

**A handbook for
Residents & Family Members**

**Villa Saint-Joseph du Lac
Nursing Home**
"Where We Celebrate Life"



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Table of Contents

SECTION I

Message from the Administrator.....	1
Vision.....	2
Core Values.....	2
Mission Statement.....	3
At Villa Saint-Joseph du Lac We Believe.....	3
Commitment to Residents.....	4
Privacy Policy.....	5
Protection of Persons in Care Act (PPCA).....	5

SECTION II

Admission Procedure.....	6
Day of Admission.....	6
What to Bring.....	6
Accommodations.....	6
Finances & Related Information.....	7
Payment of Rates.....	7
Over Cost Fund.....	7
Income Tax and Care Costs.....	7
Specialized Equipment Program.....	7

SECTION III

General Guidelines.....	8
Visiting Hours.....	8
Possession of Food and Alcohol.....	8
Leaving the Premises.....	8
Parking.....	8
Meals for Visitors.....	9
Purchases.....	9
Safety and Security.....	9
Smoke-Free Environment.....	9
Electrical Appliances.....	10
Resident Room Decoration.....	10
Resident's Valuables and Loss of Personal Effects.....	10
Identification of Personal Belongings.....	10

SECTION IV

General Information.....	11
Family Responsibility.....	11
Next of Kin.....	11

Resident Care Plans.....	11
Spiritual Participation.....	11
Hospitalization.....	12
Funeral Arrangements.....	12
Advanced Care Directives.....	12
Restraint Use.....	12
When a Resident is Discharged.....	13
Location of General Use Phone.....	13
Pets on the Units.....	13
Services for the Resident.....	13
Attending Physician.....	13
Residents' Council.....	14
Nutrition Services.....	14
Telephones.....	14
Televisions.....	14
Postal Service.....	14
Newspaper Delivery.....	15
Laundry Services.....	15
Hair Salon.....	15

SECTION V

Departments within Villa Saint-Joseph du Lac

Office of the Administrator.....	16
Business Office.....	16
Dietary Services.....	16
In-Service Coordinator.....	16
Environmental Services.....	17
Maintenance.....	17
Nursing Services.....	17
Pastoral Care.....	17
Physiotherapy.....	18
Recreation.....	18
Villa Saint-Joseph du Lac's Foundation.....	18
Directory.....	19

Section 1

Message from the Administrator

Welcome to Villa Saint-Joseph du Lac!

We know that moving to a new place and new surroundings can be a huge adjustment. The entire staff wants to make your move as positive and easy as possible.

There are probably a number of questions running through your mind. That is why we have prepared this booklet as a guide for your use. Hopefully, you will find the answers to the many questions you have. If not, please feel free to ask.

On behalf of all of us at Villa Saint-Joseph du Lac, I would like to extend a warm welcome to you, your family and friends. We will do our utmost to make you as comfortable as possible and treasure your stay with us.



Rick Atkinson
Administrator

Villa Saint-Joseph du Lac

"Where We Celebrate Life"

Vision

While Villa Saint Joseph-du-Lac is a private, not for profit corporation sponsored by the Catholic HealthPartners Inc., the Religious Hospitallers of Saint-Joseph established the foundation of our identity in 1960 to provide the best home possible for our residents.

Core Values

Servant Leadership - the individual is a servant first, making the conscious decision to lead in order to better serve others, not to increase their own power. The objective is to enhance the growth of individuals in the organization and increase teamwork and personal involvement.

Respect — The individual demonstrates fairness, consistency and compassion while interacting with others while conducting themselves in a professional and ethical manner.

Trust — The individual is reliable, dependable and accountable for their actions while exhibiting honesty and openness. It's also being able to take someone at their word without hesitation and placing yourself completely in the hands of another without fear.

Communication — The sharing of thoughts, opinions and information in a manner which is honest, sincere and cooperative in nature.

Quality — Providing excellence in all aspects of resident care while emphasizing safety and due diligence.

MISSION STATEMENT

We are a community, living and promoting Christian values, dedicated to the service of the elderly and handicapped entrusted to our care, while valuing and supporting our employees.

At Villa Saint-Joseph du Lac We Believe:

- In the resident's quality of life being our priority
- In the dignity, worth, and uniqueness of every person
- In the respectful and individual treatment of each resident
- In compassionate care in a home-like and nurturing environment
- In the value of our employees, students, and volunteers and their contribution to life at Villa Saint-Joseph du Lac
- In providing supportive work environment
- In family members and friends being an integral part of life at Villa Saint-Joseph du Lac and we appreciate and support their contributions
- In the importance of encouraging and supporting community relationships

Commitment to Residents

- To provide the resident with appropriate information regarding his/her diagnosis, prognosis, treatment and treatment alternatives in order that he/she may make informed decisions affecting his/her health.
- To promote resident involvement in his/her care plan and to promote independence.
- To provide all residents with equal access to health care regardless of economic status, sex, race, colour, creed, disease process, national origin, religion, source of payment or ethical or political beliefs.
- To provide for the spiritual well-being of the resident.
- To provide for the spiritual needs of the resident that nourishes, strengthens and expresses faith.
- To treat all residents with consideration and respect.
- To respect the privacy of all residents.
- To encourage the resident to retain his/her individuality and not be judged for his/her decisions.
- To provide sensitive and knowledgeable caregivers who will maintain a sense of hopefulness and who will attempt to understand resident needs when discussing illness, injury and/or facing death.
- To provide all residents with standards of care which meet professional standards of the respective health care providers' professional associations.
- To maintain the confidentiality of the health care records and any other information relating to the resident.
- To focus on the quality of life in providing support and care to the resident.
- To accept that all residents are unique and that their unique needs must be identified, recognized and understood.
- To assist and encourage the resident to exercise his/her rights as a citizen: this may include grievances and/or recommended changes in policy and service of the Home, free from restraint, interference, discrimination and reprisal.
- To be informed of his/her legal rights upon request.
- To be encouraged to manage his/her own personal finances and affairs or delegate this responsibility to a person of his/her choice.

Privacy Policy

Villa Saint-Joseph du Lac is committed to protecting the privacy of its residents, employees, families, and other stakeholders. As a home for the aged we conduct our activities with the level of professionalism expected of a health care organization. We value the trust of those we deal with, and of the public, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the collected information. Anyone from whom we collect such information should expect that it will be carefully protected and that any use of or other dealings with this information is subject to consent. We do not sell or trade information with others. Our privacy practices are designed to achieve this goal. Please view the full version of our Privacy Policy for additional details, or contact our Privacy Officer.

Protection of Persons in Care Act (PPCA)

Villa Saint-Joseph due Lac has always had a strong anti-abuse stance; the Protection for Persons in Care Act provides further safeguards for residents. The Act requires health facility administrators and service providers (including staff and volunteers), and encourages all others (including family and visitors), to promptly report all allegations or instances of abuse to the Department of Health and Wellness. If you would prefer, a member of the management team can assist with the process.

Under this Act, abuse may be physical, psychological, emotional, sexual, medical, or related to neglect or theft and may be caused by staff, volunteers, family members, visitors or others.

When a report is made an inquiry and/or investigation will be performed by the Department of Health and Wellness. In addition, Villa Saint-Joseph du Lac will conduct an internal investigation.

For more information or to report abuse:

1-800-225-7225

www.gov.ns.ca/health

Section II

Admissions Procedure

Day of Admission

On the day of admission, the resident and their family should arrive at the predetermined time as set in the pre-admission interview. You will be oriented to your room and introduced to the Charge Nurse and other members of the nursing staff. Family members are invited to stay with the resident as long as they wish.

What to Bring

During the pre-admission interview, you will learn what items you should/may bring with you. It is important that you bring your Nova Scotia Health Card and hand it to the Charge Nurse upon admission. All rooms are equipped with cable and telephone outlets. Flat screen wall mounted televisions are available to rent at a minimal monthly fee. Residents or a family member must make arrangements with Aliant or Eastlink to have a telephone connected. Pictures, ornaments or any other decorative items will make your room more home-like. It is suggested that a new resident not attempt to bring everything at once; but rather add to the room as he/she becomes more comfortable with the surroundings and as space allows.

We request that the residents bring sufficient undergarments for a minimum of seven complete changes. Additional clothing items should be chosen on the residents' day to day needs, storage availability and seasons. It is important for all residents to bring slippers or walking shoes that fit properly, with non-slip soles. All personal clothing will be labeled by the seamstress.

Accommodations

Villa Saint-Joseph du Lac offers semi-private accommodations with the exception of 6 private rooms. If a resident wishes to move from a semi-private room, please inform any staff member and the resident's name will be placed on the transfer list. Please note that medical necessity and health will be given priority over personal preference when assigning private rooms.

Finances and Related Information

Payment of Rates

At the pre-admission meeting, the business manager will review payment, payment schedules, forms of payment and answer any questions you may have regarding financial matters. Business office hours are 9:00 a.m. to 12:15 and 1:00 p.m. to 4:00, Monday to Friday.

Over Cost Fund

All residents admitted to a long term care facility after January 1, 2005, may be eligible for specific items/services under the Department of Health Over Cost Fund. The two most common are occupational therapy assessments and/or the provision of specialized equipment, e.g. wheelchairs or geri chairs. The staff of Villa Saint-Joseph du Lac will normally identify the need for such services or items and the appropriate request forms will be submitted to the Department of Health on behalf of the resident. Items or services that are ordered on behalf of the resident without prior approval from the Department of Health will be the financial responsibility of the resident. Questions about the Over Cost Fund may be directed to the Director of Care.

Income Tax and Care Costs

Residents in long term care facilities are not required to pay for the medical care portion of their care costs. The costs are paid by the Department of Health. The resident pays a predetermined accommodation cost (room and board). As residents can deduct their room cost as a medical expense on their tax return, a letter identifying the annual care cost is issued by the business by February 28th of each year.

Specialized Equipment Program

Following an assessment by an occupational therapist or physiotherapist, if deemed necessary, specialized equipment can be accessed through HELP (Health Equipment Loan Program). Such items include specialized bed/mattress, wheelchair, customized two-wheeled walkers etc.

Approved residents may be required to pay a monthly fee as determined by the Continuing Care Specialized Equipment Program and collected by the Red Cross.

SECTION III

General Guidelines

Visiting Hours

We believe family members and friends are an integral part of life at Villa Saint-Joseph du Lac and we appreciate and support their contributions. As such, we encourage visiting by family and friends and ask that any concerns or questions over visitation (appropriate hours, time of day, and length of visit) be discussed with the Charge Nurse. Each resident and the care team will set individual guidelines as required.

Possession of Food and Alcohol

Family members may bring residents small quantities of food. Since many of the residents are on special diets, please see the nursing staff to determine the best choices.

If a resident wishes to have alcoholic beverages, and/or requires it for medical reasons, written permission must be received from the resident's attending physician. All alcohol is kept in a locked room and is dispensed by our nursing staff. Alcohol purchases for personal use are the financial responsibility of the residents and/or their family unless ordered for medicinal purposes.

Leaving the Premises

If a family member plans to take a resident out of the building for an extended period of time (overnight visit, vacation, etc.) the Charge Nurse must be notified at least 24 hours in advance in order to ensure medications are available for the time required. Please inform the nursing staff of the approximate length of the outing, expected time of return and contact phone number.

Parking

Villa Saint-Joseph du Lac provided parking on a first come first serve basis for families, staff and visitors. Please pay particular attention to areas in front of the facility which are clearly marked "FIRE LANE, NO PARKING". Cars parking there may be ticketed and/or towed.

Meals for Visitors

Family members are asked to inform the Dietary Department if they plan to join their loved ones for a meal. The cost of a full meal with dessert costs \$5.00. A weekly menu is located on all the units.

Purchases

Villa Saint-Joseph du Lac supplies basic furnishings for resident rooms as well as items for personal hygiene such as toothpaste, soap, etc. The following list gives examples of items for which residents will be required to pay:

- Transportation – Taxi, ambulance, Hope Dial A Ride, etc.
- Specific brands of shampoo, (unscented lotion, soap, toothpaste, etc.
- Repairs of personal furnishings.
- Medications not covered by Pharmacare.
- Cable, television rental and telephone.
- Personal chair for their room.

Safety and Security

Our goal is to provide a safe and secure environment for residents, family members, visitors, employees and volunteers associated with the delivery of care. To that end, steps must be taken to ensure that rooms are oriented in a manner that supports safety. The Charge Nurse will be happy to discuss the resident's particular needs and make recommendations that will provide for his/her safety and comfort.

Smoke-Free Environment

Smoking is prohibited by everyone except the residents inside the building. A designated room has been assigned for residents who smoke. Residents will be supervised at all times by a staff member when in the smoking room and staff will only be available to supervise when regular duties are completed.

Electrical Appliances

Appliances with heating elements, including but not limited to kettles, heating pads, etc. are not permitted for safety reasons. Typically, a permissible appliance would be a radio as the television is provided by the home. All appliances must be CSA approved and be inspected by maintenance staff. Proper maintenance of all electrical equipment is mandatory. Maintenance staff may be able to initiate repairs in-house or make arrangements for outside service or replacement as required, at the expense of the resident. The use of extension cords on a permanent basis is not permitted.

Resident Room Decoration

Villa Saint-Joseph du Lac will provide a shelf so that the resident can place personal mementos. Family pictures etc can also be hung on the wall. Beds must remain parallel to each other and the residents' personal chair must be a glider rocker due to the size of our rooms.

Resident's Valuables and Loss of Personal Effects

Villa Saint-Joseph du Lac cannot assume responsibility for the loss of money or breakage (or loss) of valuables including hearing aids, dentures, eye glasses or jewelry. If personal property, money or valuables are missing, please report it immediately to the LPN on the unit. Some personal property may be held in the safe in the business office. It is strongly recommended that jewelry or other items of great or sentimental value be kept offsite.

Identification of Personal Belongings

The laundry department at Villa Saint-Joseph du Lac will nametags and complete the necessary labeling of all residents clothing. Please remember to identify new articles of clothing to the nursing staff for labeling. Staff from the laundry department will also mend and repair resident's clothing. Residents/family should label all pictures and personal items they bring to the Villa.

Section IV

General Information

Family Responsibility

Villa Saint-Joseph du Lac realizes the importance of continued family involvement in the care of a loved one. It is the expectation of Villa Saint-Joseph that the family will continue to provide support to the resident. Family members are encouraged to play an active role in the development of the resident's care plan and are invited to participate with their loved one in events and activities at Villa Saint-Joseph. If accompaniment is necessary, family members will be expected to escort their relative to medical appointments and social events outside the Villa.

Next of Kin

It is very important that we maintain the current mailing address, telephone number and (if available) an email address, of the next of kin (substitute decision maker and/or power of attorney. Also please inform the nursing staff if you plan on being away with contact information.

Resident Care Plans

The care plan is comprised of representatives of the care team and resident family. They meet on a regular basis to review resident care plans and to review and/or revise goals for care. We encourage involvement from residents and family members into the care plan of the resident.

Spiritual Participation

The provision of spiritual care is a central goal at Villa Saint-Joseph. Spiritual care is provided through a variety of services to meet the needs of the residents as requested; i.e. spiritual counseling, visitation, palliative care and worship services. Visitation by the residents' own clergy is encouraged. Family members are also encouraged to attend worship services. An ecumenical memorial service of remembrance is held once a year. Notices of special events, programs and worship services are posted. The regular weekly service is held on Thursday afternoon at 3:30 p.m. in the chapel.

Hospitalization

When a resident of Villa Saint-Joseph du Lac is hospitalized, their accommodations may be held for a period of 30 days. Arrangements must be made and permission granted by the Department of Health and Wellness to hold a bed past 30 days.

Funeral Arrangements

Villa Saint-Joseph du Lac believes that the quality of life is a fundamental issue for everyone and it respects the wishes of each resident in regard to their care when death is imminent. While the topic of death is upsetting for many people, Villa Saint-Joseph du Lac strongly encourages residents and their families to consider pre-arranged funerals. It is preferable that families are involved in such discussions to ensure that the resident's wishes are known.

Advanced Care Directives

What are Advanced Care Directives?

They are instructions given by a competent individual detailing what and/or how health care decisions should be determined in the event that at sometime in the future, the individual named in the directive becomes incompetent to make such decisions. It is a legal document which sets out specific instructions and/or general principles about health care matters.

Advanced Care Directives are to be completed within one week of admission.

Restraint Use

At Villa Saint-Joseph du Lac, the residents quality of life is our priority. We believe in the dignity, work, and uniqueness of each individual and in providing a safe, home-like atmosphere where risks are minimized. We respect the rights of residents to have freedom to make choices. Therefore, we believe in an environment of least restraint.

In consultation with a physician, our multidisciplinary team will ensure that any restraint used is appropriate, used correctly, and monitored frequently.

When a Resident is Discharged

When a resident is permanently discharged for any reason, it is very important to prepare the vacated room for a new admission as soon as possible. Personal items will be stored for up to one week and are to be picked up by the family. Any possessions remaining in storage after one week will be donated and/or disposed of on behalf of the resident. It will be the responsibility of the family to contact the telephone company to have the phone disconnected.

Location of General Use Phone

There is a general use phone located by the main entrance on the wall for use by residents and family members. This phone can only be used for local calls.

Pets on the Units

Villa Saint-Joseph du Lac recognizes the emotional and social value of pets to many of its residents; therefore, visitors are encouraged to bring pets on the units. In order to ensure the safety of residents and staff, persons bringing pets into the facility must ensure their pet is on a leash or contained at all times. Pets are not permitted in the dining room or kitchen area.

Services for the Resident

Attending Physician

A new resident can only enter Villa Saint-Joseph du Lac if their current physician will make required visits on a regular basis. If this is not possible, every attempt will be made to find a physician that will care for you at the Villa.

Residents' Council

Villa Saint-Joseph du Lac's Residents' Council is an organization to which every resident may belong. Residents' Council meets monthly to share information and to discuss problems or concerns that residents wish to raise. This is an opportunity for residents to be kept up to date on any activity that are going on within the nursing home.

Nutrition Services

Meal service is provided to all residents in the dining room or satellite dining room. Breakfast, dinner and supper are served as well as snacks provided during the day and before bed.

Telephones

All resident rooms are equipped with a telephone jack. The resident or a family member is responsible for contacting the phone service provider for hookup and to ensure direct payment of the bill to the phone company.

Televisions

All rooms are equipped with one cable television outlet per person. Villa Saint-Joseph du Lac provides the wall mounted television and basic cable for a monthly charge of \$25.00.

Postal Service

All personal mail is delivered to the residents. Mail to residents should be addressed as follows:

Name of Resident
Room Number
Villa Saint-Joseph du Lac
Box 810
RR 1, Yarmouth
N. S. B5A 4A5

Postage for outgoing mail may be purchased at the main reception desk between 9:00 AM and 4:00 PM, Monday to Friday.

Newspaper Delivery

If a copy of the provincial or local newspaper is desired, the resident or family is to make those arrangements and bills are to be sent directly to the family for payment.

Laundry Services

Personal laundry service is provided to all residents. However, if an item requires special care, we request that family members assume the responsibility.

Hair Salon

Villa Saint-Joseph du Lac is fortunate to have its own hair salon. If you wish to take advantage of this service, inform any member of the nursing staff and the hair dresser will visit the resident to set up a schedule. The hair dressing fee may be deducted from the resident's trust account.

Section V

Departments within Villa Saint-Joseph du Lac

Office of the Administrator

The office of the administrator is located on level 6. The administrator is responsible for the efficient functioning of the facility. Residents and families may arrange an appointment through the administrative assistant to discuss questions or issues that may arise.

Business Office

The business office is located on level 6. Usual working hours are 9:00 AM – 12:15 PM and 1:00 PM-4:00 PM Monday to Friday.

Dietary Services

Employees are committed to providing high quality food and nutrition services as an essential and integral part of the total facility. There is one dietician on staff who is responsible for the nutritional needs of the residents at Villa Saint-Joseph, the dietary manager and associated staff. The dietician is responsible for ensuring that the residents of Villa Saint-Joseph du Lac receive optimal nutritional care appropriate to their identified needs. Shortly after entering the Villa, residents are visited by the dietician to assess their nutritional needs. All residents are followed regularly by the dietician and their nutritional care plan adjusted to their needs.

The dietician's office is located on level 1 and the usual working hours are from 0900 AM – 12:15 PM and 1:00 PM – 4:30 PM.

In-Service Coordinator

The in-service coordinator is responsible for staff training and development. This is where all educational programs are planned and implemented. Various programs of interest are also available on occasion, to the residents and families.

The in-service coordinator acts as a resource person and has a close working relationship with all departments.

Environmental Services

Environmental Services is responsible for a variety of services: every day cleaning, linen, laundry, and general help in the resident's rooms.

Maintenance

The Maintenance Department provides a wide variety of services for residents and family members, as well as staff and volunteers. These services are provided by ensuring the efficient operation of the physical plant and associated equipment; providing repair and consultation services for all areas of the building and contributing to the overall safety.

Nursing Services

The nursing staff is committed to the provision of quality resident care, in cooperation and consultation with other departments and services. We believe in the promotion of wellness and independent functioning to assist the resident to improve/maintain their quality of life. The director of care is responsible for the overall functioning of the department. Registered nurses are on duty 24 hours a day, seven days a week and a licensed practical nurse is on duty on levels 3, 5 and 6 and responsible for their respective floors.

The office of the director of care is located on level 2. Normal working hours are Monday to Friday, from 9:00 AM to 4:30 PM.

Pastoral Care

Spiritual Care is provided by 2 Sisters who reside at the Villa.

A memorial service as well as an ecumenical service are held annually. A weekly mass is celebrated each Thursday at 3:30 in the chapel. All residents and families are welcome to attend. There is a non Catholic service every two weeks. Residents of all faiths and denominations are also supported through visits from pastoral care volunteers.

Our chapel is located behind the large fireplace in the lobby.

Physiotherapy

A physiotherapist, physio assistant and occupational therapist work corroboratively to meet the needs of the residents. The physiotherapist visits the residents once per month while the physio assistant is at our facility three times per week. The occupational therapist is at the Villa every Friday.

Recreation

The recreation department at Villa Saint-Joseph du Lac provides a range of leisure programs that are designed to meet the resident's physical, social, emotional, intellectual and spiritual needs.

Some of the benefits residents will experience from participation in programs are: to maintain short and long term memory, increase socialization, physical activity and reduce stress. The recreation therapy department strives to provide enjoyable and meaningful programs and suggestions from residents and families are encouraged. We also encourage family members and friends to attend programs.

Residents are provided with a recreation therapy calendar each month that provides a schedule of programs, special events and community outings. A copy is also available at the reception desk.

Family, friends and employees are encouraged to support our various programs. Anyone who is interested in volunteering please contact the recreation therapy manager at 902 742 7128 ext 232.

Villa Saint-Joseph du Lac Foundation

Villa Saint-Joseph du Lac's foundation was established to receive gifts for funding the development of the facility. Donations through memorial gifts, bequests, etc. provide "the little extras" to help brighten the days of the residents. All gifts to the Foundation are acknowledged with a receipt for income tax purposes; families of those honored through memorial gifts are informed of the names of donor.

For more information, please contact the business office at 902 742 7128 ext 223.

Directory

The following is a list of the various departments. The phone number for the main switchboard that connects all offices is 902-742-7128.

Department	Extension
Administrative Assistant – Hélène d'Eon	221
Administrator – Rick Atkinson	222
Business Manager – Judy Bonnanfant	223
Charge Nurse	234
Dietary Supervisor – Michael Jacquard	236
Dietician – Cindy Muise	240
Director of Care – Sharon Houston	227
Director of Recreation – Lillian Cunningham	232
Environmental Supervisor – Phyllis Wood	238
Hair Salon – Lise Muise	239
In-Service Coordinator – Cindy Muise	240
Laundry	235
Maintenance Director – Glen Surette	228
Nurses station – Level 3	224
Nurses station – Level 5	225
Nurses station – Level 6	226
Nurses station – Level 7	242
Nurses station – Level 8	233
Pastoral Care – Sister Evangeline Poirier	230
Staff Coordinator/Environmental Director – Lori Hanf	231