maintenance staff after the alarm has been cleared. Sprinkler systems are located throughout The Simkin Centre and are checked annually, as are fire hoses and extinguishers. Any alarm, either planned or unplanned, are documented and used for staff education purposes afterward. In addition to unplanned fire alarms, staff receive regular in-services regarding fire procedures and protocols.

Contingency plans are in place and are monitored by the Winnipeg Regional Health Authority for unforeseen circumstances such as snow storms and power failures.

### **Smoking/Candles/Sparklers**

The Simkin Centre is a non-smoking facility for residents, visitors, and staff. Smoking is permitted only in accordance to legislated regulations and in outdoor designated areas.

Residents nor family members/visitors are not permitted to light candles and/or sparklers, as they present a fire hazard and may set off the smoke alarms in small areas. The use of battery operated “candles” as an alternative is recommended.

### **Infection Control and Immunization**

Infection control is the practice by which The Simkin Centre prevents and manages infections. Infection control principles are incorporated into all aspects of providing care for residents.

In order to protect the spread of infections, employees perform hand hygiene; we encourage you and your visitors to do the same. Hand hygiene should be performed when you arrive and before you leave the building.

Throughout The Simkin Centre, you will also find alcohol-based hand sanitizers for employees and family to use. Alcohol-based hand sanitizers are the recommended method of hand hygiene in any healthcare setting when hands are not visibly soiled.

Hand hygiene and/or alcohol-based hand sanitizers are the single best and most effective prevention against the spread of infection.

### **Immunization for Influenza**

Influenza (flu) is a common respiratory illness which affects millions of Canadians each year. In Canada, the flu season usually runs from November to April. Immunization is very important for all residents and is especially important for



individuals who frequently visit a personal care home. Health Canada states the most effective way to be protected from the flu is to be vaccinated each year in the fall.

The annual seasonal influenza vaccine is changed each year to provide protection from the virus strains that are predicted to be the most common.

In early fall, one of our Resident Care Team will contact you or your POA/SDM to provide health education and information regarding the immunization. Once informed consent is received and there are no known allergies, the vaccination will be given.

The Simkin Centre also provides Influenza Immunizations Clinics for employees and visitors. If your family/friends wish to have their immunization at the facility, they will be asked for a valid Manitoba Health Card, a list of medications and an Influenza Immunization Consent Form will require signature.

### **Vaccinations against Pneumococcal Pneumonia**

Pneumonia is an infection of the lungs in which thick fluid builds up in lung spaces that are normally filled with air.

Pneumococcus is a type of bacterium (germ) that can cause pneumonia. It normally lives in our mouths and on our skin. It usually does not cause trouble, unless it gets into the chest or other places in the body where it is not supposed to be. Pneumococcus is not the only germ that causes pneumonia, but it does account for nearly 25% of cases of pneumonia.

Individuals who have one or more of the risks outlined below should consider taking a vaccine against pneumococcal pneumonia. The conjugate pneumococcal vaccine is provided free of charge.

You are at risk if you:

- Are 65 years or older;
- Anyone living in a Personal Care Home or Long Term Care Facility;

- Have any kind of chronic disease, especially of the heart, lungs, liver, kidneys, spleen or blood; and/or;
- Have diabetes mellitus.

## **Outbreaks**

There are times when a number of residents may become ill with cold or “flu” symptoms. This is called an outbreak. Personal Care Homes work in collaboration with their local Public Health Department during such a situation.

During outbreaks, for your own protection, we may elect to limit visitors or restrict visiting hours. In these cases, a notice will be posted at the entrance of the building with specific instructions for all visitors to follow.

Children exposed to chickenpox are advised not to visit, as seniors are more susceptible to these infections.

## **Environmental Safety**

In order to ensure a safe environment for our residents, it is important that we work together to eliminate hazards. Cognitively impaired residents may sustain unintentional injuries when exposed to certain household materials. Ingestion of materials such as nail polish remover, perfume, mouthwash, denture tabs, facial/body creams, and/or shaving cream, can cause harmful and sometimes fatal injuries. In addition, before bringing in common household tools such as small appliances, scissors, crochet hooks, and/or knitting needles, families should advise the Unit Nurse of their intentions, to ensure resident safety.

## **Should I bring in food?**

The Simkin Centre provides kosher food services that are certified annually. In order to retain our kosher status, the following policies apply:

1. Kosher food brought into The Simkin Centre for residents must be pre-packaged and commercially prepared. The package must carry a recognized symbol of kosher certification.

2. Homemade, packaged kosher food or non-kosher food for residents can only be consumed in the resident's room using disposable dishes and cutlery or in the Unsupervised Family Dining room (main floor). The Simkin Centre's dishes and cutlery cannot be used.
3. Homemade, packaged kosher food or non-kosher food can only be stored in the resident's room. It cannot be stored in The Simkin Centre's fridges or consumed in any shared public space. Homemade or non-kosher food cannot come into contact with The Simkin Centre's equipment or furnishings, including microwave ovens.
4. It is strongly recommended the homemade food be labelled as to contents and the date it was prepared. Unlabeled food may be discarded. High-risk perishable food should be discarded after two (2) days.

The Simkin Centre policies "Foods Prepared Outside the Simkin Centre" and "Kosher" are available upon request from the Social Worker, Dietitian, or the Manager of Food Services. Pamphlets are available in the atrium and all nursing units.

Three (3) full meals, as well as between meal nourishment, are provided to all residents whether they are on a regular, a texture modified, or a therapeutic diet. The only type of therapeutic diet we provide is a liberalized therapeutic diet, as recommended by Dietitians of Canada and the American Dietetic Association. Liberalized diets are more similar to the diet provided at home. A liberalized diet allows us to serve culturally familiar foods in controlled portion sizes to all residents. Clinical research does not support the use of strict therapeutic diets in personal care homes; therefore, we do not offer them.

For families/visitors that wish to share a meal with their loved one, there are four (4) options:

1. Families can bring in/order from outside and eat in the resident's room.
2. The Unsupervised Family Dining Room is a non-kosher space, accommodating up to 15 people. Families are responsible for their own cutlery/napkins/utensils, etc. The room must be booked in advance through the Administrative Assistant to the Resident Services at 204-589-9005 to ensure availability.
3. The Private Family dining Room can be booked for groups of fewer than 12 people for a fee. As this is a kosher space, food must be catered by The

Simkin Centre. The room must be booked in advance through the Administrative Assistant to the Resident Services at 204-589-9005 to ensure availability.

4. The Garden Café is open Monday-Friday 11:00 am – 3:00 pm. Meals can be purchased or billed through a Resident Trust Account. Please note that during certain religious holidays cash will not be accepted at the Café.

Requests for preparation of outside foods by the Dietary Department cannot be accommodated due to health concerns as well as Kashrut rules.

### **Basic Operational Kashrut Rules**

- Meat and dairy foods can never be mixed in the same meal. Meat and dairy foods must be kept separate at all times including storage and preparation.
- Meat and dairy cutlery, dishware, utensils, and equipment must be kept separate.
- The Simkin Centre cutlery, dishware, utensils, and equipment such as fridges and microwaves must not come in contact with non-kosher food
- Do Not bring non-kosher food into kosher areas of The Simkin Centre.
- After eating a “meat food”, a pre-determined number of hours must pass before eating a “milk food”.
- Cutlery and dishware for use at meat and dairy meals please ask the dietary staff prior to using them.
- Unit fridges are for kosher food only. Kosher meat foods must be stored in the closed drawer labelled “Meat Only”. Kosher dairy foods can be stored anywhere else in the fridge.

For more detailed information on Kashrut rules please refer to the “We Are a Kosher Facility” pamphlet or speak to the Manager of Food Services or Dietitian.

## **Everyday Living**

### **Your Unit**

Each unit has a dining room, and a lounge area for the personal use of the residents and their family/friends.

### **Resident's Rooms**

Rooms are assigned according to availability and the individual daily needs of the resident. If the resident's individual needs change, or safety concerns arise, they may be moved within the facility. You and your family will be notified prior to any relocation move.

Each room is supplied with:

- An electric bed/mattress
- Armoire
- Bed side table
- Six dresser drawer
- Winged back chair
- A shelf for personal items above the bed
- Bulletin board

The Simkin Centre supplies all linens such as; sheets, blankets, pillows, pillowcases, towels and face cloths for each resident. We encourage you to furnish your room with personal articles, such as pictures, bed covers, radios, as familiar personal items may assist you in settling into an unfamiliar environment.

You may want to bring in your favourite quilt or comforter for your bed. It must be labelled before being placed in your room. It is the responsibility of the resident or family to launder or dry clean these items.

Electrical appliances (i.e. lamps, radio, television, bar fridges) must be checked and tagged by our Maintenance department to ensure they are in good working condition. Appliances are not to be placed near window coverings. Repairs to electrical appliances are the responsibility of the resident or family.

Furniture and electrical cords should not obstruct movement in the room or the ability to carry out care, and must be checked for safety and appropriateness.

The following are **Unacceptable items** due to fire and/or safety concerns:

- Items over 10 pounds must be installed by Simkin Centre Staff
- Halogen Lamps
- Rugs/scatter mats
- Console/large portable televisions
- Large TV stands
- Wall mounted televisions
- Microwaves
- Toasters
- Large pieces of furniture
- Electric kettles
- Portable heaters.

Any damage to The Simkin Centre property will be charged back to the resident.

### **Personal Belongings**

Jewellery and large sums of money should not be kept in the resident's rooms. Money may be deposited into a Resident Trust Account. Residents or family member/POA/SDM are solely responsible for the care, protection and well-being of all valuables, personal effects, prosthetic devices or cash.

The Simkin Centre is not responsible for the loss or damage to personal belongings (resident, family, visitors, or private companions) under any circumstances. This includes, but is not limited to clothing, hearing aids, eyeglasses, or dentures, etc.

### **Personal Insurance**

Residents and/or their advocates have the option of obtaining or maintaining private insurance for their personal belongings in their room. The Simkin Centre recommends not keeping valuable items in the room.

Please consult your local insurance agent for further information and options regarding personal content insurance.

### **Televisions, Computers, Telephones and Radios**

Televisions are provided in the lounge areas on each unit and computers with Wi-Fi and Skype are available in the library for Resident use.

Should you prefer to have your own television or internet services in your room, please contact a provider of your choice to make arrangements.

Should daily telephone calls be part of your routine, arrangements to have a private phone in your room through a telephone provider can be done by the you or family member/POA.

All charges for installation and billing are the responsibility of the resident and/or family member/POA.

In the interest of safety, all lamps, radios, and other electrical items must be Canadian Standards Association (CSA) approved and checked by our maintenance staff prior to use.

### **Personal Clothing and Toiletries**

This is your Home, and we encourage you to be dressed in your own choice of personal clothing everyday. An adequate supply of personal clothing is therefore essential. We suggest 7 complete changes of clothing that are washable. Permanent-press clothing is preferred for ease of laundering. We do not recommend items that require dry cleaning or that will shrink in commercial laundry machines (e.g. wool or 100% cotton). Any items that would require dry cleaning are to be sent out by you and/or family.

The following is a recommended initial clothing list:

#### Women

8 cotton panties	4 pairs of pajamas or night gowns
8 undershirts or 4 bras	8 pairs of stockings or socks (thin cotton socks)

7 pants	1 robe
7 blouses or 7 dresses	1 pair of walking shoes
4 sweaters	1 pair of slippers (washable slippers and non-skid)
Seasonal outerwear	

Men

8 sets of underwear	1 robe
8 pairs of socks	1 pair of slippers (washable slippers and non-skid)
7 pants	1 pair walking shoes
7 shirts	4 sweaters
4 pairs of pajamas	Seasonal outerwear

Due to limited storage space in the resident's room, it is recommended that a rotation of seasonal clothing items is done. For example: bring in warm weather clothing in the spring/summer/early autumn months and cold weather clothing in late autumn/winter/early spring months.

Families that prefer to launder your clothing themselves need to be aware that labelling of the items will still be required, as it will help to ensure that personal clothing does not go missing.

On the day of admission all clothing items will be labelled with the name and room number UNLESS it is late on Friday or a weekend admission. Moving forward, when you receive new items, please ensure that the item is given to the Nurse and it will be labelled prior to placement in the closet/drawers. This will help ensure that personal clothing is returned to the correct residents' room.

If your care needs change, for example: if you are using a mechanical lift for transferring, open-back garments are required, the Nursing staff will discuss available options.

You are required to provide your own toiletries such as, but not limited to:

Kleenex	Deodorant
Comb/Brush	Nail Clipper
Toothbrush/paste	Electric Razor
Denture cleaner	Denture grips



## **Aids and Equipment**

The purchase of eyeglasses, hearing aids, and dentures are the responsibility of you or family member. These items should be properly labelled or engraved.

You or your family member are responsible for purchasing and maintenance of your own assistive devices for mobility, included are walkers, wheelchairs, slings for mechanical lift, chair/bed alarms, fall prevention systems, Roam Alert bracelets, commodes, etc. The Rehabilitation Department can make recommendations of companies that provide these types of services.

Residents using a mechanical lift sling on a regular basis are responsible for the associated cost and ongoing replacement of their own slings. Residents are required to replace the sling if weight changes necessitate or if there is wear or tear which will then be a safety concern. Slings purchased by the resident will be clearly labelled for the sole use of that person.

## **Walker/Wheelchair Assessments and Maintenance**

If you have arrived with your own personal walker or wheelchair it will undergo a standard safety check to ensure safety for yourself, co-residents, visitors and staff. You will be informed of any necessary repairs to your walker or wheelchair. It is your or your family's responsibility to maintain the equipment in good repair, and with the assistance of the Rehabilitation Department recommendations will be provided.

Any costs related to modifying, maintaining or purchasing walkers or wheelchairs are the responsibility of the resident and/or family/POA. Please contact Blue Cross or other private insurance to inquire about your coverage if applicable.

The Occupational Therapist will also arrange to have a prescription made available if required.

Staff will clean and perform a basic check (ensure brakes are working, vinyl in good repair) of your wheelchair routinely. If your wheelchair requires any major repairs, arrangements may be made with external providers to perform these

services. You will be contacted regarding any associated costs by the Occupational Therapist.

**Hair Care Telephone Number: 204-586-9781 ext 1349**

Hair care services are provided through the hairdresser, this is a fee for service. You or your family member may make an appointment directly with the hairdresser. The hair shop is wheelchair accessible.

**Chai Lites** is located on the Main Floor of the Simkin Building. The hours of operation are Tuesday thru Friday at 9:00 am.

Prices (January 2014)

Women's Haircut	\$16.00
Men's Haircut	\$13.00
Wash & Set	\$20.00
Set	\$17.00
Wash, Set and Haircut	\$32.00
Set and Haircut	\$29.00
Color and Cut	\$44.00
Color, Cut and Set	\$56.00
Perm, Cut and Set	\$70.00

**Prices are subject to change; please refer to posted prices to verify cost**

**Dining**

We consider good nutrition and attractive meals to be an essential component of our service, and we offer a daily menu of nutritionally balanced meals. Food has a meaning that goes beyond their nutritional or culinary interest and is an important social component for residents.

Because food is so important to a good quality of life, everyone at The Simkin Centre makes an effort to prepare and serve meals and snacks that are both tasty, nutritious and traditional. There will also be availability of traditional food items served during the religious and festive holidays, for example: during Passover, Matzah is served to everyone and no leavened bread products are served during this time. For further information please refer to the "Passover – What will

change during the holiday?" pamphlet or speak to the Manager of Food Services or the Dietitian. For non-Jewish Residents the celebrations for Easter, Thanksgiving, and Christmas are prepared and served in the multipurpose room.

Your meals will be served in the dining room of your unit. The choices for each meal will be posted on a menu board on the unit. The Dietary staff, assisted by the Nursing staff will serve your meal and staff will be on hand to assist you to ensure safety and comfort.

Menus are planned on a rotating 4 week cycle. Semi-annually, the master menu switches between a spring/summer and a fall/winter rotation. The master menu is regularly reviewed and altered to take into consideration seasonal changes and trends in resident likes and dislikes.

Breakfast is a dairy meal.

Lunch may be either a dairy or a meat meal.

Dinner is usually a meat meal.

During the lunch and dinner meal, there are two (2) alternatives to the first entrée available. The alternatives offer a choice for residents who, due to a dietary intolerance, are unable to eat the first entrée or there is an identified dislike noted.

### **Garden Café**

The Garden Café is open Monday-Friday 11:00 am – 3:00 pm. Meals can be purchased or billed through a Resident Trust Account. Please note that cash is not accepted on specific Jewish High Holy days, and the Café is closed on statutory holidays.

### **Vending Machines**

Vending machines are also available for residents and visitors to use. They are located next to the Garden Café and offer both snacks and beverages.

## **Mail/Newspapers**

Residents' mail is delivered to the residents' rooms daily. Residents' outgoing mail, with postage affixed, may be dropped off at the Administration Office.

Determination of the residents' ability to receive mail will be made at admission and changed as necessary. You and/or family are responsible for redirecting the mail to the appropriate address. The purchase of local stamps, standard size envelopes can be done in the Administration Office.

The address is:

Your name  
The Saul & Claribel Simkin Centre  
Room #  
1 Falcon Ridge Drive  
Winnipeg, Manitoba  
R3Y 1V9

You or your family are welcome to make arrangements for delivery of any newspaper to your room.

## **Contact Information**

It is very important that we have the correct and up-to-date family contact information as we are sometimes in need of getting in touch with them. Any changes to contact information should be provided to the Nurse, Social Worker or Administration office. If the name of your contact person changes – either for short period of time or permanently – the Care Team should also be informed immediately.

## **Library Services**

The Simkin Centre has a Resident Library which offers a wide selection of books and other material for resident enjoyment. Donations of large print books are greatly appreciated. Please see the Therapeutic Recreation Manager for book donations.

## **Parking**

Parking is available in front of the building, off Falcon Ridge Drive, and families are welcome to park there when spaces are available. We request that you do not park in front of the entrance to the building. Please watch for and comply with “Fire Route – No Parking” areas as **Absolutely No parking is permitted in the designated fire lanes which are clearly marked.**

## **Please “Go Slow”**

Many of the residents and visitors have visual or hearing impairments or physical limitations that may cause them to move more slowly. To protect our residents, employees, volunteers and other visitors we ask drivers to respect them and to please drive slowly.

There are limited special access parking spaces available in the front parking lot designed for people who have a Parking Permit.

The Simkin Centre has a canopy provided as the main entrance for residents to be picked up or dropped off to protect the residents from the weather. Please ensure that you coordinate the pick up or drop off so that the area is free for other residents to use and emergency vehicles.

## **Visiting**

Not only is receiving visitors a very important part of your life, it can improve that individual’s health and emotional well-being.

Families and friends are encouraged to visit as often as possible. Accordingly, we practice an open hours visiting policy that considers the residents’ schedules, safety, and their comfort.

The main entrance is monitored by Security Guards 24 hours per day. A sign in/out sheet is maintained for security purposes. The main entrance doors lock at 4:00 pm and access to or from the building is by either swipe card or security/staff.

Swipe cards are available for a refundable \$10.00 fee. Forms are available at the security desk and the swipe card can be picked up at the Administration office. The process takes two business days to complete.

The Simkin Centre offers many areas available for visiting with residents: Atrium area, Fireside Lounge, Library and during the summer months the Enclosed Outdoor Garden areas are all available for you and your family/friends.

We ask that visitors respect the other residents and staff when visiting. We ask the visitors to keep the following in mind when visiting:

- **If visitors are ill or simply feeling unwell, we ask them not to visit** The Simkin Centre until they are feeling better. All visitors are encouraged to wash their hands frequently and use the hand sanitizers available from dispensers at the entrance and throughout the building.
- All visitors are asked to stop and read notices about any current outbreaks of infectious illness and to respect any requests from our Infection Control Nurse asking you to limit visiting, to wash your hands or to wear protective gowns or gloves. Such notices may be posted at the building entrance, on specific units or outside an individual's room which are affected.
- Visitors will use the main entrance.

### **Visiting Pets**

We unfortunately are unable to accommodate personal pets living at The Simkin Centre, but we appreciate family and friends bringing pets into the facility to visit. We encourage pet therapy, providing the comfort and safety of the residents and staff is ensured for. All pets must be obedient and good tempered.

We ask that the following be adhered to:

- Vaccinations must be current and the animal must be in good health;
- Pets must be leashed and supervised at all times;
- Pets must be exercised away from public entrances and droppings disposed of in outdoor receptacles;
- Pets are not allowed in dining and food preparation areas, except where the law allows, such as certified guide dogs to a deaf or blind person;

- Pets must be good-natured and quiet-mannered;

Owners may be asked to remove the pet if:

- The pet appears unkempt (a potential health hazard to residents and other pets);
- The pet exhibits aggressive or disruptive behaviour;
- The pet is unleashed or unattended;
- The pet owner fails to bag pet waste and place it in an outdoor receptacle;
- The pet causes noise that disturbs other residents;
- A copy of the pet policy is available upon request.

### **Alcoholic Beverages**

There are opportunities for you to enjoy alcoholic beverages under supervision. Resident's wishing to enjoy an alcoholic beverage can do so as long as their drinking is responsible and respectful of others. Personally owned alcoholic beverages may not be stored in the Resident's room and should be kept at the Nursing desk.

As there may be certain health conditions or concerns or medications that make alcohol use risky, your physician must be consulted before any alcohol use.

### **The Resident Care Team**

#### **Your Family's Role**

The Care Team will do everything possible to establish a positive, trusting relationship with your relatives – your spouse, children and grandchildren, other relatives and close friends. They know you better than anyone else, and – with your agreement – we rely on them to share information about your life history, your health experiences, your likes and dislikes, your pleasures and your fears. This information will assist us in making your life at The Simkin Centre as pleasant and comfortable as possible.

## **Consultants**

The Saul & Claribel Simkin Centre contracts the services of various consultants in Geriatric Medicine who specialize in illnesses associated with aging. Additional resources are also utilized in the community as the need arises.

## **Nursing**

Nursing professionals are on duty 24 hours per day. All professional nursing staff is licensed through the applicable Provincial regulatory body. Any inquires related to resident care should be directed to the Nurse, Unit Co-ordinator, Assistant Director of Care or Director of Care.

We strive to meet your physical/psychological/emotional needs by providing care that is focused on respect, dignity and each person's inherent right to make individual choices. We strive to improve functional abilities by promoting, supporting, maintaining and /or restoring your sense of well-being.

## **Health Care Aide/Orderly**

The Health Care Aide/Orderly will assist you with your activities of daily living such as dressing, transferring you to and from your bed or chair, bathing, grooming, toileting and meals. These staff members also provide reassurance and support, and encourage you to attend programs. They assist you with your plan of care that has been jointly developed by yourself, your family and the care team. The Health Care Aides/Orderly will also be assisting in daily washes and residents will receive assistance once a week for a bathtub or shower.

## **Assistant Director of Care**

The Assistant Director of Care is an advocate for the resident and families. The Assistant Director of Care manages the Nursing Department and ensures that the needs of the resident are being implemented by the health care team. The Assistant Director of Care is available to residents, families, or visitors as needed.



## **Nurse Practitioner Services**

A Nurse Practitioner is one of the primary care provider for residents at Simkin. The Nurse Practitioner will perform a complete admission history and physical on assigned residents. Residents individual health needs and assessments by the nurses on the unit will determine how often the resident will need to be seen by the Nurse Practitioner. The Nurse Practitioner will consult with other physicians, specialists or health care providers as needed.

## **Physicians**

All residents moving into The Simkin Centre must have a Physician.

There is a Physician on call 24 hours/7 days a week for emergency calls and after hours the Nurse will contact the Physician for direction of care.

Regular “check-ups” will be performed and diagnostic tests arranged as required or minimally once every 3 months. The Physician will see you when you are ill and will arrange investigations or treatments as required. Residents and families who wish to discuss medical conditions or treatment plans with the Physician may do so by making arrangements with the Nurses on the unit.

If you want to continue seeing your community Family Physician it is acceptable, however, that Physician must be willing to be available to the nursing staff 24 hours a day/7 days a week and will require to meet the standards set by the Simkin Centre’s Medical Director. A package for a Family Physician is available from the Assistant Director of Care.

For a copy of the Medical Staff By-Laws, or for concerns regarding Physician services, please contact the Director of Care.

## **Dietitian Manager**

The Dietitian Manager is a registered dietitian. The Dietitian Manager, the Dietitian, and the Production Supervisor of Food Services will work with you

and/or family members to meet your nutritional needs. The Dietitian Manager also collaborates with the Rabbi to ensure that the Kashrut rules are followed.

### **Clinical Dietitian**

A Registered Dietitian is available to the residents. The Clinical Dietitian will meet with you and/or your family member(s) shortly post admission. The Clinical Dietitian is also available by consult from Nursing if there are any concerns. The Clinical Dietitian will discuss which foods you like or dislike, and discuss any concerns you or your family may have.

A meal plan, based on our menu will take into account your traditional foods, preferences and dietary needs.

### **Production Supervisor of Food Services**

The Supervisor is a Registered Dietitian, who works with the Dietitian Manager and the Clinical Dietitian to ensure that the meals provided are nutritional, attractive and prepared efficiently.

The responsibilities of the Production Supervisor of Food Services are: resident menu, management of the Garden Cafe, catering services and is the representative for the department attending the Resident Council meetings.

### **Dietary Aides**

The dietary aides are on hand in the dining room to serve your food with the assistance of the Nursing Staff. The staff are available to help you to select your preferred food and have an enjoyable mealtime experience.

### **Therapeutic Recreation**

The Therapeutic Recreation department recognizes the holistic needs of the individual and respects each individual resident's right to make program choices. You will be given the opportunity to participate in recreation programs appropriate to your intellectual, physical, cultural, social, and spiritual abilities.

Resident programs are designed based on resident abilities and compliment each clinical program.

Based on an individual recreation assessment, each resident has a plan for involvement with Therapeutic Recreation. Planned programs include: one to one, and small or large groups. Examples of programs include reminiscing, exercises, baking, music, Jewish holiday celebrations, and beauty groups. There are also outings, which enable you to experience a variety of community environments as well. Bringing the local community into The Simkin Centre is also part of our programming. School groups, religious associations, volunteers, and other groups are welcome.

A monthly record is kept of all the programs that you attend. A sample recreation calendar is attached.

There are also beautiful enclosed garden/walk areas that are maintained with lovely shrubs and flowers for your enjoyment. Please feel free to take a leisurely stroll or a relaxing seat with family and friends.

Please contact the Therapeutic Recreation Manager or any of the Therapeutic Recreation Staff to discuss participation or program ideas. Family can assist by providing a history of their family member's leisure activities.

## **Spiritual Care**

Spiritual Care Service provides Rabbinical/Pastoral care, spiritual education, religious celebrations, and education. These services are available to you and to your family as well as to staff. The approach is holistic and is based on a synthesis of traditional Jewish healing methods and contemporary geriatric studies.

Spiritual counselling helps residents, their families, and staff process ethical, spiritual and moral issues related to the realities of aging. Family consultations are particularly helpful when dealing with end of life. Counselling is centered on the needs of individual residents and recognizes that all people have unique values when it comes to life and death issues.

Religious celebration follows the outline of the Jewish holidays and festivals. Holiday services and Shabbat are designed to meet the needs of the residents.

Services are celebratory and upbeat and often include music, a vital element in bringing joy to elders.

While The Simkin Centre serves primarily the Jewish community, as a provincially funded Personal Care Home it welcomes people from all backgrounds. Spiritual care is available to all residents, and when appropriate, the services of other faith groups and their clergy are enlisted.

During Rosh Hashanah, Yom Kippur, Passover, Shavuot, and Sukkot staff may be less available than during regular working days. These particular periods have work restrictions attached to them, thus limiting what type of work can be done in the facility. All activities that can be suspended without risking the health of the resident will be suspended.

### **Social Work**

The Social Worker provides social/emotional support and acts as an advocate for you and your family.

The Social Worker is available to provide consultation and intervention services to you and your family members in areas such as adapting to a personal care home, grief, coping with illness, and caregiver support, etc.

The Social Worker can be contacted directly or reached through the Nursing Staff.

### **Pharmacy Services**

Required medications are prescribed by the attending Physician, and are administered by the nursing professionals. Upon arrival at the facility, all medications, including herbals, vitamins, creams and topical ointments, should be provided to the Nurse. The nursing professional will review all medications to establish a medication profile, verified by the attending Physician, which will be continued within the facility.

To avoid drug interactions, if additional over the counter medications are brought into the facility, they should be discussed with the unit Nurse. A copy of the

facility policy on health food and herbal supplements can be provided upon request.

Most medications for residents are covered under the Personal Care Home Program as an insured benefit for residents of Manitoba. If a medication is prescribed that is not covered, the Resident and/or family will be contacted.

### **Occupational Therapy/Physiotherapist/Speech Language Services**

**The Occupational Therapist (OT)** will assist you to maintain your highest possible level of functioning when it comes to activities of daily living. The OT provides expert assessments, prescribes seating and mobility devices and various assistive devices for daily activities such as bathing, eating, and dressing. The OT may also recommend changes to hand splints and orthotics (shoe inserts) if required. The OT is also consulted to review the safest transfer for you as well as the care team. Our Occupational Therapy services are supplied through an external provider known as Community Therapy Services.

**The Rehab Assistants** will assist you with the rehabilitative programs that are designed by the OT/PT and assist in maintaining and promoting independence in a safe manner for you. The Rehab Assistants programs include, but are not limited to, walking programs such as post-hip fracture, range of motion exercises, pulleys, and provide education to staff, family and/or residents for therapeutic stockings, wrist supports and proper footwear.

**The Physiotherapist (PT)** department is available on a consultant basis only. They will assess you and will assist in maintaining the highest possible level of physical mobility and functioning, by providing recommendations or exercises specific to the your needs. The PT services are supplied through an external provider known as Community Therapy Services.

**The Speech Language Pathologist (SLP)** will assesses if you have difficulties with communication and/or swallowing. This service is available on a consultant basis only. The Dietitian or Nurse will consult the SLP by way of referral and the SLP will arrange to visit you at the facility.

Components of all these programs are to include ambulation, restorative feeding, and assistance with activities of daily living.

### **Housekeeping Services**

The housekeeping staff endeavour to keep The Simkin Centre clean and attractive and will be a regular staff friend to you as they go about their work.

Upkeep of your room:

Every day: Washroom supplies will be replenished and refuse collected, and light cleaning. The floors will be mopped and any spills will be washed up.

Every week: Your room will be dusted, and general cleaning completed.

Once a year: A heavy cleaning will be done to the room.

### **Maintenance Services**

The maintenance staff endeavour to keep the building operating well and are prompt at repairing when necessary.

### **Students**

The Simkin Centre is a teaching facility. Many Students from a variety of university, vocational institutes or colleges and are completing their studies in their field can be seen throughout the building. You and your family will meet students who are assigned to work with our own staff as part of their educational experience. Students are fully supervised and will be introduced to you if they play any part in your care.

### **Other Services**

#### **Diagnostic Services**

Manitoba X-Ray provides portable x-ray services to residents when ordered by the attending Physician. Other imaging services such as ultrasound, CT Scan or

MRI if ordered by the attending Physician, and will be arranged through the Nurse at an outside facility. You and/or your family will be notified of the date and time of the appointment.

### **Laboratory Services**

The Gamma-Dynacare Laboratory provides services at the facility which is based on the orders and clinical information received from the Physician. This service will be provided on a weekly basis.

### **Foot Care**

Regular foot care can reduce the risk of infections and preventable foot conditions, as well as lessen foot discomfort and improve mobility. Foot care is provided by a qualified professional such as a Foot Care Nurse. The cost of the specialized foot care visit is directly billed to you.

### **Dental Services**

Healthy Teeth and gums are important for Canadians of all ages; however, seniors' oral health is often an overlooked part of general health and well-being. We recommend that you be examined annually by a dentist.

This is a non-insured benefit and arrangements for payment are the responsibility of yourself and/or family member/POA/SDM.

For more information or if required assistance to make an appointment, contact the Nurse or speak to the Social Worker.

### **Ophthalmology & Audiology Services**

Arrangements for eye examinations or glasses assessments and hearing assessments are non-insured benefits, and therefore, arrangements and payment for these services are the responsibility of you and/or your family member/POA/SDM.

## **Volunteer Service**

Our Volunteers provide an invaluable service to The Simkin Centre. The volunteers represent a diverse cross-section of the Winnipeg community and include students, people who have retired from the work force and seniors. Volunteering will offer the opportunity for self-development and for community service, according to their personal capabilities.

A distinguishing value of Judaism is *tikkun olam*, repair of the world. This is an encompassing term which can lead each person on an individual path toward making the world a better place through acts loving-kindness, *gemilut chassadim*. Volunteering at the facility offers many such opportunities.

Among the activities volunteers assist with are; Therapeutic Recreation programs, the feeding of residents who require assistance, palliative visiting, the provision of friendly visiting to residents, and the accompanying of residents on group outings. Volunteers are screened for suitability through reference checks and are provided with an orientation to The Simkin Centre.

## **Privately Hired Companion Program**

Some residents and/or families may decide to hire a Private Paid Companion to provide social visiting, or they might be hired to provide supplemental health care related services. All Private Companions will be required to provide a copy of their Criminal Record Check along with a copy of the Child Abuse Registry and Adult Abuse Registry. If the Private Companion is hired to support the resident with transfers or lifts they will also be required provide a copy of their Canadian Health Care Aide certificate from a recognized school or CLPNM/CRNM registration is required.

While we fully support these relationships, The Simkin Centre is responsible for addressing issues of quality of care, health and safety for all residents. For that reason, we have developed a comprehensive registration and orientation process for Private Companions.



If a Private Paid Companion is hired, please contact the Therapeutic Recreation Manager or the Private Companion Co-Ordinator to obtain the necessary paperwork and registration forms.

## **Care and Treatment Choices**

### **Getting to Know You**

During the first few days and weeks, you will meet all the Nursing staff (Nurse, Health Care Aides/Orderly) on your unit that are involved with your care, as well as the Nurse Co-Ordinator for your unit. They can be consulted on an ongoing basis and may inform you and your family about groups and educational sessions that can be offered. You will also meet the Dietitian, Physician, Therapeutic Recreation, Housekeeping, Dietary Staff, Social Worker, Rehab Assistants, and Occupational Therapist.

### **Resident Care Conferences**

A Resident Care Conference is when the Resident Care Team meets with you and/or your family/POA/SDM to discuss your care that has been provided and to discuss care plans. This is also a chance for you and/or your family/POA/SDM to meet the various caregivers who look after your needs and wants.

A Resident Care Conference will take place 6-8 weeks post admission and annually thereafter. This meeting may take place more frequently should issues arise that require greater attention.

The meetings are approximately 45 minutes in length. You and your families are key members to the Care Team, and we encourage participation in the decisions involved in your care.

The following persons contribute to the Resident Care Conference:

- Social Work – will arrange the date and time of the Resident Care Conference with you and/or your family. The Social Worker or designate facilitates the care conference and acts as the resident's advocate;

- Nurse – reviews the resident’s level of care required (e.g. skin condition, continence, daily living) and reviews the general condition since the last Residents Care Conference. Review of the resident’s medical condition, addresses any medical concerns and reviews all medications;
- Dietitian – reviews the resident’s weight, eating habits and nutritional requirements;
- Rehab Assistant – reviews the Occupational Therapist reports and will make a written recommendation if applicable;
- Therapeutic Recreation – reviews the programs the resident is involved in, or would like to be involved in.

If you are not able to attend the Resident Care Conference, your family is asked to provide information. This is also an opportunity to ask questions or raise any concerns regarding the care and services that are being provided. However, The Simkin Centre does not want you or your family to wait for the Annual Care Conference to discuss concerns and to bring forward to the Department Manager or speak to the Assistant Director of Care or Social Worker as concerns arise.

### **Decision – Making**

Upon admission, residents and family members are encouraged to discuss how decisions will be made in the areas of personal care, medical treatment and financial matters. We regard the resident as the primary decision-maker, and whenever possible, his or her wishes will be respected. However, if the resident is unable to take an active part in decision-making, the family or the resident’s POA/SDM/Representative will be consulted.

## **Health Care Directives, Living Wills and Power of Attorney (POA)**

Many residents and their families have a Health Care Directive or an Advance Care Directives, such as a Do Not Resuscitate (DNR) Order and/or a Power of Attorney for Personal Care Decisions. These important legal documents reflect the person's wishes about medical treatment, personal care and financial decision-making in case he or she is no longer able to make these wishes known to family members or care providers.

The Team collects the Power of Attorney and the Health Care Directive information at the time of admission.

The Care Team needs to have up-to-date information in this regard at the time of admission. A review your situation and wishes at the Post Admission Conference, and then discuss them regularly at Annual meetings. If you have any questions about Advance Care Directives and Powers of Attorney please speak to the Social Worker.

## **Advance Care Planning (ACP) – Goal of Care**

Advance Care Plan refers to a discussion that focuses on education and information-sharing regarding end-of-life decision making. The intent of this planning is to ensure that you and/or your family along with the health care team discuss options and develop a plan that is in your best interest. When making a plan, remember that you and/or your family has the right to accept or refuse any health care treatment.

The Advance Care Plan does not replace your Health Care Directive if you should have one. However the Advance Care Plan should reflect and be consistent with the preferences stated in the Health Care Directive, unless the request for interventions is illegal or inconsistent with accepted standards of practice.

The Advance Care Plan is transferable and understood throughout the Regional Health Authority. It can be applied to residents residing in Personal Care Homes, clients in the community settings, and patients in hospitals. When you are transferred to the hospital a copy of your Advance Care Plan accompanies you.

The Advance Care Plan is the written summary of the discussions between you and the facility health care team about what will be done in *specific* situations. This plan is changed as your health or opinions change. Our Health Care providers want to be sure that the care they are providing is what you want, especially if your health deteriorates and you are unable to speak for yourself. The Advance Care Plan is reviewed annually, or whenever your care needs significantly change.

## **Restraints**

We are committed to maintaining and respecting the dignity of each of our residents. The Simkin Centre supports a “least-restraint” philosophy. We believe that you should live in a caring and in a least restrictive environment as possible. You and/or your family/POA/SDM has the right to be fully informed about the procedures and the consequences of receiving or refusing a restraint. Any restraining measure, deemed necessary, must be kept to an absolute minimum, and must allow as much freedom of movement and expression as possible.

## **Financial/Service Agreements**

### **Financial Responsibility**

Upon admission to The Simkin Centre, the Financial Services Assistant will meet to explain how billing will occur. This meeting typically takes place following the meeting with social work for other required documentation.

Billing for the accommodations and payment is required at the beginning of each month. Payments for residential charges are processed through the Pre-Authorized Payment Program signed upon admission. An annual summary of residential charges will be available to you and/or your family/POA for income tax purposes. We make refunds in accordance with established policy. Please see the Admission Agreement upon admission for the daily rates and list of uninsured services offered.

As outlined in the Residents' Bill of Rights, we make a commitment to you to honour your rights as a resident in our personal care home. However, we also each have responsibilities to one another.

### **Admission Agreement**

Upon admission, you and/or family member/POA/SDM will be required to sign an Admission Agreement, which contains in part the following resident responsibilities:

1. Provision of personal clothing and effects as needed or desired.
2. Provision for spending money.
3. Responsibility for hospital charges and non-emergency transportation to hospital. It is preferable that a family member or responsible party accompany residents. If this is not possible, arrangements can be made for an escort, on a fee for service basis. This expense will be billed to the resident, or your family member/POA/SDM, by the service provider.
4. Responsibility for any extra or applicable Physician fees, medications and other treatments or aids ordered by the Physician, which are not covered by existing benefit programs.
5. First accommodation payment, due upon admission.
6. Future payments for accommodation, due at the first of each month.
7. Responsibility for uninsured services, which were authorized the resident and/or family/POA/SDM.

In turn we agree to:

1. Provide a room which contains a bed, armoire, dresser, bedside table, chair, linens and bedding.
2. Provide nursing care and those personal services necessary for health, safety, well-being, and good grooming.
3. Obtain the services of a licensed Physician, as well as such medications and treatments covered by Manitoba Health.
4. Arrange for transfer to hospital, when ordered by the Attending Physician, and to notify family. The Simkin Centre follows the Winnipeg Regional Health Authority policy on transportation cost and applicable responsibilities. A copy of the policy is available upon request.

5. Make refunds in accordance with established policy. Accounts are reconciled for billing each month. When refunds are owing to residents, these will be processed as soon as practicable, following the receipt of all resident charges and the reconciliation of the account.
6. Honour and abide by the Residents' Bill of Rights every day.

We require that a signed Admission Agreement upon admission to The Simkin Centre be completed.

### **Basic Daily Rates**

Manitoba Health sets the rates that are charged for accommodation in a Long Term Care Home. These rates are the same for all regulated Long Term Care Homes in Manitoba. Manitoba Health announces new rates annually that are effective on August 1<sup>st</sup>. A copy of the Personal Care Services Guide will be provided upon admission, as well as, annually.

These rates are based on the Notice of Assessment from Revenue Canada from the previous tax year. You will be required to provide a copy of the Notice of Assessment for the resident. Please note that if a spouse/common law partner is living in the community a copy of their Notice of Assessment will also be required.

### **Personal Expense Account/Trust Account**

The Simkin Centre, for a monthly fee, will manage a personal expense account for personal expenditures for each resident. Upon admission a Trust Agreement is required which outlines the responsibilities of each party. On a monthly basis, each resident or their representative will receive a statement that itemizes their personal expenses for the previous month.

The personal expense account can be utilized to pay for such things as hair appointments, café, and outings with recreation.

The Trust Account is a personal decision and can be declined at admission, or can be cancelled at anytime.

## **Getting to, from and around The Simkin Centre**

### **Leaving Your Unit**

Many residents who live at The Simkin Centre look forward to leaving their units during the day to participate in programs in another area of the home, to enjoy entertainment in the multipurpose room, to visit friends living in other areas, or to enjoy time outdoors in one of our three enclosed gardens during the warm months. Others enjoy leaving The Simkin Centre for occasional outings with family or friends. Here are a few tips:

#### **If you want to leave your unit but stay within the Centre**

Residents who can do so may visit the outdoor garden areas during pleasant weather, have a snack in the Café, or visit with other residents. Please let a member of the Care Team know you are leaving the Unit area. Family members, friends, volunteers who would like to take a resident off the Unit should inform a member of the Care Team.

#### **If you want to leave for outing from the Centre**

Residents who are able to leave The Simkin Centre and would like to do so should always inform the Care Team as far in advance as possible. This will allow Nursing staff to arrange any necessary medications required for the day. Please ask a member of the Care Team to explain the sign-out procedure;

### **Leaves of Absence**

#### **Leaving our Centre; When and For How Long?**

Being found eligible by the Long Term Care Access Centre for long term care home services means you require those services 24 hours a day – that is why this

is now Home. We recognize, however, that there are times you may wish to leave, or must leave The Simkin Centre for social or medical reasons.

Manitoba Health has defined rules about how long and for what purposes residents can leave a long term care home. Here are those rules;

### **Temporary Leave**

If your medical condition changes and you cannot be adequately cared for in The Simkin Centre, arrangements will be made for you to be transferred to hospital.

If this becomes necessary, you and/or family will be fully consulted and advised about the available options. Depending on the situation, such a transfer may be temporary and, after treatment, a transfer back to The Simkin Centre could be discussed.

### **Casual Leave**

Residents are able to leave The Simkin Centre for up to 48 hours (two days) per week. For the purposes of calculations, the week is considered to begin on a Sunday. Where possible, two day's notice should be given to the Nurse to allow time to secure a Physician's order, prepare medications, and provide healthcare information if needed. Casual Leaves may be taken throughout the year. When a resident leaves The Simkin Centre for a shorter period than overnight (e.g. out for shopping or to dinner with family) please inform the Nurse on the Unit and follow the signing out procedure. If you are unaware of the process please do not hesitate in speaking to the Nurse on the unit.

### **Long Term Social/Vacation Leave**

Residents can take what is called a "Vacation Leave of Absence" of up to twenty-one (21) days within a calendar year. This excludes those days taken as short term leave.

Please inform the Care Team well in advance of any Leaves of Absences to ensure that medication and paperwork is in order.

While on Leave (Long term or Short term) the resident is responsible to continue to pay all regular room charges.



## **Medical or Psychiatric Leave**

This occurs at any time a resident is admitted to hospital or psychiatric facility. At any time during a hospital stay, if it becomes apparent that you will not be able to return to The Simkin Centre due to a significant change in condition that is likely irreversible and exceeds the level of care available at the Centre, the bed cancellation process will be initiated.

A bed shall not be cancelled without consultation between The Saul & Claribel Simkin Centre, the acute care facility and the Long Term Care Access Centre. In cases where the bed is cancelled and your condition unexpectedly improves to allow your return to The Simkin Centre, you shall be reassessed and prioritized for another bed.

For those persons receiving employment and income assistance benefits to pay their authorized daily charge, authorization must be received from family services to extend payment past the initial 21 day period. The Simkin Centre is responsible to notify family services of the admission and any need for extension.

## **Government Assistance Programs Available to Seniors**

### **1. The Old Age Security Pension (A Federal Pension)**

The Old Age Security (O.A.S.) Pension is available to all seniors if:

You are the aged 65 years or over

AND

You are a Canadian Citizen or a legal resident of Canada

OR

You have a minimum of 10 years of residence in Canada after reaching the age of 18.

You must complete an application for O.A.S. pension. These forms are available from any Income Security Programs Office, or on the Government of Canada Website.

## **2. The Guaranteed Income Supplement (A Federal Pension)**

The Guaranteed Income Supplement (G.I.S) is an income-tested, monthly pension or benefit for Old Age Security (O.A.S.) pensioners with limited income apart from the O.A.S. Pension.

To qualify for G.I.S. you must be receiving the O.A.S. Pension, you must be a Resident of Canada and your income must be at or below the qualifying level. Application for the G.I.S. can be made at the same time that you apply for the O.A.S. Pension, or an application will automatically be sent to you at the time your application for the O.A.S. Pension is approved. If you did not qualify for G.I.S. in the past and you think that you may be eligible, you should complete a G.I.S. application as soon as possible and return it to an Income Security Programs Office.

Since the G.I.S. is based on your income for the previous year, **you must complete a renewal form each year**. Although renewal forms are sent to you each year in January, experience shows us that many seniors are not sure what the form is, and may either throw it out or put it away in a “safe place”. After a few months, many residents will phone the Income Security Programs Office wondering why their cheque or the direct deposit to the bank is suddenly a lot less.

The total of your O.A.S. Pension and the G.I.S. are added together and will be on one cheque. If a completed renewal form is not received by the Income Security Programs Office, your cheque will only reflect the O.A.S. portion.

When you make arrangements to have the G.I.S. started again, it will be retroactive, but you will still have the inconvenience of a few months without receiving this supplement.

Each pensioner of a married couple will receive a little less monthly G.I.S. than a single pensioner.

If you and your spouse are **“Living Apart Involuntarily”** (i.e. one of you is confined to a hospital or living in a Long Term Care Centre) you can be considered as a single person for the purpose of G.I.S. benefits.

You must notify the Income Security Programs Office if you fall under the above classification so that arrangements can be made to adjust the G.I.S. benefits of the couple involved.

### **3. Spouse’s Allowance (A Federal Pension)**

An income-tested Spouse’s Allowance is payable to 60-64 year old spouse of G.I.S. beneficiaries and to low-income widows and widowers aged 60-64, if they have resided in Canada for at least 10 years after reaching age 18.

With Long Term Care residents, the Spouse’s Allowance will usually be in relation to the spouse in the community.

### **4. Department of Veteran Affairs (DVA)**

If you served Canada in any of the Wars you may be eligible for Financial Assistance through the Department of Veteran Affairs. It is your or your family/POA/SDM’s responsibility to contact the DVA to assess eligibility.

If you or your family has any questions regarding financial services please do not hesitate in contacting Financial Services Assistant – 204-589-9047.

## **End of Life Care**

The Staff at The Simkin Centre are honoured and view it as a privilege to be able to provide comfort care to you and your family during the End-Of-Life process. Please ask to speak to the Nurse for any assistance required. Other resources available to assist you or your family includes the Assistant Director of Care, Spiritual Care Providers or the Social Worker at the Centre. The Nursing staff may also access the Winnipeg Regional Health Authorities Palliative Care Program. The Simkin Centre respects that family may need time to grieve, and so will give as much time as the family requires to accommodate this. When family indicates to the Nursing staff, they will contact the Funeral Home of choice that was indicated by family at the time of admission and make the necessary arrangements.

The Simkin Centre would like to give family time to make arrangements to remove personal belongings and items from the room; however, The Simkin Centre asks that personal belongings be removed within 24 hours in order that individuals requiring a move to The Saul & Claribel Simkin Centre may be facilitated.

We feel that families will appreciate having this information and knowing their options in advance. If the family is unable to attend to this matter personally within 24 hours, they may send someone else to perform this task. However, for security reasons, family members should notify the Social Worker and supply the name of the authorized person. A form will be signed at Admission entitled "Personal Effects upon Separation". We encourage family to discuss their preferences of the above at this time.

As an alternative, The Simkin Centre will pack personal items at a fee of \$100, and have them couriered COD to the main family contact.

## **How Can I Work With The Health Care Team?**

A person's language, abilities, literacy level, religious and cultural background can affect their perceptions, their interaction with the Health Care Providers and their access to treatment. Inform your Health Care Team of any language barriers and/or cultural considerations that could influence the health care of you or your relative.

You will be asked to appoint one family member to act as the person who will communicate with the Health Care Team. Many phone calls and requests for information from several different family members can be confusing.

Seek out and introduce yourself to the Unit Co-Ordinator and Nurses on your relative's floor. These are the people who arrange your day-to-day care. They can tell you what tests have been scheduled, what medications you are receiving, and what the possible side effects are.

Be an advocate for your relative. If you notice sudden changes in their mood, thinking, or behaviour, tell a health care provider right away. Don't be afraid to ask questions about the treatment that is being provided or recommended.

Communication is a two-way street. Family members can provide the Health Care provider with important information about the resident. Don't be afraid to ask members of the Health Care Team for more information on your family member.

**We Welcome You**

