



**PASSAMAQUODDY LODGE**

NURSING HOME | ST. ANDREWS BY-THE-SEA

## **RESIDENT INFORMATION BOOKLET**

### **MISSION STATEMENT**

**Our Nursing Home will be recognized for providing a safe, home-like environment that meets current standards and promotes resident independence, enhanced by motivated stakeholders, community partnerships and financial sustainability.**

***We are celebrating our 50<sup>th</sup> Anniversary in 2023!***

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## **INTRODUCTION/WELCOME:**

Thank you for your interest in Passamaquoddy Lodge. This handbook is designed to provide a brief description of the nursing home services offered to potential applicants and their families. Passamaquoddy Lodge is a provincially licensed nursing home. Provincial licensing is mandatory and involves annual inspection and adhering to the Nursing Home Act, Regulations and Standards. The application process and other general information is included. We hope you find this handbook helpful.

## **HISTORY AND BACKGROUND OF PASSAMAQUODDY LODGE INC.**

The construction of Passamaquoddy Lodge was possible due to the initiative of the Kiwanis Club of St. Andrews and donations from The Sir James Dunn Foundation, the Seaside Lodge of the Knights of Pithiest as well as other groups and individuals. Mr. & Mrs. Murray Vaughan generously turned over the building site for a nominal sum.

The first Annual Meeting of the Board of Directors and Members was held in the Council Chamber of St. Andrews Town Hall on January 18, 1973. The Corner Stone for Passamaquoddy Lodge was laid by Captain Ranby Wren on July 27, 1973 and the first Resident, Miss Georgie Carson, 102 years young, was admitted to the Lodge on December 3, 1973. We are going to celebrate our 50<sup>th</sup> Anniversary in 2023!!!

Today Passamaquoddy Lodge Inc. is a 60-bed licensed nursing home facility thanks to all the community support we have received!

## **FACILITY DESCRIPTION**

Passamaquoddy Lodge is a 60-bed Nursing Home facility that provides services to both seniors and disabled persons. The Nursing Home is operated by Passamaquoddy Lodge Inc., a non-profit company under the New Brunswick Companies Act. Passamaquoddy Lodge Inc. is also registered with the Canada Revenue Agency as a charitable organization. The Company is authorized to issue tax-deductible receipts for donations.

Passamaquoddy Lodge is governed by a Board of Directors consisting of a maximum of fifteen elected members of the Company. Board members donate their own time to set policies, which ensure that our operation meets the standards for nursing homes as set by the Province of New Brunswick. The philosophy and policies of the Board of Directors, and astute business practices, set the tone for the successful delivery of quality Resident services in our facility.

The Directors of the Company employ and direct an Administrator, who is responsible for the implementation of Board policies and the day-to-day operation of the Nursing Home. The Administrator is accountable to the President of the Board and reports on the operation of the Lodge at each monthly Board meeting.

## **RELIEF CARE PROGRAM**

We are pleased to offer assistance to families on a relief basis for up to 60 days per calendar year (maximum 30 days per visit). This service is offered at a minimal cost to the resident and provides relief for families for vacations, surgery, etc. We do require a History and Physical Form to be completed by the family physician prior to admission. The forms are valid for a 6-month period from the date completed by the physician. For further information or to reserve the room, please contact our Director of Nursing, at 506-529-5240, extension 5244.

## **APPLICATION PROCESS – PERMANENT ADMISSION**

Potential applicants and/or families are encouraged to visit the nursing home prior to making an application by contacting the Administrator or the Director of Nursing.

The **Department of Social Development (833-733-7835)** must be contacted to request approval and initiate the process for nursing home placement. They will determine the level of care required and advise the nursing home(s) selected when approval for placement has been given.

At any time, a tour of the nursing home can be arranged and full particulars regarding the admission process can be discussed. We also have a ‘virtual tour’ on our webpage [www.passamaquoddylodge.ca](http://www.passamaquoddylodge.ca) Applicants are placed on an active waiting list once an application has been received and the resident has been approved for nursing home placement by the Department of Social Development. All admission documents and the Financial Assessment must be completed prior to admission. We also recommend that every resident have a power of attorney in place prior to admission. The Power of Attorney is financially responsible for payment of the resident’s expenses.

## **COST OF CARE**

The cost of care is set each year by the Dept. of Social Development. The monthly amount a resident would pay is based on their financial assessment. The department will require the applicant’s income tax forms for the prior two years. At this time, the cost of care is based on income only, not assets. Cost of care includes the provision of services as they relate to nursing, dietary, activity, housekeeping and laundry. A more detailed explanation is provided throughout this brochure under separate headings.

## **CHANGE OF ADDRESS**

Please remember to complete a change of address card at your local post office once your family member is admitted. We would also remind families that if your phone or address should change, please notify the nursing home.

## **STATEMENT OF VALUES**

Passamaquoddy Lodge Inc. will incorporate the following values in each of its activities:

1. **Respect and Compassion** – We are committed to ensuring dignity and understanding and to provide client and family centered care in every aspect of what we do.
2. **Organization** – We are committed to being fiscally responsible and promoting open communication in a trusting environment.
3. **Opportunity** – We are committed to providing an atmosphere which enhances existing and future partnerships.
4. **Teamwork/Empowerment** – We are committed to an atmosphere which encourages comprehensive teamwork and empowerment.
5. **Confidentiality** – We are committed to the highest level of confidentiality with respect and awareness of our Residents’ and employees’ needs.

## **NURSING HOME CULTURE**

Passamaquoddy Lodge Inc. fosters and supports a culture which embodies the following

- principles:
- the provision of an atmosphere of caring, nurturing and welcoming
  - the provision of a warm homelike environment which facilitates teamwork, participative decision making, trust and open communication
  - that all Residents are respected and valued the same, regardless of race, creed, religion, financial status or care and service needs
  - that the opinions and contributions of all staff and clients are valued, recognized and utilized
  - that all care and services are re-assessed and validated on an on-going basis
  - the involvement of individuals from our own community.

## **RESIDENT CENTERED CARE - CULTURE CHANGE**

Resident centered care is a focus on the resident's emotional needs and care preferences consistent with their lifestyle. The emphasis is on relationships in the care, rather than task centered approach.

This shift requires a change in culture at the lodge. Our goals are to provide an environment that allows our residents to continue to live and most importantly make their own choices when able and have control over their daily lives.

Common elements of culture change include:

- Resident-direction in care and daily activities
- Home atmosphere
- Close relationships between residents, family members and staff.
- Staff empowerment
- Collaborative decision-making
- Quality improvement processes.
- 

Passamaquoddy Lodge hopes to continue with a culture change journey and that we will be in a continuous process of assessment, creative responses and evaluation of our person centered care strategies.

In the Spring of 2023 we introduced pet cats and kittens – Ossie, Oscar, Jeff and Meredith. Residents and staff alike are enjoying their company. Our next endeavours will be leaving the dining room doors open at all times to create a welcome place for residents to sit any time of day, to enjoy a cup of coffee or linger prior or after meals, a hydroponic vegetable garden, options for having a late breakfast are available in the kitchenette for residents who choose to sleep in. Also, we will be adding non toxic house plants in the building.

## **STATEMENT OF COMMITMENT TO SAFETY CULTURE**

Passamaquoddy Lodge Inc. is committed to the provision of quality care and services that promotes and provides for the safety and well-being of those who live and work in this home.

The Board, leadership team, staff, residents and volunteers share the role and responsibility for improving and prioritizing safety as an integral aspect of care and services. We commit to ensuring that policies and procedures and educational opportunities are developed, communicated and implemented as evidence of this commitment. We will also strive to ensure a culture that supports individuals in a just and fair environment and lessens fear of reprisal for reporting errors, omissions, accidents and near misses so that we can learn from our incidents and/or potential adverse events.

We ask residents, families and partners to also commit to these goals and to approach us with ideas and concerns in an open communication so that we can work together. Goals and objectives to improve safety shall be regularly monitored for achievement, reviewed and revised regularly and shall be part of our strategic planning process.

## **INFORMATION ON EMERGENCY PROCEDURES FOR RESIDENTS/FAMILIES**

Passamaquoddy Lodge is equipped with a state-of-the-art fire protection system. The Lodge is equipped with a sprinkler system and has smoke detectors wired back to the fire alarm system. Fire prevention and education is the first line of defense against fire. Fire drills are held monthly, and all Staff participate. The Environmental Services Supervisor will be happy to answer any questions you may have in relation to fire protection/procedures or other safety matters.

## **DISPUTE RESOLUTION PROCESS**

To enhance Resident Care services, it is important to receive input from all involved. The acknowledgment and management of complaints is an important component of this process. Complaints are verbal or written expressions from an individual of dissatisfaction with care or service provided by an individual or the facility as a whole. A complaint that can be quickly resolved that does not involve a danger or threat to residents or harm to the facility can be handled at the department or nursing level. A complaint that involves danger or threat to the residents or facility as a whole should immediately be directed to the nursing supervisor, department head or administrator.

If a dispute can not be resolved families are free to contact the Senior's Advocate's office at 1-888-465-1100.

## **DISCHARGE POLICY**

With reference to the Nursing Home Act, Section 17(1) and 17(2):

Where for any reason an operator intends to discharge a resident from a nursing home, at least 30 days' written notice of such intention shall be given to the resident and to his next of kin or legal representative except where the operator believes, on reasonable grounds, that the immediate discharge of the resident to the custody of another person is necessary for the safety of the resident or of other residents or staff. Where a resident is to be discharged under sub-section (1) and the resident has no next of kin or legal representative, the operator shall give the required notice to the resident and to the Director.

Residents may be discharged at the request of the resident, family or guardian, or by physician's request or request from the Nursing Home. Both parties agree to provide 30 days' written notice should a resident vacate the facility. Full payment of the final 30 day period is required.

## **ETHICS COMMITTEE**

We have an Ethics Committee composed of the Administrator, Director of Nursing, a Registered Nurse, a Board Member, a Community Member and a representative of the Clergy. The purpose of the committee is to address ethical issues relating to residents' and families' rights through interpretation and discussion of these issues with decisions made reflecting the homes' mission, values and culture.

## **LEAST RESTRAINT INFORMATION**

Although restraints are used to protect the resident from injury, to maintain treatment, and to control disruptive behaviour, research shows that the use of restraints is actually associated with increased incidence of injury, skin breakdown, and functional decline, loss of appetite, dehydration, constipation, disorganized behavior and emotional distress. When restraints must be used, they are used only as a last resort to prevent harm to self and to others; they are a planned short-term solution, never a long-term intervention.

The goal of nursing practice in nursing homes is to achieve the best possible health outcomes for the resident, with no unnecessary exposure to risk or harm. Nurses act as advocates to protect and promote residents' right to autonomy, respect and dignity. In keeping with these values Passamaquoddy Lodge supports least restraint practices.

In the event that a restraint of some form is recommended, this must be ordered by the physician and the family contact will be consulted.

### **NEXT OF KIN / GUARDIANSHIP**

We ask each Resident/family to designate **one** next-of-kin or sponsor who will be contacted to make decisions regarding the Resident's status and care planning. This individual would speak on behalf of the Resident if he/she were not able to do so and sign the Resident Care Contract. We recommend each resident have a power of attorney in place prior to admission.

The designated sponsor is responsible for keeping other family members informed on changes to the Resident's condition and to ensure that all financial expenses and obligations are met. This individual will be contacted when clothing and other personal needs are required unless other arrangements have been made.

### **SCENT FREE BUILDING**

Please be advised that we are a **scent-free facility**. Research shows that scented products may be harmful to those with allergies or chronic conditions. We ask Residents and families to buy **scent-free** products. **The use of body powders, scented or unscented, is not permitted.** We also ask that highly scented flowers such as **lilacs and Easter lilies** be avoided. At Christmas, **fresh cut evergreen trees or boughs are not permitted (cedar, spruce, fir, pine) or poinsettias (due to allergies).**

### **SMOKING & VAPING**

Please be advised that we are a **SMOKE FREE FACILITY** (as of June 1, 2008).

**SMOKING & VAPING ARE NOT PERMITTED ON THE FRONT DECK, IN THE COURTYARD OR IN ANY PART OF THE NURSING HOME.**

### **LATEX PRODUCTS – LATEX FREE**

Passamaquoddy Lodge Inc. is committed to minimizing exposure to Latex due to increasing incidence of latex allergy and sensitivities.

### **HEALTH & SAFETY**

We have a trained, dedicated group of staff on our Environment Team who meet monthly to review the health & safety of our environment. They review the monthly fire drill, the monthly safety inspections and quarterly staff incident trend reports. Any issues will be dealt with as they arise. All staff and volunteers must complete and clear a Criminal Record Check as well as a Social Development Check prior to hiring.

All staff members are trained in the fire drill process, WHMIS (Workplace Hazardous Materials Information System) program, and participate in the 'All the Right Moves' program.

We have an emergency plan for disasters, fires and pandemic occurrences. These are reviewed at least on a yearly basis . We participate in fire drills at least monthly and have participated in EMO (Emergency Measures Organization) exercises to practice these plans.

**It is the responsibility of each staff member to know what to do in case of Fire. Fire, Disaster and Influenza and Covid-19 Pandemic manuals are located in each department office and each nursing station.** Each department (as required) has safety equipment and procedures for carrying out their duties.

We have a sentinel guard system installed at the front entrance of the Lodge to monitor residents at risk for elopement. The device will alert the RNs and Team Leaders immediately of an elopement to ensure a quick response time to return the resident back inside. Residents at risk of elopement wear an alert bracelet and their photographs are posted at the entrance to alert staff and visitors of the elopement risk.

### **INFECTION CONTROL**

Prior to employment, a Staff History & Physical Report must be completed for each employee by their physician to ensure they are free from any notifiable communicable disease. In all departments, **universal precautions** are to be used when working directly with a Resident or soiled item or where they may have contact with bodily fluids. Disposable gloves should be worn. **Hand washing** is the first line of defense to control the spread of germs. All staff must be fully vaccinated for Covid-19.

During flu season (October to May), staff members are asked to contact the Director of Nursing with their symptoms if calling in sick. Each fall, a **flu immunization is offered** to all residents and staff free of charge. All are encouraged to take advantage of this. During an outbreak of influenza in the community all staff/visitors will be required to wear a mask (and additional PPE - personal protective equipment as required) in the building.

We do ask that visitors refrain from visiting if they have symptoms or have been around others with symptoms. Occasionally we do close the building to all visitors to keep our residents safe from viruses in the community. Each family contact is notified when we have to close and when we re-open.

### **CHANGE OF ACCOMMODATION**

Passamaquoddy Lodge Inc. reserves the right to transfer a Resident, at any time, from one accommodation to another within the facility. Request by a Resident for transfer will be arranged as soon as possible, if deemed advisable by the Lodge. No transfer will be unjustly denied. Upon admission, all residents' names are added to the waiting list for a private room.

### **MEDICAL SERVICES**

Passamaquoddy Lodge Inc. has retained Lesley Pinder, M.D., who provides twenty-four (24) hour coverage and visits the nursing home on a weekly basis. Appointments are arranged through the Charge Nurse. Requests from Residents and/or families to see the Physician are made through the Charge Nurse.

Residents may use the services of their family physician but must make their own arrangements with him/her. Active treatment or emergency care will be provided by Charlotte County Hospital in St. Stephen, or in certain situations by Saint John Regional Hospital or Saint Joseph's Hospital.



Dr. Pinder also serves as Medical Advisor to the Board of Directors and the Administrator with respect to medical policies and procedures. She also makes referrals to Physicians in specialized fields and acts as liaison with other Physicians and with hospitals.

**Foot Care** - routine foot care is provided by our Care staff. If further service is requested, it is available at the Nursing Home through Home Support/Extra Mural. Arrangements are made through the Charge Nurse. There is a fee charged to the resident's trust account.

**Psycho/social Services** – are available through the Extra Mural program. The physician would make the referral for the resident.

**Massage Therapy** – available on request, see Massage Therapy – Costs to be covered from the Trust account or family if no health insurance coverage is available.

**Dental Hygienist** – Martha Fox, RDH, offers her services at the Lodge for our residents. Costs to be covered from the Trust account or family if no health insurance coverage is available.

### **PHYSIOTHERAPY, SPEECH LANGUAGE, OCCUPATIONAL & RESPIRATORY THERAPY**

These services are available through referrals to the Extra Mural Program (EMP). Referral forms are available on each nursing unit. The Lodge employs a Rehabilitation Assistant who provides rehab services at the Lodge. She follows the instructions for exercises in strength training and range of motion exercises etc. She works throughout the building with residents but has a dedicated office/rehab space in the facility equipped with exercise/rehabilitation equipment. Special seating requirements are addressed through these service providers as well.

Wheelchairs ordered at the Lodge are returned by the Lodge to the Red Cross or specific program used for loans.

### **LAB / X-RAY SERVICES**

Charlotte County Hospital (CCH) provides laboratory and x-ray services. These services are ordered by the physician, appointments made by telephone and requisitions are completed and sent with the Resident or specimen. Lab specimens are sent by taxi to CCH. Ambulance services will be arranged by Passamaquoddy Lodge Inc. when considered necessary. Any costs related will be charged to the Resident's Trust Account if applicable.

### **NURSING CARE SERVICES**

The Administrator of Passamaquoddy Lodge employs a Director of Nursing to ensure that quality care is delivered to all Residents. Registered Nurses or Licensed Practical Nurses are on duty 24 hours each day to ensure that medications are given, the physician is notified as necessary, nursing care of Residents is performed as planned and general over-all supervision of Staff and Residents is maintained.

At the beginning of each shift, a report is received from the previous shift and the Care Staff receive their assignments. A registered nurse (RN) or licensed practical nurses (LPN) and resident attendants /personal support person (RA/PSW) are assigned to each wing. This team meets the various needs of the Residents through bathing, grooming, feeding, exercising, socializing, providing for special treatments and communicating with families and close friends.

Care staff are required to porter their assigned residents to and from meals, hair care and activities.

## CARE SUPPLIES PROVIDED BY PASSAMAQUODDY LODGE:

Absorbent puffs	*Mouth Care Supplies (toothpaste-Crest, mouthwash-Arjo, toothettes-dent rite, toothbrush-Medimart)
Alcohol (for medical use)	Nail Care Equipment (clippers, file, etc.)
Antiseptic & Disinfectant Preparations	Nebulizer masks
Applicators, Cotton-tipped	Needles
Bandages	Ostomy Supplies
Basins (bath, emesis, solution)	Packs, Hot and Cold
Bed Pans	Paper, Autoclave
Blood Pressure Cuffs	Pressure Relieving Devices
Blood Sampling Supplies	*Razors, Disposable (Goodnews)
Blood Testing Strips	Rectal Tubes
*Body Lotion (Smith & Nephew)	Saline Solution
Catheter (Drainage systems, tray, solution)	Scissors
Condom Drainage	*Shampoo (Gentle Rain)
*Denture Adhesives (Orashesive)	Sharps Disposal Containers
*Denture Cleaners (Freshmint)	*Skin Barriers (Smith & Nephew/Tena)
Denture Cups	*Skin Cleanser (Smith & Nephew/Tena)
Diabetic Supplies (one touch ultra)	Specimen Collecting Supplies
Dressing Trays	Spoons (disposable)
Dressing Supplies	Sterile Supplies/Equipment
Droppers, Medicine	Steri-strips
Enema Kits, Disposable	Stethoscopes
*Facial Tissue (Cascades)	Stockinette
*Feminine Hygiene Products (Tena)	Straws, Flexible
Foot Care Equipment	Swabs, (alcohol & glycerin)
Forceps, Disposable Surgical	Syringes
Gloves (Sterile/Unsterile)	Tape
*Hand soap/hand sanitizer (Ecolab, One Step, Purell)	Thermometers & supplies
*Incontinence Care Supplies, disposable (Tena)	Tongue depressors
Irrigation Solution & Trays	Urinals
Lubricants & Petroleum Jelly	Urine testing strips Chemstrip 9
Medicine Cups (paper & plastic)	Water (sterile & distilled)
Minor Medical Equipment	

## PERSONAL EFFECTS

Passamaquoddy Lodge Inc. tries to provide a warm and comfortable atmosphere within the Resident's room. This includes a bed, bedding, clothes dresser, bedside table, closet storage and chairs where space permits.

Residents are encouraged to bring small personal effects for their rooms. These items must meet all the health and safety standards of the facility. Due to limited space, approval must be obtained from the Maintenance Dept. before items are brought into the Resident's room. **Passamaquoddy Lodge is not responsible for items that are damaged or lost (glasses, dentures, hearing aids, clothing, personal items etc.)**

Families/sponsors are asked to remove seasonal clothing and seasonal decorations from the room and return as needed. We are not able to store these items.

All Electrical items (lamps, radios, hair dryers, televisions, decorations, etc.) must be CSA approved and safety inspected by our Maintenance staff prior to being used by the Resident. Families/sponsors are asked to check with the Maintenance staff prior to bringing these items in.

Valuables, such as rings and watches, should be taken home if the Resident is not able to wear them. All money should be placed in the Resident's Trust Account in the Accountant's care. Clothes will be labeled with the Resident's name by the Laundry Department.

**Suggested Clothing List for New Admissions:**

(Please ensure that **all clothing is machine washable** & leave with staff to be labeled)

- One housecoat/dressing gown
- One pair of shoes, non-slip sole
- One pair of slippers
- Ten pairs of socks
- Ten sets of underwear
- Seven pairs of pajamas/nightgowns
- Seven outfits (pants/tops, dresses, etc.)
- Three sweaters
- One razor (for men), belt, suspenders if required
- Cosmetics (no powder or scented items), costume jewelry for ladies
- One comb, hair brush, toothbrush, glasses, hearing aide, dentures, hat, and outdoor clothing if needed.

**WE ADVISE THAT ALL VALUABLES BE LEFT AT HOME**

**Suggested gift items for residents: (all items should be labeled with the residents' name)**

- Family photographs
- Toiletries (unscented) (no powders)
- Greeting cards
- Costume jewelry – earrings, necklaces and pendants or chains long enough to be slipped over the head are best (no valuables please)
- Washable housecoat or clothing item
- Slippers (non-slip)
- Jogging suit
- Large calendars, bedside lamp, clock, television, radio
- Washable bed comforter
- Music
- Subscription to local newspaper or magazines
- Hair care gift certificates available at the reception desk
- Movies

Please remember all clothing items must be sent to the Laundry Dept. for labelling and all electrical items must be safety checked by the Maintenance Dept. **The best gift to all is a visit from you!**

When a resident passes away, the Resident Sponsor may have 24 hours to pack and remove personal items. After this, staff may store items for a maximum of three weeks. **We are unable to accept donations of clothing.**

## **INFLUENZA, PNEUMOVAX, COVID-19 VACCINES**

Passamaquoddy Lodge recommends that all Residents have a Pneumovax injection upon admission and every 10 years thereafter. Pneumovax increases the Resident's tolerance if they should develop pneumonia or bacteremia.

Influenza and Covid-19 vaccinations are recommended annually for all Residents unless the physician advises otherwise.

## **RESIDENT CARE MEDICAL DIRECTIVE – ADVANCED DIRECTIVES FORM**

Since Passamaquoddy Lodge is a long-term-care facility, many of our Residents complete their life span under our care. The Resident and sponsor should be the ultimate decision makers when it comes to deciding what medical treatment and procedures should be carried out in the final stages of life or in the event of incurable/untreatable illness. The physician and nursing staff will provide information and guidance to help make such difficult decisions easier. Family members/sponsors are always notified in the event the Resident's health status should suddenly deteriorate.

In the event that the Resident may not be able to tell us what their wishes are, or the staff may not be able to reach the sponsor, we ask that the designated sponsor provide some guidance as to what level of treatment should be given if the Resident's health status should deteriorate or if the Resident suffers from a terminal illness. This will be established with the Charge Nurse on admission. The level of treatment is renewed yearly with the resident/sponsor and can be changed at any time by contacting the Charge Nurse.

In the event of an acute episode or injury or ill health, where the Resident is not terminal, or progress is treatable, the Resident will be sent to hospital.

This form must be updated annually.

## **CARE TEAM CONFERENCES**

A Care Team Conference will be scheduled within 4-6 weeks of admission and annually after that. The family will be notified and invited to attend the meeting with other care, dietary and activity staff members. This is an opportunity for the family to address concerns, ask questions regarding the care needs of the resident. Telephone conferences are conducted during closures. Families can bring concerns to supervisors/managers at any time as well.

## **PROMOTING INDEPENDENCE**

Staff will provide basic personal care for those Residents who are unable to do these things for themselves. However, Residents will be expected to do as much as possible in order to prevent deterioration of psychomotor and cognitive abilities.

We ask families/sponsors to provide a personal profile of the Resident. This personal profile should include information that makes it easier for staff to care for and support the Resident. This profile should include things such as personal likes/dislikes of the Resident, past accomplishments, favorite memories, names of family members and friends, and other information that can help staff build a relationship with the Resident.

When **taking your resident for a brief outing**, please **check with the nursing staff** first to make sure they are **signed out** of the building and to ensure they will not **need any medication** while they are out.

When you **return, be sure to sign the resident back in.** The sign out logs are located at each **nursing station.**

Also, residents that wish to have an outing independently must sign a waiver to indemnify the Lodge of any responsibility.

### **PHARMACY SERVICES**

Medications prescribed are filled by Lawtons Drugs from St. John. Prescriptions are controlled through the use of the PacMed unit dose system.

**Families may not bring medications in from an outside source.** All medications must have a written physician's order. All medications dispensed at Passamaquoddy Lodge Inc. must be labeled by our affiliated pharmacy.

Please note - not all medications are covered by the drug plans or Medicare. If a physician orders a medication not covered by funding sources, the Resident or family/sponsor will be responsible for covering the cost of the medications.

### **MEDICATIONS**

Medications will be controlled and administered by a Registered Nurse or Licensed Practical Nurse who has been trained and successfully passed the requirements for administering specific medications. Alcoholic beverages are governed by the same principles as medications and require written permission from Dr. Pinder. Alcoholic beverages are dispensed and charted as a medication and must be supplied by the families.

Since many over-the-counter drugs and herbal medicines may affect medications the Resident is taking, sponsors are asked not to bring in such medications. **Medications are never to be left at the Resident's bedside, unless specifically ordered by the Resident's physician.**

### **MEDICATIONS SUPPLIED BY PASSAMAQUODDY LODGE INC.**

(Medications supplies for occasional use – Generic brands)

Analgesic (Acetaminophen)	Antiflatulent	Laxative
Antacids	Antipyretic	Anti diarrheal
Antiemetic	Antitussive	Stool softener
Lozenges, sore throat & cough		

**Note: If any of these medications are given on a regular basis, the resident is responsible for the cost.**

### **HEALTH INSURANCE / EXTENDED BENEFIT / VETERAN AFFAIRS CANADA (VAC) COVERAGE:**

Ambulance transportation is not covered unless the resident has a Department of Social Development Health Services Card. The cost of an ambulance is the responsibility of the resident.

If the resident is a Veteran, please ensure that the Business Office is aware of their Veteran's Affairs claim number.

## **TELEPHONE**

Arrangements for telephone service can be made with the office by yourself or a family member (the next-of-kin or the resident must sign the applicable form). We will provide the telephone set and you will be charged monthly on the Resident's Trust Account for initial connection and service. The initial connection fee is \$25.00, and the monthly service charge is \$25.00. There is no charge for long distance calls. To reach a resident's room you dial the main number (529-5240) then enter the assigned 4-digit extension number. To dial out from the resident's telephone you must dial "9" first to access an outside line.

## **CABLE TELEVISION**

Cable TV is available for a nominal charge (\$30 per month). Please see Administration Staff for this service. We will need the next-of-kin or the resident to sign the applicable form. If you need to purchase a TV, we suggest a flat screen with stand and no larger than 26". There are televisions in the Multi-Purpose Room, and the seating areas on both wings. Any residents requiring headphones must have wireless ones to avoid a tripping hazard.

## **WIRELESS INTERNET ACCESS**

Wireless internet access is available throughout the building – there is no charge, but residents must supply their own computer. No password is required.

## **HAIR CARE SERVICES**

The Beauty Salon is located at Shiretown Place beside the fire doors leading to Lighthouse Lane. A licensed hairdresser comes in several times each week to provide hair care services to the Residents. On admission, the hairdresser assesses the Resident's hair care needs, in consultation with the family, and organizes appointments for the Residents. The hairdresser provides the Care Staff with a daily appointment list written in the Unit Planner. Appointments may be made with the Charge Nurse.

Gift Certificates for hair care can be purchased at the front desk. Costs are as follows: shampoo and set \$15, haircut with shampoo and set \$20, permanent \$45; haircut for men \$15. Scheduling for shampoos and sets are weekly, unless otherwise specified by the resident or family. Haircuts are routinely scheduled at six-week intervals when possible. Perms are booked at three-month intervals.

Appointments often need to be rescheduled due to changes in the Resident's condition. Miranda McFarlane is the hairdresser and may be reached by calling: 529-5240, extension 5577. (Please leave a message).

## **ADMINISTRATOR**

The Administrator, Yolande Jay, (529-5240, extension 5242), is available to discuss any part of the operations of Passamaquoddy Lodge. Her office is located past the Front Reception Desk and is open Monday through Friday.

## **DIRECTOR OF NURSING**

The Director of Nursing, Megan Greenier, (529-5240, extension 5244), is available Monday through Friday during regular business hours. Her office is located near the reception area.

## **BUSINESS OFFICE**

The Administrator employs an Accountant and an Administrative Assistant who provide business services for Residents and Staff, Monday through Friday. Statements are emailed or mailed during the first week of the month and payment is due upon receipt. We are pleased to offer Pre-Authorized Debit to pay for the monthly cost of care. Trust statements indicate services not covered for the resident such as cable television service, telephone service, hair care, over-the-counter items from the pharmacy or special items ordered for them. Our web site is updated monthly with the Family Newsletter which includes the Activity Calendar for the current month. You may reach the business office by calling 529-5240, extension 5243 for Kristen Stevens, our Chief Accountant; or extension 5246 for Karen Lord, our Administrative Assistant.

## **ACTIVITY DEPARTMENT**

The Activity Department offers Resident activity programming, Pastoral Care, and Volunteers. The resident's participation is valuable in maintaining their social, emotional, physical and spiritual needs. A Resident activity calendar is located in the reception area and monthly calendars are placed in resident rooms to serve as reminders. They are also sent with the monthly newsletters to the family contact and posted on the web site. Volunteers assist in the Activity Programs and are coordinated by this department.

**Pastoral Care Services** are coordinated by this department. Weekly services are held as well as communion twice a month. If you wish to see clergy of a particular denomination, please contact the Director of Activities. Resident Council meetings are held monthly. The minutes are posted on the bulletin board at the reception area and the Multipurpose Area.

We welcome **visiting pets** at the Lodge if we are not under any restriction or closure (example – Covid-19). Please ensure your pet is kept on a **leash** and that the **current vaccination record is on file with us**. Pets should also be house trained and friendly, calm and obedient and should never be left unattended. **Pet owners are responsible for any injury, damage** etc. that their pet may cause.

We welcome volunteers at the Lodge for activities such as games, musical events, socials, parties, room visits etc. Should you like to be a volunteer, contact our Activity Coordinator.

The office of the Activity Coordinator, Nathalie Poirier, is located beside the Multi-Purpose Room and is open Monday - Friday. She may be reached by telephone at 529-5240, extension 5245.

## **ENVIRONMENTAL SERVICES**

Maintenance staff is on site from 8am - 4pm, Monday through Friday. The Charge Nurse can call staff in on weekends, after hours and holidays, if necessary.

Upon a Resident's arrival, Maintenance will inspect, and safety check any electrical appliance the Resident brings from home. Please be sure that any electrical appliance is **CSA approved**. Although we strive to provide a home-like atmosphere due to limited space and fire regulations, please do not bring any furniture from home. All necessary furniture is provided. Please ensure all items are cleaned and electrical safety checked by Maintenance prior to putting them in a resident's room.

You may reach Judson Essency, the Environmental Services Supervisor at 529-5240, extension 5130. His office is located on the lower level of the Lodge and is open Monday through Friday.

## **FACILITY SERVICES DEPARTMENT – Dietary, Housekeeping, Laundry**

The Administrator employs a Dietitian/Facilities Services Manager, Kristin Brown, who, along with Cooks and Dietary Attendants, Housekeeping and Laundry Attendants provides for the nutritional needs of the Residents, keep the facility sparkling clean and the personal laundry done on site. Kristin’s office is located across from the reception area, and you may reach her by calling 529-5240, extension 5260. The office is open Tuesday – Friday from 7:00 a.m. – 3:00 p.m.

### **Dietary:**

Kristin assists the dietary team to provide nutritional assessment and guidance to meet proper dietary standards. She assists with the evaluation of the individual Resident’s nutritional needs, menu and meal planning, planning and modifying special diets, education of staff in basic nutrition, the counseling of the Residents and their Families in relation to dietary needs and consulting with Medical and Nursing Staff regarding specific Resident’s nutritional problems.

The Dietary Department provides meals for the Residents either in the dining room or by way of tray service. Trays are brought out by Dietary staff and delivered by Care Staff either to Residents’ rooms or to the solariums on Lighthouse Lane and Bayview Blvd. or to the Multipurpose Room.

It is the policy of the Facility Services Department to provide personalized service where possible. After admission, the Dietitian/Facility Services Manager will visit the Resident to discuss their food preferences and individual dietary requirements (thickened, chopped, pureed, diabetic, etc.).

Meals are served at:	<b>Breakfast</b>	<b>8:00</b>	<b>A.M.</b>
	<b>Dinner</b>	<b>12:00</b>	<b>Noon</b>
	<b>Afternoon Drinks</b>	<b>2:00</b>	<b>P.M.</b>
	<b>Supper</b>	<b>5:00</b>	<b>P.M.</b>
	<b>Bedtime Snack</b>	<b>7:00</b>	<b>P.M.</b>

As part of our Resident Centered Care Culture Change introduced in the spring of 2023; residents now have the option to sleep in and have a cold breakfast when they choose.

The Daily Menu is posted daily outside the dining room and in the Multipurpose Room and at reception. The weekly plan (4 week rotation) is located outside the Facility Service Department office. A kitchenette is located across from the Administrator’s office with items for the residents (drinks, tea, coffee, etc). Just ask any staff member to access the items. Any food items brought in for residents must be heated in the kitchenette, if required. If they are stored in the kitchenette, the items must be labeled with the resident’s name and the date they were brought in.

Families may enjoy a meal with their resident – please pre-order to ensure availability. The cost of the noon meal is \$10 and the supper meal if \$7. You may pay for your meal at reception or in the kitchen.

**PLEASE NOTE: Kitchen access is restricted to the Dietary Staff only.** The Dining Room is open throughout the day for the residents to socialize or just linger after their meal.

The Facility Services Department works with the Activity Department to hold special events like special occasion meals, barbeques and picnics in the summer.

### **Laundry:**

Passamaquoddy Lodge does all residents’ personal laundry on site, five days a week. Staff will apply name tags to the Resident’s clothing shortly after their arrival. The house laundry is sent out for cleaning. Please leave any items requiring labeling with the Care Staff or at the front desk. Families are encouraged to provide wash and wear clothes. Wool, silk or delicate clothing items are not



recommended. Families are responsible for dry cleaning items if necessary. The Lodge is not responsible for any damage.

**Housekeeping:**

Passamaquoddy Lodge Housekeepers are on duty seven days a week. The friendly and courteous attendants take pride in their work while providing a clean and comfortable environment.

**DONATIONS/BEQUESTS**

We are a non-profit registered charity and all donations made to the Lodge are tax-deductible. All memorials, donations and bequests to our Nursing Home are accepted graciously. The funds can be designated to resident focused items, to a specific expansion/renovation fund or to be used as needed. Cheques are to be written to Passamaquoddy Lodge Foundation Inc. For your convenience we are able to accept donations and e-transfers through our website ([www.passamaquoddylodge.ca](http://www.passamaquoddylodge.ca)). For more information, please call the business office at 529-5240, extension 5243.

**GIFTS & GRATUITIES**

Staff members **are not permitted to accept personal gifts or gratuities of any kind.** There is a Resident Council fund or special projects and events or memorials that the public may contribute to.

**CONFIDENTIALITY**

All staff members are required to sign an **OATH OF CONFIDENTIALITY** upon hire and renewed during each performance evaluation. Any breach of the Resident's right to confidentiality is considered to be a serious infraction and shall result in disciplinary action up to and including discharge. All employees must recognize and respect the right of each Resident to be assured that his affairs and his records are held in a confidential manner. Confidentiality also applies to information learned about fellow employees. Respect for all levels of staff is held in high regard at the Lodge. Financial information for both Residents and staff is highly confidential. We ask families to respect this Oath of Confidentiality as well with regard to our Lodge family.

**PASSAMAQUODDY LODGE INC. DEPARTMENT HEAD LIST:**

**Main Phone Line:** 529-5240  
**Main Fax Line:** 529-5258  
**Web page:** [www.passamaquoddylodge.ca](http://www.passamaquoddylodge.ca)

ADMINISTRATOR	Yolande Jay	Ext.-5242
	e-mail: <a href="mailto:admin@passamaquoddylodge.ca">admin@passamaquoddylodge.ca</a>	
DIRECTOR OF NURSING	Megan Greenier	Ext.-5244
	e-mail: <a href="mailto:don@passamaquoddylodge.ca">don@passamaquoddylodge.ca</a>	
CHIEF ACCOUNTANT	Kristen Stevens	Ext.-5243
	e-mail: <a href="mailto:kristen.stevens@passamaquoddylodge.ca">kristen.stevens@passamaquoddylodge.ca</a>	
DIETITIAN/ FACILITY SERVICES MANAGER	Kristin Brown	Ext.-5260
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ENVIRONMENTAL SERVICES SUPERVISOR	Judson Essency	Ext.-5130
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ADMINISTRATIVE ASSISTANT	Karen Lord	Ext.-5246
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ACTIVITY COORDINATOR	Nathalie Poirier	Ext.-5245
	e-mail: <a href="mailto:activitymanager@passamaquoddylodge.ca">activitymanager@passamaquoddylodge.ca</a>	
HOUSE PHYSICIAN	Lesley Pinder, M.D.	