



**MARIANHILL**

# **Resident Handbook**

## **Mission Statement**

**Inspired by the healing ministry of Jesus Christ and the life of St. Marguerite D'Youville, Marianhill provides love and compassionate Care in the Catholic tradition to older adults within their homes, the community and Marianhill.**



## HISTORY OF MARIANHILL

Marianhill was founded in 1954 by the Grey Sisters of the Immaculate Conception and has since its conception aimed at providing quality care. Upon construction of the new General Hospital, the Grey Sisters of the Immaculate Conception converted the old hospital into a Home for the Aged called Marianhill, providing care for over 100 residents.

The present Marianhill was built in 1980-81. Marianhill is governed by a Board of Directors, consisting of men and women from throughout the community. The Board of Directors is accountable to the Catholic Health Corporation of Ontario, the Ministry of Health and to the public, and governs in the interest of Marianhill and those we serve.

Marianhill has evolved into a 200 bed facility. Marianhill offers long term and complex continuing care, including a palliative care unit, which serves the Pembroke area. The Dr. L.U. McCluskey Centre provides dementia respite services for individuals suffering from Alzheimer Disease or a related dementia. Marianhill also serves the community with adult day programs, Marianhill Kiwanis Audiology Clinic as well as geriatric assessment clinics.

Marianhill emphasizes independence, choice, respect for privacy, and dignity of the person. The Board of Directors and staff members strive to follow the example of St. Marguerite d'Youville by offering compassionate care with Marianhill and the community.

Marianhill is pleased to have the opportunity to work with individuals and organizations throughout the Upper Ottawa Valley. More than 160 volunteers support our work at Marianhill. We also benefit from the support of area service clubs, private donations and memorial contributions, which help us attain items that are not covered by government funding.

We welcome you to Marianhill!

# MARIANHILL INC.

## Summary of Services Provided

Nursing and personal care provided 24/7;

Supplies and equipment for skin care, continence products, for infection control and sterile procedures ;

Medical devices such as catheters and colostomy and ileostomy devices;

Supplies and equipment for personal hygiene and grooming, including skin lotions and powders, shampoo, soap, deodorant, toothpaste, toothbrushes, denture cups and cleansers, toilet tissue, facial tissue, hair brushes, combs, razor/shavers, shaving cream, feminine hygiene products;

Equipment for general use such as wheelchairs (if a wheelchair is required on a permanent basis see note below), geriatric chairs, canes, walkers, toilet aids, and other self-help aids for the activities of daily living;

Meal service and meals, including three meals daily, snacks between meals and at bedtime, special and therapeutic diets, dietary supplements and devices enabling resident to feed themselves;

Social recreational and physical activities and programs, including related supplies and equipment;

Laundry, including labeling, machine washing and drying of personal clothing;

Bedding and linen including comfortable mattress with waterproof covers, pillows, bed linen, wash cloths and towels;

Cleaning and upkeep of resident room and building

**Drugs and medical supplies:** Marianhill cannot charge for non-prescription drugs, medication and treatment products and supplies obtained through Ontario Government Pharmaceutical and Medical Supply Services upon requisition

Some non-prescription drugs, medication and treatment products and supplies not available through Ontario Government Pharmaceutical and

Medical Supplies are not covered. Before ordering such items, you will be informed if a cost will apply.

A nurse call system is provided in your room and bathroom. Staff members have pagers and phones which notify that you have asked for assistance. Opened exit doors also ring through to the pagers.

### **Cablevision, Newspapers**

It is your or your family's responsibility to make the arrangement with the service supplier for start up and payment of these services . It is recommended that direct payments be arranged from your personal bank account. Please discuss this with your personal banking officer. Arrangements can be made for Marianhill to pay personal bills from Trust fund accounts for a fee of \$1.00 per bill.

### **Resident and Family Care Concerns**

Marianhill is committed to providing the highest possible quality of service to our residents. If you have a concern or comment about the level of care provided to you/your family member, please raise that concern or comment

- Immediately with the staff member present at the time, or with the Charge Nurse for the unit; or
- With the Unit Manager responsible for the unit in person or by the telephone.

You may also raise your concerns directly with the Director of Care or the Chief Executive Officer. Telephone numbers are listed below.

Your concerns and compliments may also be documented on the *Resident/Family Concern Forms* that are available at the Reception Desk and at the Unit Stations. The form may be left at the Reception Desk or returned by mail. The form is forwarded to the appropriate member of staff who is responsible for recommending action to be taken to address the concern and prevent further occurrences. All forms are forwarded to the Chief Executive Officer and presented to the Management Team at their monthly meetings.

Linda M.Tracey  
Sue Woodcock  
Marian Doering

Chief Executive Officer  
Director of Care  
Unit Manager, 1<sup>st</sup> Floor

Ext 321  
Ext 330  
Ext 325

Concerns may also be forwarded directly to the Ministry of Health and Long Term Care at (613) 241-4263 or 1-800-267-8588.

## **Coffee Shop**

There is a coin automated coffee dispenser in the coffee shop and vending machines. The residents are provided snacks, tea, coffee, and juice between meals and during the evening on each wing .

## **Confidentiality**

Marianhill may be entrusted with the knowledge of personal and private affairs of its residents. Under the declaration of confidentiality and code of ethics, all employees undertake not to divulge any of this knowledge at any time with any unauthorized person during the term of employment with Marianhill or thereafter, except in the course of duties as an employee.

## **Dental Care**

You are encouraged to maintain your dental care with your dentist. Dental appointments may be arranged on a regular basis . Good oral hygiene has resulted in the prevention and treatment of oral diseases such as periodontal disease. Good periodontal health starts with you, visit a dentist at least twice a year for a thorough cleaning and oral examination.

We recommend that residents have their dentures personally labeled. This can be done by a local dental lab.

## **Dietary Services**

Three meals and three snacks are prepared on site in the main kitchen according to Canada's Food Guide and the Long Term Care Guidelines. For those frail residents needing to be fed, three unit dining areas are staffed to meet your individual needs. A three week cycle menu is followed to ensure a variety of foods are offered to you. Please check with the staff for designated meal times. Nourishments/snacks are delivered to the residents on each unit, and in their rooms.

Family and visitors are welcome to dine with residents. Guest meal tickets are available for a minimal fee at the administration office. Please notify the nurse on your unit if you wish to have guests for a meal. Please book your reservation one day in advance.

Any food kept in resident's rooms must be sealed in a plastic container.

Residents are encouraged to participate in the meal planning process. A meal planned by the residents is offered monthly. A recreation programmer is available on your unit to assist you if you have any suggestions.

A registered Dietitian assesses the nutritional needs of all residents and ensures that therapeutic diets are provided if needed.

If you have any concerns please contact please contact:

Krista St. Cyr, Food Services Manager	Extension 317
Lisa McCann, Dietitian	Extension 373

### *SPECIAL OCCASIONS*

*If you would like to celebrate a special occasion please call the dietary department (Extension 317) for arrangements. Rooms are available upon request to accommodate larger groups.*

### **Ethical Issues/Ethics Committee**

The Ethics Committee is available to any staff, resident or family member for ethical consultative services. Staff members, residents and families are encouraged to refer issues/concerns to the Ethics Committee prior to or following a perceived violation of ethics. Referral forms are available on each unit and from the front office. The committee can also be reached by calling (613)735-6839

Linda M. Tracey	Chief Executive Officer	Ext. 321
Father Ken O'Brien	Chairperson Ethics Committee	Ext 306
Adrian Chaput	Pastoral Care Coordinator	Ext 306

## **Family Council**

Marianhill has Family Council to work co-operatively with the Home to enhance care to the residents and to provide support to the families and to liaise with similar groups in the community. The Family Council representatives and their phone numbers are listed in the Family Information display case. The council meets monthly in the Board Room at Marianhill.

## **Family Information Night**

Family Information Nights are held every second month with the exception of December, July and August. Topics are posted in advance.

The meetings are held in the auditorium at Marianhill at 7:00 p.m. Everyone is welcome.

This informal meeting provides information to families concerning upcoming events, program changes, changes in government legislation or changes in Long Term Care guidelines, which may effect the residents of Marianhill.

## **Financial Services**

The business office hours are 8:30 a.m. to 4:30 p.m. from Monday to Friday, excluding statutory holidays.

Accommodation rates are set annually by the Ministry of Health and Long-Term Care. It is expected that payments be made to Marianhill at the beginning each month .

There are several additional costs , which are not included in the accommodation fees. Examples of such costs are:

- Hairdressing/Barbering rates
- Personal telephone service and television cable service
- Dental care services
- Advanced foot care services
- Dry cleaning services
- Audiology services provided at the Clinic
- Companion costs for transportation to medical appointments (please see nursing staff for details)

The staff in the business office can assist with all your financial questions. In Ontario residents are guaranteed a comfort allowance, this means everyone is entitled to have the comfort allowance available to them after accommodation fees have been charged. To enable this there are a number of government financial assistance programs available to citizens aged 60 years and over including Rate Reduction and Exceptional Circumstance. The staff in the financial department will assist with these applications.

## **Fire and Emergency**

Fire drills are held monthly, once on each shift focusing on random scenarios. In the event of a fire drill, you are to remain where you are and take direction from the staff. The fire exits are all marked with lit signs, and fire extinguishers and hoses are throughout the building.

All exits are monitored and locked with a magnetic system. Doors alarm when held open. Should the fire alarm sound, all exits automatically open.

## **Foot Care Services**

Marianhill staff provide basic foot care. Basic foot care covers areas of hygiene and nail care. Special foot care services are provided by independent agencies. The cost of this service is your responsibility. The nurse on the unit will assist you in making the arrangements if requested.

## **Funeral Planning**

On admission, any funeral plans that have been prearranged by the resident are noted in the resident's chart.

## **Hairdressing/Barber Shop**

Hairdressing and barber services are available at the salon on the ground floor. Appointments can be made directly at the salon or via the nursing department. You can also book an appointment by calling 735-6839 ext.379.

A price list is posted in the salon for your information. Payment is made directly at the salon or charged to your trust account. Gift certificates are available at the administration office.

## **Hazard Identification**

Marianhill uses a red Hazard tag to identify any equipment/item that is broken and not to be put in use. Wet floor signs, and other signage may also be seen throughout the Home to advise of unsafe situations. Please respect these direction and do not use tagged equipment or walk on wet floors, etc.

## **Hearing Tests and Assessment**

Appointments for hearing tests and assessments are made through a referral from your attending physician. Marianhill has an Audiology Clinic on site. Please call Audiology 735-6839 Ext 337 for information re costs of hearing tests.

## **Housekeeping Service**

Housekeeping service is provided on a regular basis. The cleaning of closets and drawers is the responsibility of the resident and/or Advocate. It is important to maintain closets in an organized manner.

## **Laundry Services**

All personal machine washable items are laundered on site. Marianhill provides all bed linens, blankets, spreads, pillows and towels.

- Personal Clothing

On admission, and when new clothing is purchased, the family/advocate is responsible for taking all personal clothing to the laundry room to be labeled. Marianhill is responsible for the application of labels. Clothing **must be** labeled. Marianhill is not responsible for unlabeled lost clothing.

- Dry Cleaning & Clothing Repair

You are responsible for your dry cleaning and clothing repair. Arrangements can be made through the Laundry Department to have clothing sent to the cleaners and for clothing repair.

### **Leave of Absence/Vacation**

A casual leave of absence of up to 48 hours per week is available. Please notify the registered staff on your unit at least 24 hours in advance, to ensure your medications are ready for your leave. A vacation leave of absence of 21 days a year is also available.

Medical leave for the purposes of hospitalization is up to 21 days at a time. This leave is for medical not psychiatric care. Psychiatric leave for the purposes of hospitalization for assessment and treatment is up to 45 days.

During a leave of absence or stay in hospital, you are required to continue to pay for your accommodation including any services purchased (ie. Phone)

If the absence is beyond the number of days permitted by the Ministry of Health and Long Term Care and bed holding is not permitted, you will be discharged from Marianhill.

You may hold a bed for up to 30 days in addition to the medical and psychiatric leaves. You are responsible to pay for the accommodation charges as well as a bed holding fee. Should you wish to have a bed hold, the fee and required forms will be provided at that time. As of February 2009 the current bed hold fee is \$53.00 per day in addition to the accommodation fee.

Bed holding is not permitted to extend a casual or vacation leave of absence.

### **Mail**

Mail is delivered and distributed from the Nursing Station to each resident's room. Redirection of the mail is your responsibility. Mail may be posted at the Front Office.

### **Medical Appointments**

The Medical Director is Dr. Joan Tyler. She is also an attending physician at Marianhill. A number of doctors have privileges and see residents regularly at Marianhill. Should your physician not currently have privileges, please notify us as soon as possible to arrange for coverage for you, or in the alternative to apply for physician privileges for your doctor. The physicians provide us with an on-call after hours schedule for coverage.

Medical appointments ordered by the attending physician will be coordinated by the Nursing Department. Arrangements will be made for companions from various health agencies to accompany you if the family or Advocate is unable to attend. There is a charge for this service.

## **Medical Care**

Regular visits/clinics are arranged through the nursing office for your Doctor. At Marianhill your medication is reviewed every three months by your physician and an annual physical examination is scheduled. A resident may remain under the care of their community attending physician providing he/she has admitting privileges to Marianhill.

The Nursing team is comprised of Unit Managers, Registered Nurses (RN), Registered Practical Nurses (RPN) and Personal Support Workers(PSW). A Registered Nurse is required in the building 24/7.

The Nursing team will notify the next-of-kin/representative in the event the resident is injured or there is a change in the residents health status. Current information for reaching the next of kin is required to help ensure a prompt response to any events.

## **Mobility Equipment**

The appropriate wheelchair and walker will maximize your safety, independence and comfort. . If you require a wheelchair or walker on a permanent basis , the Occupational Therapist from Community Care Access Centre will assist you and your family apply for your new equipment through the Assistive Devices Plan. (financial assistance may be available). Maintenance of wheelchairs and walkers is important to optimize your independence and safety and is the responsibility of the resident / family. Marianhill arranges for equipment to be inspected and minor repairs are completed at no cost to the resident/family. Should your wheelchair or other equipment require significant repairs, you will receive a quote for your

approval before any work is completed. You are free to have your own provider inspect and repair your equipment at your convenience as well.

## **Pastoral Care**

Pastoral care is available to all residents. An information booklet from the Pastoral Department is given to each resident after admission. The regular services are also listed on the monthly activity calendar, which is distributed to you.

## **Personal Furnishings**

A nightstand, lamp, bed, chair and dresser are provided as part of the room's furnishings. The building services department must approve any personal belongings or furniture you wish to bring to Marianhill for safety reasons to ensure the room can be cleaned and care provided in a safe manner.

All electrical appliances such as radios, lamps, televisions, etc **must be** inspected by the Maintenance department prior to use.

## **Pet Visitation**

Pets with a current record of vaccination are welcome visitors. It is the responsibility of the owner to have the animal under control at all times. The owner is liable for the action of their animal while visiting Marianhill.

## **Pharmacy**

Marianhill has a pharmacy contract with Mulvihill's Pharmacy. Most medications are covered under the Ontario Drug Benefit Plan or supplied by the Ministry of Health. There is a dispensing fee for each prescription written by your Doctor. You will be billed monthly and payment is to be made directly to Mulvihill's Pharmacy.

## **Recreation Services**

Activities are offered in large group, small group and on a one-to-one basis depending on the type of activity and the needs of each individual person.

Activity boards are placed throughout Marianhill announcing upcoming activities as well monthly activity calendars are circulated to all residents. Activities are open to your family and friends.

## **Resident Council**

To enhance the quality of services and programs which Marianhill provides, a Resident's Council has been established. The Resident's Council represents all the residents of Marianhill Inc, with the purpose of being a channel of communication in relating needs, opinions and ideas. The Resident Council meets on a regular basis with all meetings recorded.

## **Safekeeping of Resident's Valuables**

You are encouraged to ensure that all valuables i.e. heirlooms are safely secured and placed in a safety deposit box. Arrangements may be made to place monies in a trust account so that monies are not kept in your room. Marianhill is not responsible for any lost or stolen items.

Marianhill does not have any storage area available for general storage of resident off season or other belongings. Arrangements to store these items off site must be made by the resident/family.

## **Safety & Security**

Marianhill is equipped with smoke and heat detectors, with a direct emergency service alarm to the Pembroke Fire Department. A comprehensive fire safety plan is in place to ensure our resident's safety. Fire Alarm pull station boxes are located in the hallways. As per regulations, fire drills are conducted monthly.

Marianhill is equipped with a security system that locks all exterior doors automatically at designated times. For resident safety the security system at

Marianhill is fully activated and the front doors locked. The posted code (5683 Enter) is used to enter and leave the building.

If entering or leaving the building prior the designated times, nursing assistance is required. A call system is located at the front door for this purpose.

## **Smoking**

### **Marianhill is a Smoke Free Environment.**

Residents must leave the property in order to smoke. Anyone wishing to smoke off the property must be assessed as able to do this independently and safely.

## **Telephone**

New residents who wish to have telephone service will be provided with a telephone and a new telephone number. The cost to the resident is \$ 20.00 for installation and \$25.00 per month. If long distance calls are placed then long distance charges will apply. A monthly statement will be issued for the telephone service. Should the resident prefer, the telephone charge can be deducted from the resident's trust fund.

Residents who want their phone number published in the Bell Telephone directory may call Bell and have their number listed for a fee.

## **Therapy Services**

A Physiotherapist provides an assessment and develops a restorative program for each resident able to benefit from this therapy. This service is provided at Marianhill by ActiveHealth. Other therapy services can be arranged with the Champlain Community Care Access Centre (occupational therapy, speech pathologist)

## **Trust Accounts**

A trust account may be established with Marianhill's Finance Department to assist with payment for services such as foot care, beauty salon, etc and to provide access to funds for personal spending. You may arrange to have pension cheques deposited directly to your trust account.

Additional information regarding trust accounts may be obtained at the administration office, Monday to Friday 8:30 a.m. to 4:30. p.m. excluding statutory holidays. Statements of your trust account are provided each quarter. It is recommended that the balance of your trust account not exceed \$500.00.