



DEER LODGE CENTRE

Making lives better



**Welcome to Deer Lodge Centre
Resident Information Booklet**

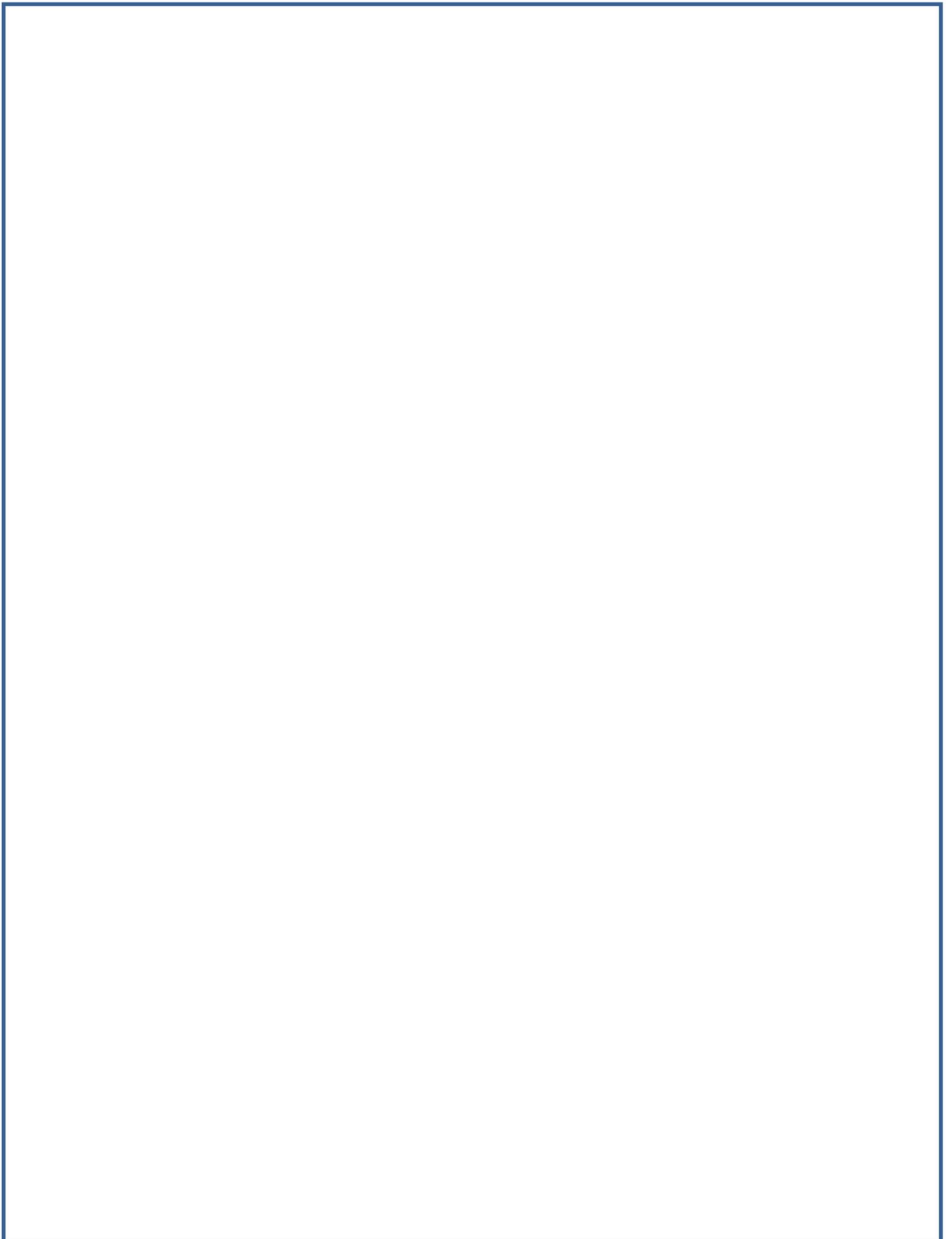


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WELCOME TO DEER LODGE CENTRE

We are pleased to welcome you to Deer Lodge Centre. We hope to make moving in as easy as possible for you and your family. You will probably have many questions that we hope to answer in this handbook. We also encourage you to ask staff here at Deer Lodge Centre if you have any concerns or questions.

The Deer Lodge Centre is part of the Winnipeg Health Region operated by the Winnipeg Regional Health Authority.

Winnipeg Regional Health Authority Mission and Values

The Winnipeg Regional Health Authority's Mission is to co-ordinate and deliver safe and caring services that promote health and well-being. Values include, Dignity - as a reflection of the self-worth of every person, Care - as an unwavering expectation of every person, and Respect - as a measure of the importance of every person.



Deer Lodge Centre Role

Deer Lodge Centre (DLC) as part of the Winnipeg Regional Health Authority provides health services to adults with complex needs in the areas of Rehabilitation, Chronic Care, Dementia Care, Mental Health and Bariatrics. The programs and services offered at DLC support the needs of clients in a variety of care settings including inpatient programming, outpatient clinics and residential care. DLC has a long and proud history of caring and an ongoing commitment to the health care needs of Canadian Forces and Veterans.

Resident Bill of Rights

Purpose

To ensure that residents rights are clearly articulated and accessible to residents, family and staff.

Objective

To promote understanding of residents' rights amongst residents, patients, family members and staff, recognizing their varying abilities.

Rights

- Residents and patients have the right to be treated with courtesy, dignity and respect at all times.
- Residents and patients are to be sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs and in a safe, clean and home-like environment.
- Residents and patients (or legally designated persons) have the right to access and receive information regarding their own medical file.
- Residents and patients (or their legal representatives) have the right to give or refuse consent to treatment, including medication, in accordance with the law.
- Subject to the Canadian Charter of Rights and Freedoms, residents and patients have the right of:
 - Freedom of conscience, religion, culture and language
 - Freedom of thought, belief, opinion and expression
 - Freedom of peaceful assembly and freedom of association
- Residents and patients have the right to communicate and have contact with and visits to and from friends, family, legal representatives and others in private if desired.

- Residents and patients have the right to retain their autonomy and to receive assistance towards maximizing and maintaining their independence with recognition of the limitations they may be experiencing ex. choosing personal items to be kept in their room, space permitting, and selecting clothing worn each day.
- Residents and patients have the right to choose their own recreational activities.
- Residents and patients have the right to privacy.
- Residents and patients have the right to be free from all forms of abuse, including verbal, physical and psychological abuse.
- Residents and patients have the right to have access to policies and procedures related to initiating complaints or commendations.
- Residents and patients have the right to be free from all forms of reprisal, retribution or discrimination as a result of exercising any of the above rights.

Inherent in the Resident Bill of Rights is the recognition of the residents and patients' responsibility to take into consideration the rights and needs of others.



Dear Sir or Madam:

On behalf of the staff and volunteers, I want to welcome you to Deer Lodge Centre.

The Centre's role is in making lives better and I believe we achieve this through hard work, and a wide range of services available to you. Along with 24 hour nursing care, the Centre has rehabilitation and social activities available depending upon your needs, abilities and interests.

The staff welcomes your involvement in planning your care, and participation by your family. Care conferences, social activities, and Resident and Family Council are examples of opportunities for both you and your family to be involved in decision-making regarding Centre activities. The Resident Handbook gives you a great deal of information about the Centre. I also encourage you to ask questions of the staff when you are uncertain.

I hope we are able to meet your expectations of high quality care during your time at the Centre. Again, welcome to Deer Lodge Centre.

Sincerely,

Kevin A. Scott
Chief Operating Officer



Resident and Family Members

Welcome to Deer Lodge Centre

I want to take this opportunity to personally welcome you to Deer Lodge Centre and especially on behalf of the Resident and Family Council.

As residents and family members, we meet every other month to share information and discuss issues and lobby for changes to improve resident's quality of care here. Every suggestion is discussed and referred to the appropriate department for follow-up.

In the past years we have been involved in asking government for funds to improve and install new bathtubs for the tower section of the Centre. These tubs now have been installed and enhance quality of care and privacy for our residents. Also, council has been instrumental in improving laundry services for the residents, fixing walkways and getting more plants to beautify residents' living areas, just to mention a few.

No suggestion or concern is ever thought of as unimportant. You matter here at Deer Lodge Centre. You and your family are always welcome at our meetings. We have an open door policy. Your comments and concerns are appreciated.

See you at the meetings!

Sincerely,

Jean McRitchie, Council Coordinator
Resident and Family Council
Deer Lodge Centre

ADJUSTMENT TO LONG TERM CARE

Moving to a long-term care facility is not easy. It is a difficult decision that usually comes at a time in a person's life when there has been many changes, turmoil and unknowns. The result of having to move to a long-term care facility may worsen the recent changes and losses for the resident or patient. Many families would say the decision to admit someone they love to a long-term care facility is one of the hardest they have had to make.

For a newly admitted resident or patient, the move to a long-term care facility may feel like he or she has lost his or her independence, role, and peer support. By becoming involved in the decision making, talking openly about the move and the changes, the anxiety of moving can be lessened.

For families of newly admitted residents, the move to a long-term care facility can trigger many questions such as: Have I done the right thing? How will the staff know dad or mom as well as I do? How will they know what he or she needs? Can I forgive myself? For some families these questions continue long after admission, but for most, the trust and connections with staff decrease these concerns and questions.

To help residents, patients and families in the move to long-term care, some suggestions in making the move easier include:

- Become involved in decisions related to your or your loved one's care
- Share information with the staff and the health care team about yourself and family
- Ask questions
- Talk openly about the move
- Focus on the positive
- Personalize the resident's or patient's room
- Ensure the resident or patient has enough personal supplies and clothing
- Get involved in activities of the Resident and Family Council
- Visit when both resident or patient and family feel comfortable

If you still feel uneasy about your move to long-term care, contact your social worker on the unit. He or she will be able to help with the transition.

Planning Your Care

To get to know you and to ensure we are meeting your needs, the members of the care team will contact you and your family within the first few weeks of your arrival.

Within six to eight weeks of permanent placement at Deer Lodge Centre, you and your family will be invited to attend a Post Admission Conference where questions and concerns about your care will be addressed by the interdisciplinary team. Your suggestions and comments are important to us at these conferences. As well, please feel free to approach staff to discuss daily care issues and concerns.

As a means of continuing follow-up, the team will formally review your care plan quarterly and schedule a full team review each year to provide you and your family with an update on your care and services. As always, your participation in the review will be invaluable as we continue to plan for your care.

Your Interdisciplinary Care Team Members (IDT)

The following professions may take part in your care at Deer Lodge Centre depending on your particular care needs. Each unit has assigned team members who will meet with you soon after your admission and periodically during your stay based on your needs.

Manager of Resident/Patient Care

There is a Manager of Resident/Patient Care who is responsible for the care and services provided on each unit who works with the nursing and interdisciplinary care team members to ensure your needs are met.

Clinical Resource Nurse (CRN)

The CRN is responsible for providing clinical support and expertise to nurses, assumes a leadership role in coordinating patient/resident care and promotes an interdisciplinary patient/resident centered approach to care based on evidence informed best practice.

Nursing Care

Registered nurses, registered psychiatric nurses and licensed practical nurses available 24-hour per day to assess, implement and evaluate your nursing care. They are available to help you as needed with your activities of daily living and to ensure your health care needs are met. Health care aides provide personal care and assistance under the direction and supervision of the nurses on the unit.

Clinical Nurse Specialist (CNS)

The clinical nurse specialist is an advanced practice nurse who works with residents, families, nurses and the care team. The CNS also provides clinical expertise, consultation, support, education, leadership and facilitates research on evidence informed best practice.

Medical Care

Deer Lodge Centre provides 24-hour medical coverage as follows:

- Your unit has an Attending Physician who visits weekly and will be your primary care physician.
- A House Medical Officer is available from 8:00 a.m. to 4:00 p.m. seven days per week
- An On-Call Doctor is available from 4:00 p.m. to 8:00 a.m. seven days per week

Social Work

Social Work can help individuals by reducing stress and improving their ability to function when they face problems that interfere with their well-being. Support may include admission and discharge planning, help with financial and legal matters and help in accessing community resources. A social worker can support clients with physical or emotional problems, help to problem solve if a crisis occurs, and facilitate family and staff communications.

Food and Nutrition Services/ Clinical Nutrition Services

Your Unit Registered Dietitian will assess your nutrition needs on admission, or shortly afterwards and is available to address any concerns you may have related to your nutritional well-being. The Registered Dietitian will set up the proper meals to help manage your medical conditions and can help you make healthy, informed decisions about nutrition and food.

Food Service

The Department of Food Services provides residents with well-balanced meals to meet nutrition needs. The food is provided by the Regional Distribution Facility. Besides mealtimes, snacks and drinks are available during the day and evening. We encourage the residents and patients to eat their meals in the dining room. We want to ensure that mealtimes are pleasurable for everyone.

Pharmacy

The pharmacist works with doctors and other team members to identify your medication needs. Medication reviews and health assessments are done regularly to ensure the best course of treatment.

Supplements and herbal preparations can interact with prescribed medications or some treatments. It is important that you tell the care team about any supplements or herbal preparations you or your family member is taking. Deer Lodge Centre follows the Use of Natural Health Products by Residents in Personal Care Homes and Long Term Care and a copy can be made available to you.

Spiritual Health

The spiritual health practitioners assist residents/patients and families with their spiritual questions. They are trained to work with people from many different religious backgrounds and those who have no formal religious beliefs. They are here to listen to you and support you. They can also help you keep in touch with your own minister, priest, elder, rabbi, imam or other spiritual leader.

The Spirit Room in the Worship Centre at Deer Lodge was specially designed to accommodate smudging. Indigenous ceremonies are provided quarterly by the WRHA Indigenous Spiritual Health Provider. Residents, patients and families may also invite their own elder to lead spiritual ceremonies. The Spirit Room is open 24 hours a day. It may be reserved to ensure availability.

Recreation

There are therapeutic recreation services on each of the units that strive to meet the recreational needs of the residents. There are a wide variety of programs available. Therapeutic recreation staff would be happy to provide you information on how to become involved.



Occupational Therapy

The occupational therapist (OT) provides assessment, treatment, education, and management of issues related to function. The OT will make recommendations for adaptive equipment such as a wheelchair, raised toilet seat, dressing aids, and splints that can help improve or maintain your functional abilities.

Physiotherapy

Physiotherapy Services provides assessment, treatment, education, and management of physical impairments, injury, or pain to all areas of patient and resident care at Deer Lodge Centre on a limited basis. Physiotherapy is dedicated to enhancing quality of life through restoring, maintaining, or maximizing movement and functional ability.

Speech Language Pathology

Speech-language pathologists (SLPs) provide assessment and treatment of swallowing and communication. Stroke, progressive disease or injury may result in difficulties with speech, language, voice or swallowing. SLPs help residents in reaching maximum potential for communication and swallowing.

Respiratory Therapy

Respiratory Therapy services including diagnostic testing and therapy are available to all residents and patients.

Other Health Services

Deer Lodge Centre is also able to provide on-site access to the following services depending on your needs:

Communication Devices Program (CDP)

The CDP provides services to adults within the Province of Manitoba who have difficulty with verbal communication. The CDP owns equipment that may improve the ability to communicate face to face and enable greater independence.

Individuals are evaluated by the unit Speech Language Pathologist and/or Occupational Therapist to determine if a referral to the Communication Devices Program is appropriate.

For a referral, please contact your unit Speech Language Pathologist or Occupational Therapist. For more information about the CDP, please call (204) 831-3430.

Dental Services

The University of Manitoba - Faculty of Dentistry operates a dental service at Deer Lodge Centre that is available to residents. The resident or patient pays the cost of dental services or may be covered by his or her dental plan.

Diagnostic Services

Diagnostic services at Deer Lodge Centre include lab, x-ray and electrocardiograms

Foot Care

Advanced foot care is available on a fee for service basis by certified foot care nurses. Patients, residents and families can hire privately for these services using the Privately Hired Caregivers Policy and forms. Talk to your nurse about arranging foot care.

Moving In - Resident Rooms

We encourage residents to personalize their room. This may include bringing in pictures, comforters, plants, radios or something meaningful that can be hung up or put on the shelves. Some rooms can allow a small piece of wipe able easy to clean new furniture such as a chair. Not all rooms are the same size, families should check with their Manager of Resident/ Patient Care before bringing in any furniture.

Deer Lodge Centre reserves the right to remove personal belongings such as furnishings from your room to ensure adequate space is available to meet your care needs.

The housekeeping staff cleans the resident's room once a day. The shelves are dusted regularly. If the resident has many personal possessions such as ornaments, picture frames on their shelves, the housekeeping staff is not able to dust the shelves properly. Deer Lodge Centre asks that you keep items on shelves to a reasonable amount. Window ledges and vents must be kept clear of items to allow for proper ventilation.

Clothing and Laundry Service

The following is a list of suggested list of clothing that you may require at Deer Lodge Centre. Please ensure that all clothing can be washed in hot water. Leave items with a staff member as each item will be labelled at no cost.

Clothing:

- 6 shirts
- 6 pants
- 10 pairs of socks
- 4 pajamas
- Housecoat (if desired)
- 2 pairs of shoes
- 1 pair of slippers (grip sole)
- 10 underpants (if worn)
- 4 sweaters

You may be asked to purchase adaptive clothing such as: opened back, adjustable shoes or grip socks depending on need. Please note that Deer Lodge Centre is unable to launder personal comforters.

*Deer Lodge highly recommends you do not bring valuable items as we are not responsible for lost or stolen items.

Personal Care Home

Deer Lodge Centre provides a regular laundry service for resident and patient clothing. You may choose to use this service or family may wish to continue to provide laundry support. Some items may not be suitable for the Centre to wash using the institutional process and may need to be taken home by family or dry cleaned.

Chronic Care

Deer Lodge Centre offers regular laundry service for resident and patient clothing for a monthly fee. You may choose to use this service or to continue to provide laundry support. Some items may not be suitable for the Centre to wash using the institutional process and may need to be taken home by family or dry cleaned.

Tailoring Services

Staff in the laundry services will provide minor repairs to clothing at minimal charge. This includes sewing on buttons, repairing minor rips and tears or re-hemming pants. On a limited basis, laundry staff will provide other tailoring services such as hemming new pants, opening the backs of clothing or zipper replacement. There will be a charge for these services. Pricing and tailoring requests can be directed to the manager of Laundry Services. Unit staff can help you with this.

Off Season Clothing

Clothing requirements change with the season or with changes in the resident's condition. Families need to check in the **spring** and **fall** to ensure seasonable clothing is available, discard any clothing that is worn or does not fit and take home off-season clothing. There is no ability to store seasonal clothing at Deer Lodge Centre.

Telephones

On most units, residents and patients can have a phone in their room at their own expense. Deer Lodge Centre does not provide personal phones and does not cover the cost for residents and patients to have a phone. Arrangements need to be made by calling Manitoba Telecom Service (MTS) at (204) 225-5687 or www.mts.ca. Free public phones for resident use are found in the lounges on each unit.

Televisions and Cable Services

Deer Lodge Centre provides televisions and cable services in the lounge area on each Unit and some common areas for all patients and residents. Individual patients and residents who wish to have televisions and cable service in their rooms may do so and will be responsible for the monthly charge.

Chronic Care Units

The Centre provides individual televisions for all patients and residents in rehabilitation units and chronic care units. Patients and residents are responsible to pay a service fee as set up by the Centre. The use of earphones or headsets is strongly recommended for shared rooms.

Personal Care Units

Televisions that are brought in by residents or family must be safety checked by Facility Management before being used. TV's must be flat screens and be a maximum of 32".

Electrical Appliances

Some electrical appliance may be brought in and must be checked by the Deer Lodge Centre before they can be plugged in. Unit Staff will arrange for an electrical check on each of your appliances and return it to you when approved. Deer Lodge Centre has the right to refuse any electrical appliance. Space heaters and small fridges are not permitted.

Home-Prepared Food

Loved ones often enjoy bringing food for loved ones at Deer Lodge Centre. This is welcome and an important part of socializing. However, some foods may pose risks for clients at Deer Lodge Centre. It is important to ensure the food is safe and to minimize risks for residents who may have special diet needs. If you have any questions or concerns please contact your unit dietitian.

Guidelines for Bringing Food Prepared Off-Site to Deer Lodge Centre

- Food may be brought in for a client but must not be shared with other clients.
- The food must meet special diet needs such as minced or thickened fluids or low sodium, as recommended for the client.
- All food that is brought in must be clearly dated and labeled with the client's name.
- Perishable food that has not yet been in a client's room (e.g. leftovers from a restaurant) will be kept in the fridge for no longer than two days, after which it will be thrown out, including the container.
- Once food has been brought into a client's room, it must not be returned to the fridge or freezer.
- Clients, families, and friends cannot bring food prepared off-site to be shared with other clients.
- Clients with chewing or swallowing difficulties must be supervised during meals and snacks.

Smoking Policy

Smoking is considered both a health hazard and a fire hazard. Visitors, volunteers and staff cannot smoke on Deer Lodge Centre property. Residents and patients may smoke only in the assigned smoking area outside the front doors at the designated times.

Removal of personal belongings

In the event you are no longer a resident at Deer Lodge Centre, arrangements to remove your personal belongings must be made within 24 hours.

Personal property may be donated to the Deer Lodge Centre. Please discuss potential equipment donations with the Unit Manager.

Funeral Arrangements

As part of the admission process you will be asked to provide the Centre with any information about advance funeral arrangements you may have. This information is helpful for staff to have so they can help families at a difficult time.

Barber and Hairdressing Services

The services are available in Deer Lodge Centre at a reasonable cost. Please talk with your unit clerk or the nursing staff to arrange appointments.

Volunteer Services

People are encouraged to volunteer at the Centre to help maintain a link with the community. They also compliment the work of staff by providing you with additional services and comforts. Volunteers operate the “Dancing Bear” Gift Shop and “Chad’s Place” bar. They visit residents and help at meal times and during recreational programs. Volunteers may be able to help you get to a worship service or accompany you to an appointment outside the Centre.

Volunteer Services knows how important it is to maintain contact and are pleased to provide family and friends with e-mail service to residents and patients. E-mails can be sent to dlcvolunteers@deerlodge.mb.ca. The message will be printed and hand delivered to the resident or patient.

Gift Shop

A gift shop, managed by the Deer Lodge Centre Auxiliary, is found on the Main Floor. Confections, cards, toiletries, gift items and magazines are available for purchase.

Chad’s Place

“Chad’s Place” is located on the second floor and provides bar service to patients, residents, and guests accompanying them. Drinks may be paid for in cash or Resident Trust Account and there is a maximum of two drinks a person a day. Hours and prices are posted at Chad’s Place. The Centre reserves the right to refuse service. Concerns about alcohol consumption can be discussed with your designated Social Worker or Manager of Resident/Patient Care.

Equipment for Personal Use

Residents admitted to the Personal Care or Chronic Care programs at Deer Lodge Centre may need equipment for their personal use as assessed by the appropriate health care professional. This can include wheelchairs, walkers, transfer belts, slings, compression stockings, falls related equipment and many other items required for exclusive use of a resident or patient. The cost of these items is not covered by Manitoba Health and is the responsibility of the resident or patient or their legal representative. Members of the health care team will help in the assessment for proper equipment and in providing information about where and how it may be obtained. In addition, training will be provided in the safe use of the equipment.

A copy of the policy related to Resident or patient Equipment Responsibility is available on request.

Personal Hygiene Items

Residents are responsible to buy personal hygiene items.

Toiletries:

- Toothbrush
- Toothpaste
- Deodorant
- Hairbrush/comb
- Shaver (electric only)
- Body lotion
- Denture cleaning supplies
- Nail clippers/emery board
- Tissues

*Please remember to label these items before leaving them in resident's rooms or bathrooms.

Quiet Hours

Families are integral partners in the care of residents at Deer Lodge Centre. Family and friends may visit as often as they like. Children are welcome within the Centre, but adult supervision is required.

Visitors need to be respectful of the needs of patients and residents. The Centre has set up quiet hours between 9:00 p.m. and 8:00 a.m. During quiet hours, rest and relaxation needs of the other residents in the room and in the unit must be considered.

Visitors who are not respectful of the quiet hours will be asked to leave the Centre. All visitors entering the Centre during quiet hours must check in with Security found at the Portage Avenue entrance.

Pets

Pets may visit in the Centre, but not in any area where food is being served. Owners are responsible for controlling their pets and are asked to check with the Unit regarding Pet Visitation Guidelines.

Parking

Visitors can park in the lot to the east of the building off Woodlawn Boulevard – there is a charge for parking. Payments are made at the Portage Avenue pay station. Limited street parking is available around Deer Lodge Centre.



Family Gatherings

Informal gatherings may be arranged through unit staff. Formal events or gatherings can be booked by calling (204) 831-2118.

Outings

Residents may wish to leave the Centre. Please let staff know and then complete the Leave of Absence forms so that staff knows where you are going and when you hope to be back. Recreation outings are popular with residents, and many families or friends participate. Residents and their guests are responsible for transport, admissions and meal costs on recreation outings.

Temporary Absences, Hospital Leave, Social Leave

Before leaving the facility, residents or their families should tell the nursing staff on the unit about the times of their departure and arrival back to the unit.

The daily residential charge remains in effect during any period of social absence. Manitoba Health Standards dictate that social leaves cannot exceed 21 days.

If you are transferred to a hospital, your room here at Deer Lodge Centre will be held. The daily residential charges remain in effect while your room is held for you.

Private Hired Caregiver and Therapist Policy

Residents/Patients may supplement the care and services provided at Deer Lodge Centre by contracting privately for the services of outside agencies or individuals. This is provided at the cost of the resident or patient. All individual contractors and resident or patient representatives will sign the Authorization and Release Form for Care and Treatment by non-Deer Lodge Centre Personnel form. The form must be completed before beginning of service.

Student Education

Deer Lodge Centre provides educational opportunities for students from all health care professions. A qualified staff member always supervises students. You may be asked to have a student assigned to you. Your participation in student experiences is voluntary.

Financial and Legal Information

Residential Charges

All long term care residents and hospital patients paneled for long term care are charged a per diem fee, established by Manitoba Health. The rate you are charged is based on your previous year's income (Notice of Assessment). Your residential rate will be reassessed annually. Residents or patients or their legal representative are responsible for payment of any assessed charge.

An appeal process can be initiated under certain circumstances. If you have difficulties with the rate you have been assessed, contact your social worker for more information on how to appeal.

Financial Services

The Finance Department is located on the main floor of the Administration wing of Deer Lodge Centre. For inquiries about trust accounts and other financial information please call (204) 831-2173.

The Cashier is available in the Finance Department between the hours of 8:30 a.m. and 3:45 p.m. Monday through Friday.

The Finance Department maintains a Trust Fund system to help you in the handling of your day-to-day financial affairs. The Centre keeps a record of all the money received from you or on your behalf, as well all the disbursements. The balance is held in trust for you. You are limited to a maximum withdrawal of \$100 on any given day. There is a monthly fee charged to the resident or patient for the trust account service.

The Finance staff will be happy to help you with any questions you may have about your trust account.

Financial Responsibility

It is recommended that you make arrangements in advance so that personal and financial affairs can be managed if you become physically or mentally incapacitated. A common method of doing this is by an Enduring Power of Attorney. If a person is incompetent and no Power of Attorney is in place, a Private Committee may be appointed by the court or, in the case of the Public Guardian and Trustee, by the Chief Provincial Psychiatrist.

On admission, you or your legal representative will be asked to sign a responsibility for payment form, and supply a copy of the document naming a legal representative that is Power of Attorney or Committee.

A pre-authorized debit service, cheques, or cash can pay residential charges, television and cable service fees, and other incidental expenses. For your convenience and safety, the pre-authorized debit is recommended.

For more information, contact the social worker assigned to your unit. A Legal Information Guide for Seniors is available through the Manitoba Seniors Directorate or on their website at www.gov.mb.ca/sd

What insured benefits are available to personal care home residents?

If you have always lived in Manitoba, you are eligible for personal care home benefits. If you are a newcomer to Manitoba you are eligible after living in the province for 24 consecutive months.

If you formerly lived in Manitoba for 30 years or more you are eligible on the date you returned to Manitoba as a permanent resident, after an absence of less than 10 years. The waiting period requirement does not apply to a person who has been a resident in a province or territory of Canada for five consecutive years and immediately establishes himself or herself as a resident of Manitoba. An assessment panel authorized by Manitoba Health determines the need for placement in a Manitoba personal care.

If a Manitoba assessment panel determines that you require care in a personal care home and you meet the residency requirements, you may receive insured benefits.

Some of these benefits include:

- standard accommodation
- basic nursing care
- assistance with and/or supervision of the activities of daily living
- physiotherapy and occupational therapy
- medical and surgical supplies
- prescribed drugs and related preparation approved by Manitoba Health
- meals including special diets
- laundry and linen services

For more information on any of the above programs contact:

Client Service Centre

Manitoba Health

300 Carlton Street

Winnipeg, MB R3B 3M9

For more information call: (204) 786-7101

Fax: (204) 783-2171

Toll free: 1-800-392-1207

TDD/TYY: (204) 786-7132

TDD/TYY Relay Service outside Winnipeg:

711 or 1-800-855-0511

Everyone who lives in a Manitoba Personal Care Home is required to pay a daily residential fee established by Manitoba Health. For details write or telephone:

Continuing Care, Health Programs Branch

Manitoba Health

300 Carlton Street

Winnipeg, MB R3B 3M9

Telephone: (204) 788-6648

Services not insured include the following:

- personal care home benefits outside of Manitoba
- health services performed at the request of a third party, such as examination for employment, drivers' licenses, insurance, travel, immigration and emigration
- care and treatment covered by the Workers' Compensation Board, the Department of Veterans' Services or by other statute
- services that are not medically required
- preparation of records, reports, certificate or communications, or testimony in a court
- drugs, medications, vaccines, sera or biological products, materials and surgical supplies, except as provided under the regulations
- ambulance and transportation subsidies except as listed in the regulations
- private nursing
- additional charges for a private or semi-private room
- television and telephone services
- cable television or internet service charges
- services performed by psychologists and dietitians outside a hospital or institution
- services provided by chiropodists and podiatrists
- services performed by audiologists, speech therapists, occupational therapists and physiotherapist in private practice
- chiropractic services other than adjustments
- acupuncture
- services provided by any other practitioner in the healing arts except as listed in the regulations
- routine complete eye examinations for persons 19 years of age or older but, under the age of 65
- chiropractic treatments as a result of a motor vehicle accident covered by Manitoba Public Insurance
- services such as examinations, laboratory tests, x-rays and other procedures related to uninsured services

Problem Solving Steps

There may be times when you are unable to solve a problem that concerns you or your family and friends. As a patient or resident, you have the right to ask questions about your care and share your concerns with us.

For questions, concerns or to share feedback, here's the process:

- Speak with a member of your health care team – they're here to help.
- If they are unable to answer your questions or address your concerns, they will connect you with the person who can.

If you want further information regarding a concern or further assistance with a problem you are experiencing meet with your Manager of Resident Care and/or Social Worker.

If the problem or concern persists, contact DLC Administration:

- Email: info@deerlodge.mb.ca
- Client/ Patient Relations Coordinator at (204) 831-2963
(the Client/ Patient Relations Coordinator has a direct reporting line to the Chief Operating Officer)
- Chief Nursing Officer at (204) 833-1845
- Chief Medical Officer at (204) 831-2920

If you are unsatisfied with Deer Lodge Centre's response, you are welcome to contact the Winnipeg Health Region Client Relations Office:

- Phone: (204) 926-7825
- Email: clientrelations@wrha.mb.ca
- WRHA Client Relations website

Policies, Procedures, and Environment and Safety

Deer Lodge Centre Abuse Policy

Abuse is defined in the *Protections for Person in Care Act* was enacted in Manitoba in May 2001. The Act is a law that protects adults from abuse and neglect while receiving care in personal care homes, hospitals, or any other designated health facility from mistreatment, physical, sexual, mental, emotional or financial abuse. This legislation creates a formal process for reporting, investigating, and resolving allegations and suspicions of abuse in health care settings. Deer Lodge Centre and all of employees have a duty to report suspected abuse or the likelihood of abuse by anyone to the Protection for Persons in Care Office

Deer Lodge Centre maintains safety and protects patients from abuse while striving to provide highest quality of life for residents and patients and maintaining a positive and safe working environment for staff. Deer Lodge Centre will not tolerate abuse towards any residents and patients. All residents and patients are to be treated with dignity and respect by all staff always.

Concerns and allegations of abuse can be directed to the Manager of Resident/Patient Care on your unit, your social worker, or the Protection for Persons in Care Office (204-788-6366 or 1-866-440-6366).

A copy of the Deer Lodge Centre Abuse Policy and Protection for Persons in Care Pamphlet are available. Please contact the Manager of Resident/Patient Care or social worker.

Residents or their family members may contact the Protection for Persons in Care Office as follows:

Access Line:	(204) 786-7132 (or toll free: 1-800-855-0511)
Fax:	(204) 775-8055
E-mail:	protection@health.gov.mb.ca
Web site:	www.gov.mb.ca/health/protection

Veteran Residents

Veterans Affairs Canada (VAC) Client Services provides support to Veterans both in the community and while a resident at Deer Lodge Centre. Social Work can help make arrangements for a VAC Counselor. Also, Veterans can contact the Veterans Ombudsman at 1-877-330-4343.

Ethics Committee

What is Ethics?

Ethics is concerned with morals and values. In health care settings, ethical dilemmas arise when the “right thing to do” is unclear, or when people are in moral disagreement about what is best for a Patient or Resident.

Who We Are

The Ethics Committee is comprised of a diverse group of individuals from a range of backgrounds and experience including Medicine, Law, Nursing and Allied Health. Members of the Committee have received additional training in Ethics by the Winnipeg Regional Health Authority.

How to Make a Referral

Residents/Patients, family members, volunteers and staff are all welcome to contact the Ethics Committee. All referrals will be kept confidential.

A referral can be made by filling out the Request for Ethics Consult form located within on your unit. Please return the form in the attached envelope to the Main Switchboard.

You will be contacted by a member of the Committee to further discuss your question or concern.

Personal Health Information Act

At Deer Lodge Centre, we believe your health is a private matter. The Manitoba Personal Health Information Act (PHIA) ensures that your personal health information is protected. We collect, record, store, use or disclose any information in keeping with Manitoba's PHIA. Personal health information includes your name, address, and Personal Health Identification Number (PHIN); facts about your health, health care history and the care you have been given; and facts about payment for your health care. Under this law, you have the right to:

- Access your personal health information and health records
- Request corrections to your records
- Have your information kept confidential
- Make a complaint to Manitoba's Ombudsman's Office about access to your personal health information, or about how it is collected, stored, used, or disclosed to others.

If you would like to know more about the Personal Health Information Act call the Centre's Privacy Officer at (204) 831-2164.

Health Care Decisions

Goals of care planning are a way to prepare for the decisions that will need to be made about your future or potential end of life care and medical treatment. When making a plan, remember that you have the right to accept or to refuse any health care treatment. What is right for someone else may or may not be acceptable to you. The staff of the Centre wants to be sure the care they are providing is what you want, especially if your health declines and you may be unable to speak for yourself.

There are several ways to make your wishes known.

- You will be asked to work with staff in developing a Goals of Care Plan. This plan is a summary of the care and treatment that everyone is in agreement with, following discussion about what is possible and what you prefer.
- Tell your family or person (s) you trust what your concerns are and what care you want and do not want. The staff will ask your family or person (s) you trust for direction if you cannot speak for yourself.

Contact the social worker assigned to your unit or a unit nurse for information.

Prevention of Pressure Ulcers

A pressure ulcer (or “bedsore”) is an injury to the skin and tissues below the skin. It is usually caused by sitting or lying in one position for too long. They usually occur on the buttocks, hip, heels, elbows and shoulders, which take most of the pressure when you are lying in bed or sitting.

Key Steps to Prevent Pressure Ulcer

- Avoid long periods of pressure: when in bed, roll over and change position often. If you can't do this, ask someone to help you change your position at least every two hours.
- When sitting, shift your weight or change position every 15 minutes. If you can't do this, ask someone to help you change your position at least once an hour.

Emergency response

Deer Lodge Centre has limited capacity to respond to emergencies. If as part of your advance care plan you indicate a wish to be resuscitated if your heart stops, we will call 911. Our response team will provide basic life support until the paramedics can arrive and transport you to the closest emergency department.

Use of Restraints

Deer Lodge Centre has a Restraint Policy, which is in accordance with Manitoba Health and the Winnipeg Regional Health Authority “Guidelines on Restraint Use”. The Policy defines a restraint as any restriction of voluntary movement or freedom used to minimally restrict body movement or behaviour. Restraints may be used when a health care team determines that a particular act or behaviour or response is placing the patient or resident or others at risk of serious harm. Restraint use will follow a team assessment process, and after consultation with the patient or resident, family or decision-maker. After receiving the information about the restraint, the patient or resident or family will be asked to provide a verbal or written consent. The time the restraint is in place will be determined by the patient or resident response and observed changes.

It is important to balance the risk of using restraint against not using restraint. It is important to ask what alternatives have been tried. The risks of using restraints may be greater than the risks of falling or wandering. When restraints are removed there may still be falls, but research studies show there is no increase in the number of falls with serious injury.

Chemical restraints are medications that given to an individual for the purpose of inhibiting a behavior that is believed to be a risk to themselves or others. Some of the reasons a resident may need these medications is to prevent physical or verbal aggression, agitation or uncooperative behaviors. This includes (but is not limited to):

- sedatives
- hypnotics
- antipsychotics
- antidepressants

*When medication is being used to treat an existing mental health disorder this is not considered a chemical restraint.

- Chemical restraints must be reviewed by the interdisciplinary team every 90 days as well as reviewed during medication review with the pharmacist and physician.
- Family or substitute decision maker must be informed and in agreement of the use of the chemical restraint.

Information on Side Rail Use

Every resident at Deer Lodge Centre deserves a safe and comfortable sleeping and bed environment. To achieve a safe bed environment reducing side rail use may be in the best interests of the resident's health and safety. Recent research has shown the use of side rails can increase the residents' risk of entrapment, serious injury or death rather than prevent it.

Each resident is assessed by the interdisciplinary team to find out if side rails are necessary and that other alternatives have been tried first. Every resident responds to different alternatives in various ways and no one method will always work.

Residents, families and the interdisciplinary team can together achieve the goal of a safe and comfortable sleeping and bed environment.

Falls Prevention

Deer Lodge Centre is committed to maintain mobility and independence in a safe manner. Mobility includes moving around in bed; standing; transferring; propelling in a wheelchair and walking. The care team will identify risks related to mobility and will work together with residents/patients and their families to minimize the risk of injury.

Environment and Safety

Deer Lodge Centre is committed to providing and keeping a safe and healthy environment for its patients, residents, visitors, volunteers and staff. Workplace hazards are identified and addressed and all safety, health and environmental requirements are met or exceeded.

Deer Lodge Centre believes in encouraging patients and residents to move throughout the Centre with as much freedom as they wish. For our protection and safety, all hallways and washrooms are equipped with safety handrails. The Centre has an electronic security system to prevent those patient and residents at risk of getting lost from wandering out of the building. This alerts staff when an individual who is at risk to leave the Centre.



Use CARE
Caution
And
Respect
Everyday

Provincial Healthcare Violence Prevention Program

Violence Prevention

- Upon admission, residents are identified as known to be a high risk for behavior that could be violent towards others.
- Risk factors are identified and are noted in the residents care plan.
- Residents that are at risk of becoming violent towards others are identified by two purple circles placed on the door in their room. This allows staff to be informed of the risk when doing care.

After an incident

- If an incident of violence has occurred. A report is sent to the Protection of Persons in Care office to be investigated. Manager Resident/Patient Care is informed as well as the families of any residents involved.
- This process allows staff to keep track of incidents and be aware of any consistencies so they are able to intervene appropriately.
- Fire and Emergencies

Fire and emergency drills, and inspections are carried out regularly at Deer Lodge Centre. We ask for your cooperation during these exercises.

DIAL “55” FOR ALL EMERGENCIES

Code Blue – Medical Emergency	Code Green - Evacuation
Code Red - Fire	Code Brown – Chemical Spill
Code Yellow – Missing Person	Code Grey – Air Contamination
Code White – Crisis Intervention	Code Orange – External Disaster
Code Black – Bomb Threat/Suspicious	

Infection Prevention and Control

Deer Lodge Centre has an Infection Prevention and Control Program. The purpose of the infection prevention and control program is to prevent patients and residents, visitors, and staff from acquiring healthcare-associated infections. Infection control professionals work with staff, patients/residents and visitors to prevent acquiring and spreading infections. See enclosed pamphlet for more information.