



SAUL & CLARIBEL  
**SimkinCentre**

# RESIDENT HANDBOOK

**1 FALCON RIDGE DRIVE WINNIPEG MB R3Y 1V9**

[WWW.SIMKINCENTRE.CA](http://WWW.SIMKINCENTRE.CA)

**CONTACT US**



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

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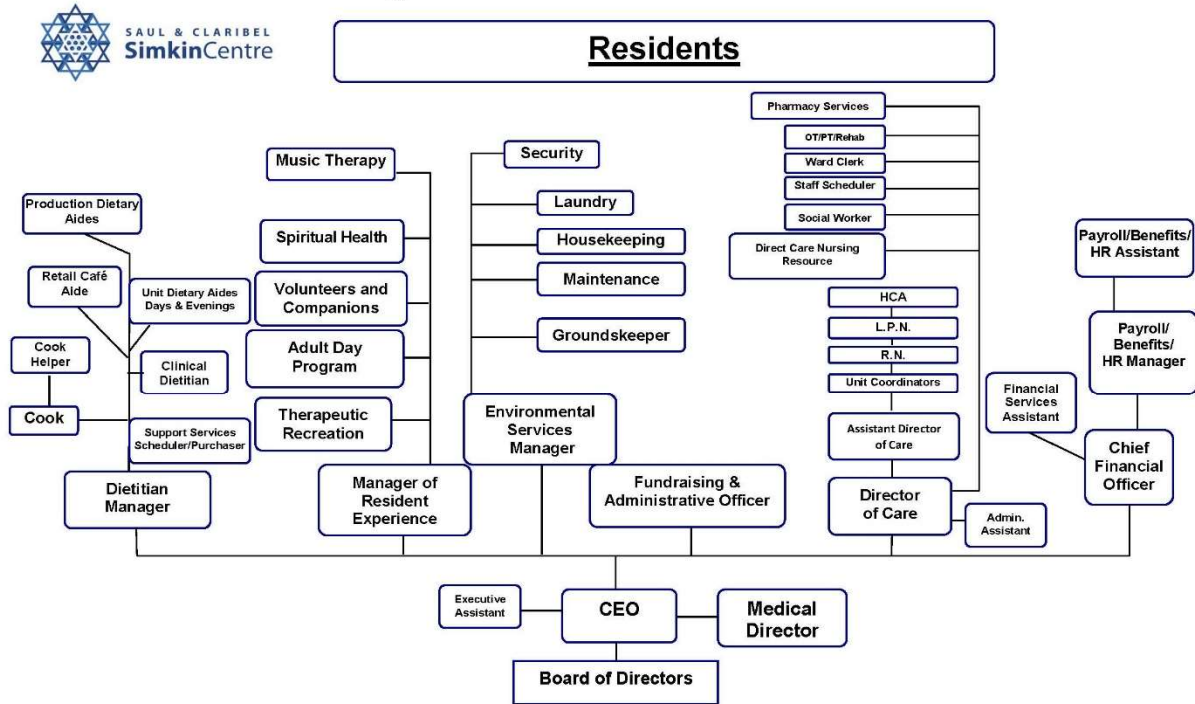
## **CONTACT NUMBERS**

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2 <sup>nd</sup> Floor, Weinberg.....	204-589-9028
3 <sup>rd</sup> Floor, Weinberg.....	204-589-9031
1 <sup>st</sup> Floor, South, Simkin .....	204-589-9042
1 <sup>st</sup> Floor, North, Simkin .....	204-589-9043
2 <sup>nd</sup> Floor, South, Simkin .....	204-589-9048
2 <sup>nd</sup> Floor, North, Simkin .....	204-589-9049
Chief Executive Officer.....	204-589-9015
Executive Assistant .....	204-589-9014
Director of Care .....	204-589-9017
Assistant Director of Care .....	204-589-9009
Admin. Assist. Resident Services.....	204-589-9005
Social Worker.....	204-589-9006
Manager of Food Services.....	204-589-9019
Clinical Dietician .....	204-589-9020
Environmental Services Manager.....	204-589-9002
Manager of Resident Experience .....	204-589-9008
Rehab .....	204-589-9023
Spiritual Care Lead/Rabbi.....	204-589-9041
Spiritual Care .....	204-589-9029
Financial Services Assistant.....	204-589-9047
Hair Salon .....	204-586-9781 ext. 1349

**If the person you wish to speak to is not listed here,  
please call (204) 586-9781 and follow the prompts.**

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

## Organizational Chart – The Simkin Centre



Revised - January 2022



## **Welcome from the Chief Executive Officer**

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 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 partnership in care and look forward to open communication and feedback.

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



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

## **Welcome from the Director of Care**

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

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

The leader on each of our units is our unit coordinators. They are responsible for overseeing 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.



Alanna Kull, RN, BN  
Director of Care

## Introduction

The Resident Handbook was 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 the Jewish elderly could live out their lives in comfort. Over the decades, The Sharon Home was developed into 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 frequent questions regarding living in a personal care home setting have been addressed within, and it is anticipated that the topics included in this 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 facility's policies and cooperating with your care team.

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### Residents' Bill of Rights – Policy EL-18

(September 2020)

The Saul and Claribel Simkin Centre is dedicated to the provision of quality care and services to the elderly in the Centre and the community. The Centre was founded on the **mitzvah**, *mepney sevah takum* (Respect and standby the elderly) *Leviticus 19:32*.

The Saul and Claribel Simkin Centre founders established a residence for elders based upon four core Jewish values:

- Respect for all people – ***Derech eretz***
- Honour due each person – ***Kavod***
- Caring – ***Chesed***
- Trust – ***Emunah***
- The Communal Responsibility – ***Kol Yisrael Areivim Zeh La-Zeh***

We strive to enhance the quality of life of each resident, regardless of their physical or mental state, by providing opportunities for the resident or advocate to engage in meaningful and relevant choices. We recognize that residents' rights are also protected by The Centre's Code of Conduct which applies to all persons in The Centre.

Each resident is entitled to the following **RIGHTS**;

***Each resident has the right*** to be treated with dignity and courtesy. Resident qualities, characteristics and differences are valued and respected.

***Each resident has the right*** to be sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs.

***Each resident or their legal representative has the right*** to give or refuse consent to treatment, including medication, in accordance with the law.

The 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 their 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 their own needs, as is reasonably 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.

***Each resident has the right*** to sensitivity and respect for privacy while conducting business, socializing, and receiving care.

***Each resident has the right*** to be protected against verbal, physical, psychological, financial abuse and harassment.

***Each resident has the right*** to seek and receive reasonable treatment to mitigate pain.

***Each resident has 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 their life in peace with dignity and comfort with those whose presence has significant meaning.

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## **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 Vision, Mission and Values statements.

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

Resident and family centered care and service is an approach to 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, protects individuality and meets specific needs.
- Each Resident is unique and has individual values, goals, strengths, 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 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 Practitioners, Assistant Director of Care, 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.

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### **Vision, Mission and Values Statement - Policy E-1** (October 2019)

#### **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*

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#### **Our Employees**

To earn your trust, we screen and train all 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.

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### **Code of Conduct – Policy F-5-20** *(February 2022)*

The Saul and Claribel Simkin Centre has a ZERO TOLERANCE POLICY towards abuse, harassment or bullying and is dedicated to providing a safe and respectful environment for all. The Saul and Claribel Simkin Centre DOES NOT TOLERATE any inappropriate behaviour or conduct (actions, comments or displays) by any individual through the use of verbal, physical, sexual or psychological means that is directed towards a resident, family member, visitor, volunteer, companion or employee which causes psychological trauma and or physical abuse.

The following guidelines must be adhered to while on the premises of The Saul and 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 and Claribel Simkin Centre and at its meetings and functions.



The Saul and Claribel Simkin Centre expects all individuals to comply with this Code of Conduct.

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

Concerns may also be reported to the Protection of Person 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 Simkin Centre is an inviting 200 bed long term care facility. We are situated in the south area of Winnipeg just off McGillivray Blvd. 1 Falcon Ridge Drive.

### **Admissions**

We recognize 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 falls between breakfast and lunch and staff are more readily available to welcome you. Admissions are facilitated Monday through Friday.

Upon arrival you will be greeted by Security and they will contact the unit where you or your loved one is going to be residing and a staff from the unit will come to greet you, **if possible**. Clothing items will be left at Security for our Laundry department to come and pick up for labelling. Items will then be brought to the Resident's room later in the day. Family do not need to pre-label, as our labels are colour coded for each unit. Any clothing items, or blankets, brought in following the admission are to be left at Security for labelling.

The social worker will contact the Resident or Power of Attorney to discuss the admission. If possible, a tour will be provided of the facility prior to admission.

[The Saul & Claribel Simkin Centre » Social Worker – Admissions Process | The Personal Care Home of Choice for Manitoba's Jewish Community in Winnipeg Manitoba](#)

The paperwork for admissions can be found on our website, or provided during the pre-admission tour, emailed to the Power of Attorney, or left in a binder in the Resident's room. These options will be discussed, and it is up to the Resident or POA to indicate their preference. The paperwork can be completed in advance or taken home to complete within 1-2 days of admission. Both the social worker and the financial services assistant are available to meet with to review documentation if needed.

During the first few weeks after your admission, staff from various departments such as Nursing, Clinical Dietitian, Occupational Therapy, Physiotherapy, Therapeutic Recreation and Spiritual Health will meet with Residents to discuss programs, options and your personal preferences. Each of these departments is available to answer any questions that Residents and/or family/friends may have. Please see "Contact Numbers" at the beginning of this handbook.

Approximately 8 weeks following admission, a "Post-Admission Care Conference" is booked. The date and time for this conference will be emailed to family or left in the admission binder in the Resident's room. The conference is normally conducted via teleconference; however, can be in person if preferred. The conference members consist of social work, nursing, and the Resident (if applicable) and/or family/POA. The length of the meeting is approximately 15 minutes. Once the meeting is completed a full summary package will be given to the Resident and/or their representative. The package contains a write-up from each of the interdisciplinary team members and includes a copy of all medications and the current care plan. We encourage regular communication between Residents/family and our staff. The purpose of the conference is to provide an overview of the Resident's activities of daily living. Should family wish to speak directly to another department, either the social worker or the nursing department will provide contact information.

Annual care conferences are held thereafter.

## **Partners in Care**

Providing excellence in care and services is not just the responsibility of The Simkin Centre's health care 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 within The Simkin Centre.

These include formal and informal opportunities for you to become involved in all aspects of care and services. Residents are invited to participate in the Resident 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.

The Resident Council is a venue for Residents to discuss the day-to-day living of the entire building. We encourage that "specific" Resident concerns be addressed at their personal Resident Care Conference, or directly with a department Manager or Nursing.

The Resident Council meets a minimum of 5 times per year in our multi-Purpose Room. Social Work facilitates the meetings, and Management is present along with guest speakers to provide Residents with an opportunity to address their comments and suggestions. Social work may gather Resident questions in advance to encourage equitable voices amongst the Residents.

## **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 social worker, a unit coordinator or a nurse on the unit. A Suggestion Box is also located on the Family & Resident Information Board if you choose to write down your thoughts. Completion of the 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.

## **The Resident & Family Information Bulletin Board:**

This board is located in the hallway into the Simkin Building (near the hairdresser). It contains 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.

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

Resident and Family Experience Surveys are distributed on an annual basis. Volunteers assist Residents to complete the survey. The Family Experience survey is distributed and completed electronically. The results of the surveys are shared widely and assist us in improving the care and service that we provide to Residents and their families.

Residents and families are encouraged to bring concerns forward at the time they arise so they can be dealt with quickly. Please refer to the Problem Solving at the Simkin Centre guide to assist you in this process.

## **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 people 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 health care 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**

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

## **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 in identifying who you are. 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 strongly advise you **NOT** to store any cash, valuable jewelry, or important documents anywhere in your room.

**The 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. Please note that some families choose to maintain private insurance for their loved one's belongings.**

## 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 7 days a week. **Please see the front door posting, or speak with Security, for current visitation hours.**

The Simkin Centre is currently unable to issue swipe cards to families and/or friends due to COVID-19 screening protocols. A swipe card will be issued to families/friends who's loved one will be residing on our Memory Care Unit (Simkin 2 North).

The front doors are closed and **not accessible** while Security is taking their break. Please plan on arriving or leaving prior to these times:

CLOSED 12:00 pm to 12:30 pm and 5:00 pm to 5:30 pm.

All employees are required to use their electronic swipe card to gain access to the facility. 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, is 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 / Sparkers**

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, family members or 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.

## **Policy on Audio, Video and Photographic Recordings**

There are very strict Winnipeg Regional Health rules pertaining to audio, video and photographs within the facility. *It is strictly forbidden* to place cameras in Resident rooms, or anywhere in the facility, along with audio recording and photographing staff and/or Residents. For a full detailed description, please see the link below on our website under the Admissions tab to review “Audio, Video and Photographic Recordings” Policy #10.40.280.

[Level 1 Policy Template \(wrha.mb.ca\)](http://www.wrha.mb.ca/policies/10.40.280)

## **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.

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 families 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 protect 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 immunization. Once informed consent is received and if there are no known allergies, the vaccination will be given. The Simkin Centre also provides Influenza Immunization Clinics for employees and visitors. If your family or friends wish to have their immunization at The Simkin Centre, 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.

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.

## Recommendation-vaccine against Herpes Zoster

Primary varicella-zoster virus infection causes varicella (chickenpox) and reactivated infection results in herpes zoster (shingles). Herpes zoster (HZ) occurs most frequently among older adults and immunocompromised persons.

Herpes zoster (shingles) is a manifestation of reactivation of the varicella-zoster virus (VZV), a DNA virus of the Herpesvirus family, which, as a primary infection, causes varicella (chickenpox). Shingrix<sup>®</sup> (Recombinant Zoster Vaccine, RZV) is currently Canada's only vaccine authorized for use. RZV is recommended for individuals ≥50 years of age without contraindications. RZV is administered **intramuscularly** in a two-dose schedule with the second dose administered between 2 and 6 months after the first dose.

Reference: [https://www.canada.ca/en/public-health/services/publications/healthy-living/canadian-immunization-guide-part-4-active-vaccines/page-8-herpes-zoster-\(shingles\)-vaccine.html#a1What](https://www.canada.ca/en/public-health/services/publications/healthy-living/canadian-immunization-guide-part-4-active-vaccines/page-8-herpes-zoster-(shingles)-vaccine.html#a1What)

## **Outbreaks**

There are times when two or more Residents in the same unit may become ill with cold, flu, RSV, or COVID-19 symptoms. This is called an outbreak. Personal Care Homes work in collaboration with WRHA/IP & C staff.

During outbreaks, for your own protection, we may elect to limit visitors. In these cases, a notice will be posted at the entrance of the building, and affected units, with specific instructions for all visitors to follow. Families will also be notified of outbreak updates as needed. Visiting during an outbreak is currently permitted at the visitor's own risk. Personal Protective Equipment (PPE – gowns, gloves) will be available outside of the Resident's room where precautions are in place. Orange Zone and Red Zone.

**As WRHA regulations pertaining to COVID 19 protocols are ever changing, please discuss what the current facility regulations are with the unit, unit coordinator or Infection Control Support Associate.**

## **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 items such as small appliances, scissors, crochet hooks, and/or knitting needles, families should advise the Unit Nurse of their intentions, to ensure Resident safety.

## **Food Services at the Simkin Centre**

As with every aspect of The Saul & Claribel Simkin Centre, Jewish tradition plays an integral role in the planning and preparation of meals for the facility's 200 residents. The Simkin Centre is a Kosher facility with all raw and packaged food products being Kosher. There is a stringent process to ensure our culinary team upholds to the strict dietary laws of kashrut to maintain our annual certification. Rabbi Benarroch, as well as a Mashgiach oversee our kitchen to ensure Kashrut rules are followed.

## **Basic Operational Kashrut Rules**

- Meat and dairy foods must be served, cooked, and stored separately.
- 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.
- Unit serveries fridges and microwaves are for kosher food only (Simkin Centre Food Only).
- Food brought in from outside the Simkin Centre must be consumed in the resident's room, family dining room or atrium. Disposable dishes and cutlery must be used as outside food cannot come into contact with facility dishes, glasses or cutlery.
- Only Kosher commercially prepared food (labelled) can be brought into the Kosher areas of the facility.

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 Clinical Dietitian.

## **Menu**

We consider nutritious, home-cooked, and attractive meals to be an essential component of our services.

Food plays a vital role in our lives, serving as a bridge across time and history, connecting generations. Traditional Jewish cuisine offers more than sustenance; it evokes memories and a sense of warmth for our residents. Jewish philosophy and law state that what we eat is not only nourishment for the body but also for the soul. Adhering to kosher principles reinforces a sense of Jewish identity, connecting individuals with their faith, community, and history.

The resident menu is a 4-week rotational menu and is adapted to accommodate therapeutic diets and texture modifications. The menu switches semi-annually between a spring/summer and a fall/winter menu. The master menus are reviewed and modified by taking into consideration seasonal change and resident feedback.

Our facility operates a cook -chill system. The technique involves the full cooking of food, followed by rapid chilling and storage at controlled temperatures, followed by retherming prior to meal service on the units. Meals are served in each unit's dining room. The daily and weekly menus are posted on the unit menu board. The menus include an alternative which is offered to residents who are unable to have the first entrée due to a dislike, dietary intolerance or allergy.

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The Simkin Centre provides therapeutic, and texture modified diets for residents. Our therapeutic diets are liberalized and similar to those provided in a home setting. Clinical research does not support the use of strict therapeutic diets in personal care homes. Some residents may be on a texture modified diet due to chewing or swallowing difficulties (as outlined in the WRHA Compendium).

### **Dining**

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

1. Families can bring in/order food 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 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 Kosher. The room must be booked in advance through the Administrative Assistant to Resident Services at 204-589-9005 to ensure availability.
4. The Garden Café is open Monday-Friday (11:00am to 1:30pm). Meals can be purchased or billed through a Resident Trust Account and consumed in the atrium or resident's room. The Garden Café also accepts cash or debit. Please note that during certain holidays the Garden Café will be closed (High Holidays and Statutory Holidays).

### **Garden Café**

The Garden Café is open Monday-Friday 11:00am to 1:30pm. Meals can be purchased or billed through a Resident Trust Account. Currently, staff and Residents can purchase meals and eat in the atrium. The Garden Café also accepts cash or debit. Please note that during certain holidays the Garden Café will be closed (High Holidays and 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.

## **Every Day Living**

### **Your Unit**

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

### **Resident's Room**

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 drawers
- 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 clothes for each Resident. We encourage you to furnish your room with personal articles such as pictures, your favourite bed cover, radios, etc. Personal items may assist you in settling into an unfamiliar environment. It must be labelled before being placed in your room.

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. If family choose to bring in a small fridge, the maintaining of the fridge's cleanliness is the family's responsibility.

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 – A reclining chair is, however, suitable. We encourage chairs that have non-absorbent fabric. The cleaning of the chair will be billed to the family.
- Electric kettles
- Portable heaters

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

### **Personal Belongings**

Jewelry 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.

**As stated above, 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, dentures, etc.**

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

Televisions are provided in the lounge areas on each unit.

Should you prefer to have your own television or internet services in your room, please provide the TV and telephone/computer, and contact a provider of your choice to make arrangements.

All charges for installation and billing are the responsibility of the Resident, family/POA.

Telephones on the units are not available for public use.

### **Personal Clothing and Toiletries**

This is your Home, and we encourage you to be dressed in your own choice of personal clothing every day. 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).

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	Season 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.

On the day of admission, all clothing items will be labelled with the Resident's name and room number. **Clothing is to be left at Security on the day of admission and for any new items that are brought in.** Laundry will pick up these items, label them, and return them to the Resident's room, normally same day if possible.

On the day of admission, family/friends are asked to fill out the Clothing Record form, available at Security. Any additional items brought in following we ask that this form be completed as well.

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: Shampoo, conditioner, body wash, lotion, toothpaste, toothbrush, brush or comb, Polident, Poligrip, chapstick, Kleenex, mouthwash (non alcohol based), deodorant, make-up, electric razor (no straight blades permitted). This list is not exhaustive, nor are all items applicable.

## **Aids and Equipment**

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

You or your family members are responsible for purchasing and maintaining your own assistive devices for mobility; walkers, wheelchairs, slings for mechanical lift, chair/bed alarms, fall prevention systems, Roam Alert bracelets, commodes, etc. The Rehabilitation Department can make recommendations for companies that provide these types of services. It is highly recommended that a Trust account be opened to bill these charges directly to.

Residents using a mechanical list 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 are necessary 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. Please consult directly with the Rehab department to discuss ordering and costs 204-589-9023.

### **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

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of any necessary repairs to your walker or wheelchair. It is you and 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 companies 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 and your family member may make an appointment directly with the hairdresser. The hair salon is wheelchair accessible.

#### **Prices include tax (February 2022)**

Women's Haircut .....	\$22.00
Men's Haircut .....	\$20.00
Wash & Set .....	\$28.00
Set .....	\$23.00
Set & Haircut.....	\$37.00
Wash, Set & Haircut.....	\$40.00
Color & Set.....	\$53.00
Color, Cut & Set .....	\$67.00
Perm, Cut & Set .....	\$80.00

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

### **Mail/Newspapers**

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

You and/or family are responsible for redirecting the mail to the appropriate address. The purchase of local stamps 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

### **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 a short period of time or permanently – the Care Team should be informed immediately.

### **Library Services**

The Simkin Centre has a travelling Resident Library that offers a wide selection of books and other material for Resident enjoyment.

### **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 from other Residents to use and emergency vehicles.

## Visiting

**Please speak with Security and/or see the posted hours for current visitation hours.**

Not only is receiving visitors a very important part of your life, but it can also improve that individual's health and emotional well-being. The main entrance is monitored by Security Guards, and various cameras are located in public spaces. A sign in/out sheet is maintained for security purposes.

**Family/companions are encouraged to obtain a swipe card.** Applications are available at Security.

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.

## **The Resident Care Team**

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

The Care Team will do everything possible to establish a positive, trusting relationship with your 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 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.

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Sometimes Residents and/or their medical decision makers may choose to use an outside third-party source for care, such as massage therapy, private physio etc. The facility requires that you please let us know details of the care and who is providing same, as a form may be required to be signed, along with proof of licensing.

## **Nursing**

Nursing professionals are on duty 24 hours per day. All professional nursing staff are licensed through the applicable Provincial regulatory body. Any inquiries related to resident care should be directed to the Nurse, Unit Coordinator, Assistant Director of Care or Director 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 care plan that has been jointly developed by you, your family, and the care team. The Health Care Aide/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 Residents and families. The Assistant Director of Care provides leadership for the health care team and ensures resources are available to support the delivery of care. The Assistant Director of Care is available to Residents, families, or visitors as needed.

## Physicians

All Residents moving into The Simkin Centre must have a Physician. Residents' community General Practitioners will no longer be their "family Doctor". One of the facility Physicians will be appointed. There is a Physician on call 24 hours/7 days a week at the Simkin Centre 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.**

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

## Social Work

The Social Worker will support and counsel Residents and/or their family through the admission process. The Social Worker is available for consultation to family members in adapting to a long-term care facility. The Social Worker is also able to assist in connecting the family to the rest of the inter-disciplinary team as needed. In addition, the Social Worker facilitates the post-admission care conferences, annual care conferences, Resident Council and The Ethics Team.

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

## Food Services Team

The food services team is comprised of dietitian, diet aides, cooks/cook helpers, purchasing and scheduling clerk, supervisor and a manager.

The Food Services Team will work with you and/or family members to meet Resident's nutritional needs.

## Registered Dietitian

The Registered Dietitian is a member of the interdisciplinary team and is responsible for all aspects of nutritional care to ensure that nutritional and other dietary needs are met. The

Registered Dietitian will meet with you and your family to complete an assessment upon admission. The dietitian will assess your nutritional status, discuss dietary preferences, learn about foods your like and dislike, and discuss any questions you and your family may have.

### **Dietary Aides/Cooks& Cook Helpers**

The dietary aides and cooks/cook helpers are responsible for providing meal service based on preferences, diet, diet food textures, fluid consistencies, allergies, and dietary restrictions.

### **Food Services Scheduler and Purchasing Clerk**

The scheduler and purchasing clerk ensures all food items coming into the Simkin Centre are Kosher and staffing needs are met on a daily basis.

### **Food Services Supervisor**

The food services supervisor works and collaborates with the Food Services Manager and the Clinical Dietitian on menu planning/development and to ensure that the meals provided are nutritious and attractive.

### **Food Services Manager**

The food services manager oversees the food services department and collaborates with the Rabbi and the Mashgiach to ensure Kashrut rules are followed.

### **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 complement 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 celebration, 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 calendar can be found on our website and also posted on the units.

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 Health**

Spiritual Health provides Rabbinical and Pastoral care, including religious services and celebrations, group programming, one-on-one visits, and education. These services are available to Residents and families, as well as staff. The approach is holistic and is based on a synthesis of traditional Jewish healing methods and contemporary geriatric studies.

Simkin Centre has a Rabbi, a Spiritual Health Practitioner (similar to a Chaplain) with training in Clinical Pastoral Education, and a Liturgist/Ba'al Tefilah who leads Shabbat and holiday services. Spiritual Health works closely with Therapeutic Recreation and there is regular overlap between the two groups.

Spiritual Health helps people process ethical, spiritual, and moral issues related to the realities of aging. Family consultations are particularly helpful when dealing with End-Of-Life. Discussions are centered on the needs of individual Residents and recognize that all people have unique values when it comes to life and death issues.

Shabbat (the Sabbath) is celebrated weekly with Friday afternoon and Saturday morning services, and Jewish holidays (Pesach/Passover, Shavuot, Sukkot, Purim, Chanukah, Yom Ha'atzma'ut, Yom HaZikaron) are observed with services and programs. The services for High Holidays of Rosh Hashanah and Yom Kippur are well-attended by Residents and Families and feature the Simkin Centre Choir.

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

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The Synagogue is available as needed, and can be used to celebrate life cycle events, such as weddings or Adult B'nai Mitzvah.

While the Simkin Centre serves the Jewish community, as a provincially funded Personal Care Home, we welcome people from all backgrounds, faiths, and cultures. Spiritual Health is available to all Residents, and when appropriate, the services of other faith groups and their clergy are enlisted.

### **Pharmacy Services**

Required medications are prescribed by the attending Physician and are administered by the nursing professional. 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.

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 uninsured benefit for Residents in 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 transfer assessments, prescribes seating and mobility devices and various assistive devices for daily activities such as bathing, eating, and dressing. The OT may also recommend splints, orthotic devices and provide input on wound care concerns. 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, range of motion,

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exercises and providing education to staff, family, and residents.

**The Physiotherapist (PT)** is available on site and provides assessments on a consultation basis. 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 your needs. The PT is also consulted to review the safest transfer for you as well as the care team.

**The Speech Language Pathologist (SLP)** will conduct an assessment 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 endeavor to keep The Simkin Centre clean and attractive. The staff are willing to create a friendly relationship with the residents.

Upkeep of your room:

- **Every day:** Rooms are cleaned following a strict protocol that includes bedroom floor washing, bedside and bedroom furniture dusting, and high-touch surfaces (switch lights, Han sanitizers, door handles, cords, etc.) disinfected. Washrooms are cleaned and disinfected daily, and supplies will be replenished, and refuse collected.
- **Every week:** The rooms will undergo a general cleaning which includes more in-depth dusting, scrubbing, and floor washing.
- **Once a year:** A heavy cleaning will be done to the room.
- **After the resident completes isolation precautions (orange and red zones):** the rooms and bathrooms are thoroughly cleaned in two steps. The first step involves the fogging of the room using a special disinfectant that will reach the surfaces, floors, and furniture to kill viruses and bacteria. After two hours, a team of specialized housekeepers will conduct a general cleaning of the room before the resident returns to a regular life enjoying the community at the Simkin Centre.

## **Maintenance Services**

The maintenance staff endeavor 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 universities, 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, 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 Foot Care Nurse. The cost of the specialized for care visits is directly billed to your Trust account. Forms are available at the nursing station to approve foot care services.

## **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. The facility does not provide direct dental services; therefore, it is the Resident and/or family's responsibility to book an appointment outside of The Simkin Centre and arrange transportation to and from for their loved one.

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

## **Ophthalmology and 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.

## **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 of loving-kindness, *gemilut chassadim*. Volunteering at the facility offers many such opportunities.

Among the activities volunteers assist with are: Therapeutic Recreation programs, assisting Residents with meals 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 to 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 Manager of Resident Experience 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 Coordinator for your unit. They can be consulted on an ongoing basis. Other Interdisciplinary team members that will be involved in care are; Dietitian, Therapeutic Recreation, Spiritual Care, Housekeeping, Dietary Staff, Social Worker, Rehab Assistants, Occupational Therapist and Physiotherapist.

### **Resident Care Conferences**

A Resident Care Conference is when representatives from the Resident Care Team meets with you and/or your family/POA/SDM to discuss the care that has been provided to the Resident, and to discuss care plans. Currently the social work (facilitator) and nursing are represented in the meeting; however, all other disciplines will provide a report that is given to family following the meeting.

A Resident Care Conference will take place 6-8 weeks post admission and annually thereafter.

The meetings are approximately 15 minutes in length. You and your family are key members of 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 facilitates the care conference and acts as the Resident's advocate. All Care Conferences are booked on Wednesdays.
- Nursing 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.
- Spiritual Health will provide their feedback regarding the Resident's current engagement in formal and/or informal spiritual care programs or services.
- Pharmacy provides a copy of all current medications and their purpose.

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. Instead, we encourage these matters to be brought forward to the Unit Coordinator or Department Manager, or speak to the Director of Care, Assistant Director or Care 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.

**Please note that the nursing unit will ask for ONE point person and that individual can then relay pertinent information to the rest of their family and friends.**

A formal meeting, as discussed previously, will be held 6-8 weeks after admission.

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

Many Residents and their families have a Health Care Directive or an Advance Care Directive, 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 social worker and the financial services assistant will collect 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 of 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 or Financial Services Assistant (Power of Attorneys).

### **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 have 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 by 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 discussion 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 the 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 Package can be found in the “Admission Package” that is left in each Resident room. The Financial Services Assistant is available to meet to explain how billing will occur.

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 your family member/POA/SDM will be required to sign an Admission Agreement, which contains 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 by 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 a signed Admission Agreement upon admission to The Simkin Centre. It is found in the Admission Package, or on-line under our Admissions tab.

### **Basic Daily Rates**

Manitoba Health sets the rates that are changed 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 Net Income 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 partners 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, outings with recreation, Foot Care Services, private Transportation, Medication that are not covered by Manitoba Health and Medical Equipment repairs or purchasing. The Trust Account is a personal decision and can be declined at admission or can be cancelled at any time.

## **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 Centre, to enjoy entertainment in the multi-Purpose Room, to visit friends living in other areas, or to enjoy time outdoors in one of our three enclosed gardens during the warm months.

### **If you want to leave for an 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-time 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 can 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 days' 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 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 for notifying family services of the admission and any need for extension.

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

### **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 years old.

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.

### **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, may Resident 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.

### **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.

### **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 to contact the Financial Services Assistant, (204) 589-9047.

## **End of Life**

### **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 include 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 the fact that families may need time to grieve, and so will give time 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.

### **Personal Effects Upon Separation**

The Simkin Centre requires that personal belongings be removed within 24 hours. The Simkin Centre understands this is a difficult time for loved ones; however, as a health care facility the space is in high demand for the next individual requiring care.

We feel that families will appreciate having this information in advance. If 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 unit or social worker and supply the name of the authorized person. A form will be signed at Admissions entitled “*Personal Effects upon Separation*”. We encourage families to discuss their preferences of the above at this time.

If the family are unable to contact and/or pick-up belongings within 24 hours, personal items will be placed into boxes and our Support Services Coordinator will call to arrange a pickup time for the items.

**PLEASE NOTE – DUE TO LIMITED SPACE WE ARE NO LONGER ABLE TO ACCEPT DONATIONS OF ITEMS TO THE FACILITY. WE KINDLY ASK THAT ALL OF YOUR LOVED ONE’S BELONGINGS BE REMOVED IN THEIR ENTIRETY. WE GREATLY APPRECIATE YOUR UNDERSTANDING.**

## **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 Coordinator and Nurses on your relative/friend'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 the 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!**



### Questions:

[illegible]