

Care with dignity



East Cumberland Lodge

HOME FOR SPECIAL CARE

262 Gulf Shore Road, P.O. Box 250 Pugwash, Nova Scotia B0K 1L0

Telephone (902) 243 2504 Facsimile (902) 243 3375

www.thelodgeinpugwash.com

General Information Package

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Our contact numbers

The following is a list of persons you may wish to contact through our main telephone number or email.

Role	Name	Email
Administrator	June MacDonald-Jenkins	jmjenkins@eastcumberlandlodge.ca
Director of Resident Care	Stephanie Tannahill, RN	stannahill@eastcumberlandlodge.ca
Assistant Director of Resident Care	Jennifer Jamieson, RN	jjamieson@eastcumberlandlodge.ca
Director of Dietary / Maintenance	Gayle Boudreau	gboudreau@eastcumberlandlodge.ca
Director of Environmental Services	Kevin Strathearn	kstrathearn@eastcumberlandlodge.ca
Director of Recreation	Jill Blaikie	jblaikie@eastcumberlandlodge.ca
Accountant	Heather Spicer	hspicer@eastcumberlandlodge.ca
Executive Assistant	Barb Tower	btower@eastcumberlandlodge.ca
Medical Director	Dr. Donald Rowe, MD	

East Cumberland Lodge
 262 Gulf Shore Road, P. O. Box 250, Pugwash, Nova Scotia BOK 1LO
 Telephone: (902)243-2504 / Fax: (902)243-3375
www.thelodgeinpugwash.com

Business office information

The Administrative Office is open Monday to Friday, excluding holidays. Mail is sorted and delivered from this area, outgoing by noon and incoming by 2:00 pm. Postage stamps, sending and receiving of mail to/from the Post Office is available Monday to Friday. Concerns regarding care of a resident can be brought to the attention of the Administrator there. Payment for monthly accommodation charges for the resident is done through a pre-authorized debit arrangement only.

Trust Funds set up on behalf of residents to purchase items such as hairdressing, special hygiene products or other items are managed through the Administrative Department. Our accountant can provide a statement of the trust normally within the next business day to the responsible individual for the resident. Administrative staff are available to pick-up sundry items (with the exception of alcohol, tobacco, vapor supplies, etc.) for the resident during the weekday should a family member / friend not be readily available to assist. We do encourage family members and friends to check with the resident, or our nursing department, prior to visiting to inquire if anything extra is required by the resident.

All financial transactions are handled through the administrative offices (eg trust funds, charitable donations, or general payments).

Volunteering at the Lodge

If you, or someone you know, would like to volunteer within our Recreation Department, please contact us at (902) 243 2504 or email jblaikie@eastcumberlandlodge.ca. All applicants must complete a volunteer application form, provide references inclusive of a current criminal record check, and undergo required training.

Areas to volunteer in:

Friendly one-on-one Visiting Reading to Residents Arts & Crafts Co-ordination
 Bingo Assistants Special Events Music & Singing Performers Gardening
 Playing Cards Movie Event Hosts Knitting, Hooking, & Quilting Demonstrations
 Group Activities Guest Lecturer at Resident Council (eg local folklore, history, gardening, etc.)

If you have an idea or concept, we'd love to hear from you!

OUR PHILOSOPHY:

We believe the resident is an individual with a right to self determination and independence and a need for privacy. Recognizing the resident is our customer, we actively seek suggestions and input from our residents & families so we can best meet their needs.

ECL's philosophy is based on an inter-disciplinary team approach. As an advocate for our residents, we believe in care with dignity. We strive to improve the quality of life of our residents by meeting these holistic needs in a warm, homey, minimal restraint atmosphere. As all living involves risk, and the negative side effects of restraints are greater than any perceived benefits of restraints, we minimize both physical and chemical restraints.

Our staff in all departments are educated, certified and licensed in their specific area of expertise. They have had specialized provincial training in the care of persons with Alzheimer Disease and related dementias. In addition, regular in-services are offered to all staff to keep them abreast of new developments.

Welcome to East Cumberland Lodge!

Our vision

To be the next best thing to home for our residents

East Cumberland Lodge (ECL) operates formally under the title of the "Cumberland Senior Care Corporation" and is a registered Canadian charity operating on a non-profit basis. It is managed by a Board of Directors to which the Administrator and the Directors of Resident Care, Dietary, Recreation, Environmental Services, and Maintenance report. Located in Pugwash, Nova Scotia has 73 long term care beds offering Level 1 & 2 care plus one respite bed.

Our Mission Statements

East Cumberland Lodge (ECL), Home for Special Care, is committed to offering high quality care with dignity and equality to residents who require nursing and personal care. Our aim is to help the residents reach and maintain their optimum physical and mental abilities so as to maximize their quality of life.

Our values

At East Cumberland Lodge (ECL), we believe in...

- providing a sensitive environment to meet the needs and comfort of the residents, acknowledging that each resident has the right to individual identity, dignity and self-esteem;
- promoting the independence of each resident in a flexible, homelike minimal restraint environment;
- interacting with the local health care agencies and the community to determine, develop and provide for the health needs as determined by those we serve;
- finding better ways to enhance quality of life through continuous improvement by promoting education of staff, residents, families, and the community, while making East Cumberland Lodge a Home for the residents where they can feel those around them are sensitive to their overall well being.

Bill of Rights of the Resident

- ◆ To be informed of one's medical condition and proposed course of treatment.
- ◆ To participate fully in medical decisions and to obtain an independent medical opinion on any aspect of one's care including admission to or discharge from the Home or transfer to a Hospital facility.
- ◆ To give or refuse consent to treatment, including medications and the right to be informed in an objective, non-threatening manner of the consequences of giving or refusing such consent.
- ◆ To have one's medical condition and records kept confidential.
- ◆ To know who is responsible for one's primary care.
- ◆ To be properly sheltered, fed, clothed, groomed and cared for in a manner which addresses one's personal needs.
- ◆ To expect privacy in treatment and in caring for one's personal needs.
- ◆ To receive all necessary assistance available to achieve the level of independence one wishes to attain.
- ◆ To appoint a person to receive information concerning one's transfer to another home, or in an emergency, to hospital; the appointed person being informed immediately of the situation.
- ◆ To be treated with dignity and respect recognizing one's individuality and to be free from mental and physical abuse.
- ◆ To expect that a member of the home staff who is aware of mental or physical abuse by another staff member, visitor or resident, will report such abuse promptly to the appropriate management officer. To receive visitors of one's choosing and to communicate in privacy without interference. This includes having access to a telephone located out of public areas and receiving and sending unopened mail.
- ◆ To raise concerns or recommend changes in policies and services on behalf of oneself, or others, at the resident's council meeting, to home staff, government agencies or any other persons inside or outside the facility, without fear of restraint, interference, coercion, discrimination or reprisal. The resident can expect a prompt response to one's concerns by facility staff.
- ◆ To form friendships, enjoy relationships or refrain from same as one so chooses.
- ◆ To pursue social, cultural, religious and other interests, to develop one's potential and to be given reasonable provisions by the home to accommodate these pursuits.
- ◆ To meet privately with one's spouse in a room that assures privacy and, when both are residents of the same Home, the right to share a room, if both agree and a suitable room is available.
- ◆ To be informed in writing of relevant rules and policies of the nursing home related to being a resident and the procedures for initiating complaints.
- ◆ To manage one's financial affairs where the resident is capable.
- ◆ To have access to protected areas outside the Home in order to enjoy outdoor activities.
- ◆ To perform useful tasks or services for the Home if one wishes and management agrees.
- ◆ To have and display in one's room personal items, pictures, and furnishings that do not pose a fire or safety hazard and do not infringe on the rights of other residents.
- ◆ To have a family member or friend present round the clock when one's death is likely to be imminent,

Our complaint's process

East Cumberland Lodge encourages complaints or concerns to be reported as soon as possible. Complaints may be in verbal or written form. Concerns/Complaint forms are also located in the main hallway by the RN Station which can be completed and submitted in the Business Office mailbox in the front lobby.

Complaints should be made as soon as possible but no later than within 30 days of the incident occurrence. A complaint related to service delivery which is witnessed during an on-site visit should be reported directly to the Registered Nurse Supervisor or the Director of Resident Care at the time of the occurrence so as immediate follow-up can occur where possible.

General concerns or complaints may be forwarded to the Business Office. It will then be redirected by the Administrator to the appropriate departmental Director for follow up and response. The Administrator shall be advised for the resulting complaint response.

Should the complainant be dissatisfied with the response provided by the assigned Director, it may be resubmitted directly to the site Administrator for further review.

Should the complainant be uncomfortable with identifying the complaint / concern with anyone other than the site Administrator, the individual should be prepared to provide details in writing as to what happened; when it happened; where it happened, frequency, and who else was present. The complaint will be documented and the complainant shall sign the complaint.

Should the complainant be dissatisfied with the response received from the Administrator to the issue raised, a request may be made to the Administrator that it be forwarded to the facility's Board Chair for further examination and response.

Our policies

A copy of the following policies are available upon submitting a written request to the Privacy Officer of the facility.

Resident Council, Family Council, Involvement in Resident's Personal Affairs, End of Life Care, Least Restraint, Management of Resident Funds, Privacy and Confidentiality, Protection of Residents from Abuse, Receiving, Investigating and Resolving Complaints, Resident Records, Smoking

Alternative Level of Care Options

Alternate Level of Care (ALC): when a resident is identified as no longer requiring, or being eligible for, the services provided at East Cumberland Lodge, a discharge planning process will be initiated with the Continuing Care offices. The discontinuation of services may be a result of a change in care level needs (higher or lower) or an alternate form of discharge.

Requests to transfer to an alternate facility may, at the current time, be initiated with the site Administrator, who will inform Continuing Care of this request. Follow-up on a transfer date or waiting period can only be assessed through direct contact by the resident or legally identified decision maker with NS Continuing Care.

Our visiting hours

Family members and friends are invited to visit often. Our visiting hours are 24/7. After 11pm our main visiting doors are locked and visitors are required to ring in for entry. Visitors are required to notify the Nursing Department when taking a resident out and upon return. If a resident is prohibited from leaving the premises with any individual/group of persons – this information must be provided to the Nursing Department however we can make no guarantee of this due to multiple entrances to and from the facility.

ECL offers various internal and external areas for visiting with loved ones. WiFi access is available for residents and families.

Admission procedure

Once you have decided you may need a Home for Special Care, the next step is to get the paperwork done. All applicants must contact the Care Co-ordinator, Continuing Care Branch, NS Department of Seniors & Long-Term Care at 1-800-225-7225.

Prior to admission to the Lodge

If a family member or friend needs supervised care, please try to involve him/her in this important and difficult decision. Remember, your loved one has coped with many changes and made many difficult decisions throughout his/her lifetime. The decision may be more acceptable when everyone is involved.

We invite and encourage you to visit “The Lodge” before you or a family member has need of a Home for Special Care. Visit and talk with the people who live in the home and with their families if possible. They can offer some valuable insight. Our staff will be happy to answer questions for you as well or direct you to the appropriate people.

Upon acceptance for admission to the East Cumberland Lodge (ECL)

Family members are encouraged to accompany the new resident to East Cumberland Lodge.

Prior to the day of entry, the individual who is established as the legal financial guardian and/or resident will be required to sign the ECL Admission Agreement, establish a Resident Trust Fund for the incoming resident, and complete a Pre-Authorized Debit Agreement for monthly accommodation fees and complete required nursing forms.

Admission will not occur without these documents being completed and submitted.

The Administration Office will require a copy of the legal documents involved for the incoming resident. Such documents may include a Power of Attorney (POA) or Enduring Power of Attorney (EPOA), a Personal Directive Agreement (PDA) or a Substitute Decision Maker (SDM) form.

On the day of entry, unless otherwise arranged in advance, the Nursing Department will require the completion of a signed Care Directive, Consent to Treatment and Bed Rail Restraint Form, Release of Medical Information, NS Health card, and Funeral Arrangement information.

Upon completion of the admission paperwork, the resident will be greeted by a staff member and taken to his/her room which may be shared with one other resident.

Accommodation types

East Cumberland Lodge offers both shared accommodation (2 residents to a room) and a limited number of single rooms. Shared rooms also have a shared washroom with the adjoining room. All residents are eligible for single room consideration however the assignment will be made based upon an overall review of our existing resident population at the time of the vacancy, their existing healthcare needs, risk management, infection control, and other factors.

All of our rooms are spacious, whether double or single, and each resident has his/her own bed, night table, chair, dresser, and closet. The resident is encouraged to bring small favorite items from home such as pictures, an afghan or quilt for the bed, or other small personal items.

Joining the ECL Auxiliary / Friends & Family Council

Purpose: To enhance the quality of life of the residents of East Cumberland Lodge through various projects as deemed appropriate by the Auxiliary, residents, and management.

- To generate funds through various projects to be used to improve residents' quality of life.
- To act as a liaison between residents of East Cumberland Lodge and various community groups by encouraging group involvement with residents of East Cumberland Lodge through invitations and everyday contacts.
- To provide a volunteer base for the Recreation Programs at East Cumberland Lodge.
- The group meets the second Thursday of each month at ECL—call us for more information at 902 243 2504.

Setting up your local pharmacy account

For items which we do not provide, each resident must have an account with the local pharmacy (O'Brien's Pharmachoice in Pugwash, NS 902-243-2551) which can be set up while you are in the area.

What we do provide from our in-house stock for residents:

Due to the rising costs in healthcare today, it is necessary to prudently manage the variety and inventory of over-the-counter medications which are provided free-of-charge to the resident.

When a particular item is needed for a resident, only the products mentioned herein are supplied and covered by East Cumberland Lodge. Generic brands will be used where available and may differ depending on what our suppliers can offer at the time.

Should a resident request or their physician order, a product not on this listing, it is the responsibility of the resident/family to cover the cost of the product.

Analgesics	Tylenol (generic) – regular or extra strength, Aspirin (generic) - (low dose) ASA - chewable or enteric coated, Ibuprofen (generic)
Vitamins	Vitamin D, Iron Supplement FeS04 (Ferrous sulfate), Iron Supplement FeGluc (Ferrous glucomate)
Antiemetics	Gravol (Generic) – oral or suppository
Antacids	Liquid Antacids (generic)
Cough & Cold	Expectorant Cough Syrup, Medicated throat lozenges
Laxatives – suppositories	Glycerin suppositories, Laxatives oral (generic) – tablets or purgative, Bisacody Suppositories, Sodium phosphates rectal solution, Stool softener (generic) – liquid or capsules
Anti Diarrheals	Kaopectate, Immodium
Medicated Topicals	Analgesic topical ointment (generic), Skin barrier cream / protectant (generic)
Eye / Ear products	Olive oil, Polysporin (generic) eye / ear drops
Shampoos	Bodywash/shampoo
Powders	Body powder
Wet & Dry	Alcohol wipes, Normal saline, Petroleum jelly (generic Vaseline), Body lotion
Personal Care Items (generic)	Mouthwash, Deodorant spray, Denture cleaning tablets, Toothpaste, Toothbrush regular / denture, Denture cup, Hairbush / comb, Sunscreen lotion, Disposable razor, Shaving cream, Incontinent products (type as determined by facility)
Wound Care Products	Occlusive protective dressing, 2" x 2" gauze sterile / non-sterile 4" x 4" gauze sterile / non-sterile, Transparent occlusive dressing, Non-stick dressing, Cling bandage and products covered under the Provincial Wound Care Formulary

How the resident's health information will be collected and shared within the circle of care

Upon admission, the resident and/or the legal statutory decision maker will be required to sign a consent form allowing East Cumberland Lodge to both receive and transmit healthcare and personal information relating to the resident as follows:

- to obtain and share information for the resident with the NS Continuing Care Program and East Cumberland Lodge staff members (which may include but is not limited to care coordinators, attending or consultant physicians, community service agencies and care facilities) in order to ensure the provision of quality continuing care services and the delivery of the most appropriate health, residential and community supports and services on the resident's behalf. The sharing of the resident's information will be undertaken with the highest respect in regard to privacy and in accordance with applicable privacy law.
- to obtain medical records, financial and/or personal information as required from hospital and outpatient records, including all attending and consulting physician records pertaining to the resident as well as those from the resident's family doctor and from

other agencies or Government Departments, service agencies or facilities involved in the resident's support who may require such information for the purpose of assessment regarding eligibility, the provision of service and ongoing case management.

In alignment with ECL's policy on "Verbal Disclosure", disclosure of the individual resident's health status information shall only normally be made to the following individual(s):

- To a person with written authorization from the client to act on the client's behalf, where the written authorization has been provided;
- To a person acting as attorney pursuant to a power of attorney for a client, where a certified copy of the power of attorney document has been provided. Where the client is incompetent the power of attorney must be an enduring power of attorney;
- To a personal guardian appointed for the client where a certified copy of the order appointing the guardian has been provided;
- To a person acting under a Personal Care Directive made pursuant to the *Personal Directives Act* of Nova Scotia;
- To a person exercising authority as a substitute decision maker pursuant to the *Hospitals Act*;
- To a client's personal representative where the client is deceased, for the exercise of a right or power related to the administration of the client's estate, and where legal documentation appointing that person as legal representative of the estate has been provided.

Additionally, the resident and/or the legal statutory decision maker will be asked to identify as part of the admission process if there are any other personal contacts which shall be permitted to contact the Lodge to inquire on their health status and/or any other restrictions.

Telephones, Internet & Cable

Telephone installations, adjustments, and removals must be facilitated by the resident and/or family member directly with BellAliant. (Telephone 1-866-425-4268)

Should a resident not have direct access to a telephone, personal contact can be made through the main number at East Cumberland Lodge (902 243 2504). The nurse on duty will take a portable telephone to the resident or ask them to pick up one of the various house phones.

WIFI and Cable TV are supplied free of charge.

Hairdressing

Hairdressing service is available at reasonable rates. The Hairdresser hours of operation are posted outside the Hairdresser Room. Payments will be deducted from the Resident's trust account if applicable.

External hairstylists/dressers who are being compensated by the resident/family are not permitted to practice on ECL property without the prior and explicit permission of ECL. Proof of a current "mobile" license and liability insurance will be required.

Our Resident Care Department

We have Licensed Staff on duty at all times. Under the direction of the Director of Resident Care, the Licensed Staff are assisted in providing personal & nursing care to the residents by Licensed Practical Nurses and Continuing Care Assistants.

If you wish to inquire about a health matter concerning your relative, or you have comments/concerns regarding his/her care, please contact the Licensed Staff on duty or the Director of Care through our main telephone number (902) 243-2504.

Medical Director / Physician : As per the NS Homes for Special Care Act and regulations, each resident has the ability to decide which physician is to provide medical care while staying at any long-term care facility.

However, in practicality, the physician chosen must agree to meet the requirements of care under the Act and be readily available for consultation when required, physical assessment, and able to sign off on pharmaceutical orders upon request from the long-term care facility involved. Such factors as geographical distance from the physician, inclement weather patterns, and time management of the physician must be taken into consideration combined with both the normal and unforeseen medical needs of the resident.

East Cumberland Lodge has a physician on staff – the Medical Director – who makes regular visitation and medical review visits weekly and is on-call to provide after-hour and weekend service. Should either the resident / substitute decision maker or resident's preferred choice of physician agree then a transfer to the ECL Medical Director, or a physician within close proximity in the ECL community, can be arranged.

If you have not done so, it is important to identify the name and telephone number of the person appointed for healthcare decisions in case of emergency or a change in the resident's condition. It is also helpful to provide a second contact name in the event the person cannot be reached directly who could assist in contacting the individual.

Medication Management: We request that all medications, whether prescription or "over-the-counter", be kept at the Nurses' Station. This is for the protection of all residents.

Resident Medical Appointments: should a resident be required to travel for medical related appointments (regardless of time of day), you will be contacted to be advised of the requirement to have someone accompany the resident to their required medical appointment.

Medical appointments are booked under the direction of the resident's attending physician and are a requirement of the individual's healthcare management while at ECL.

Should you (or an identified substitute) not be able to attend, ECL may be able to arrange for a staff attendant to accompany the resident but the cost of the attendant shall be borne by the resident (or their financial power of attorney). This service is dependent upon available staffing levels.

Should transport by ambulance be required for any reason, direct billing is done by the ambulance supplier. Should a family member / substitute decision maker not be available to meet the emergency vehicle upon arrival at the designated health care centre.

Palliative Care

Residents of East Cumberland Lodge have the choice of remaining at the facility during their end-of-life period provided medical service requirements do not exceed our licensing capabilities. An alternative option would be for the individual to be transferred to a neighboring healthcare facility or other setting.

If your loved one remains with us and is within a shared occupancy with another resident, we will explore if it is feasible to relocate their roommate internally so as more privacy can be provided during this time. *It should be noted that this may not always be possible due to limited resident beds in the facility and would also depend on the health status of the person involved and agreement by that person.*

Currently, East Cumberland Lodge has a private lower level apartment for attending family usage to support rest and recovery as they prepare for the final departing of their loved one within the next few days. The furnished one-bedroom apartment has a wash-room and shower, kitchen and living area.

Cable, linens and housekeeping supplies will be supplied by the Lodge and the area cleaned by our Environmental Services staff. Coffee/tea and related supplies will be housed for your usage while here free-of-charge. Additionally complimentary meals, coffee and/or tea will be made available to the family member(s) as you sit with your loved one.

It should be noted that the Nursing Supervisor must be aware of who is remaining on premise during the over-night hours due to emergency / evacuation protocols. Names of those remaining are to be given to the Nursing Supervisor on duty.

You are welcome to stay 24-hours a day but if you are unable to be present, you are able to contact the Nursing Supervisor on duty 24/7 at (902) 243-2504 to inquire on your loved one.

Falls prevention

Falls prevention involves the identification of risk factors associated with falling and the implementation of strategies to help decrease or eliminate those factors. The intent of the ECL policy & procedure on falls is to raise *the awareness of falls and falls prevention and to assist in the reduction of falls and fall-related injuries* at East Cumberland Lodge.

Falls are a major cause of injury in residents and a safety indicator across the continuum of health care. Falls cause discomfort and possible injury and may increase the length of hospital stay, health care costs and mortality.

Non-injurious falls can also have serious consequences such as a fear of falling, self-imposed activity restriction and further functional decline (Rawski, 1998). Risk factors include a history of falls, balance and gait disorders, lower extremity weakness, cognitive impairment, co-morbidity, altered elimination and the use of certain medications.

ECL's Falls Prevention program includes an interdisciplinary and multi-factoral preventative approach which includes:

- Raising staff and patient awareness through education,
- A systematic collection and analysis of institutional data on falls,
- The identification and monitoring of residents at risk for falling, and
- Implementation of comprehensive intervention strategies to address individual and environmental risk factors.

Family members and friends are considered partners in the aspect of falls awareness and falls prevention while the resident is at East Cumberland Lodge. We encourage you to keep us apprised of any incidences or situations where you feel the resident may be at risk.

Some simple things that you can be aware of to reduce fall risks when visiting the resident include:

- reduction of clutter in the room
- ensuring clear access to washrooms and exits
- ensuring items within reach for the residents (call bell, telephone, glasses, etc)
- reporting liquid spillage on floor
- ensuring telephone cords, pull cords, etc do not pose a tripping hazard
- that assistive devices are within reach of the resident
- that residents have proper footwear such as anti-slip shoes, socks
- reminding friends and family to also be aware of falls prevention when visiting and to avoid creating any instances whereby the risk of falls is unintentionally heightened (eg moving furniture around the room, water soaked footwear from snow/rain)

Protection for Persons in Care Act.

Background

The *Protection for Persons in Care Act* came into force on October 1, 2007. This Act is an extra safe guard for patients and residents 16 years of age and older who are receiving care from Nova Scotia's hospitals, residential care facilities, nursing homes, homes for the aged or disabled persons under the *Homes for Special Care Act*, or group homes or residential centres under the *Children and Family Services Act*. It requires health facility administrators and service providers to promptly report all allegations or instances of abuse. Anyone else may report abuse under this Act.

Q: When does the legislation take effect?

The *Protection for Persons in Care Act* took effect on October 1, 2007.

Q: What is the intent of the Act?

The legislation is designed to protect patients or residents 16 years of age and older receiving treatment in hospitals or living in residential care facilities, nursing homes or homes for the aged or disabled persons under the *Homes for Special Care Act*, or group homes or residential centres under the *Children and Family Services Act*.

The Act makes it mandatory for service providers or administrators of health facilities under the Act to promptly report all allegations or instances of abuse.

Q: What is the definition of ‘abuse’ under the Act?

- a. the use of physical force resulting in pain, discomfort or injury, including slapping, hitting, beating, burning, rough handling, tying up or binding;
- b. mistreatment causing emotional harm, including threatening, intimidating, humiliating, harassing, coercing or restricting from appropriate social contact;
- c. the administration, withholding or prescribing of medication for inappropriate purposes;
- d. sexual contact, activity or behavior between a service provider and a patient or resident;
- e. non-consensual sexual contact, activity or behaviour between patients or residents;
- f. the misappropriation or improper or illegal conversion of money or other valuable possessions; or
- g. failure to provide adequate nutrition, care, medical attention, or necessities of life without valid consent.

‘Abuse’ does not occur in situations in which a service provider carried out their duties in accordance with professional standards and practices and health facility based policies and procedures. To report abuse call 1-800-225-7225

November 21, 2007 **Interpretation Notice(# 2) Protection for Persons in Care Act**

Subject: Interpretation of “abuse” between residents or patients

Background:

Clause 3(1)(a) of the *Protection of Persons in Care Regulations* provides as follows:

3 (1) Subject to subsection (2), in the Act and these regulations, “abuse” means, with respect to adult patients or residents, any of the following:

(a) the use of physical force resulting in pain, discomfort or injury, including slapping, hitting, beating, burning, rough handling, tying up or binding;

The definition in clause 3(1)(a) of physical actions which could constitute abuse may apply in situations where one resident or patient physically injures another. However, the words in the definition - hitting, beating, burning, etc. indicate that incidents of severe physical abuse rather than unwanted physical contact constitute “abuse”.

Judgment must be exercised when deciding what must be reported under the PPCA, and again the purpose of the Act and the proper reading of the regulations defining abuse is an important element in the exercise of judgment. Many residents or patients have pre-established patterns of behaviour or a range of behaviours which may include minor and routine touching or other unwanted physical contact. Although the definition of “abuse” under the Act is quite broad, the intention was not to capture these types of behaviour, and they should not be reported under the Act.

Direction:

“Abuse” under the PPCA includes the use of physical force resulting in pain, discomfort or injury, including slapping, hitting, beating, burning, rough handling, tying up or binding.

Situations where one resident or patient has slapped, hit, beat, burned or otherwise injured another resident must be assessed according to the following criteria:

- relationship between the residents or patients;
- severity of the behavior ;
- force of the contact;
- degree of injury, if any;
- intent;
- corrective action taken.

If the incident being reviewed does not involve “abuse” under the PPCA, no further action needs be taken under that statute. However, consideration should be given to any other operational issues raised by the incident, such as case planning and staff training.

NOTE: This document is not an exhaustive interpretation of the regulation or legal advice to the reader. This document is prepared for convenience only. For accurate reference, the official copy of the act and regulations should be consulted.

If you have any questions regarding the above noted interpretation of the Act and regulations, please contact JoAnn Martell-MacKay at 424-0435 for facilities falling under Health and Jackie Purcell at 424- 0081 for facilities falling under Nova Scotia Community Services.

Our Recreation Department

The Recreation Department attends to the physical, psycho-social and spiritual needs of our residents. Program development is a continual process endeavouring to meet the changing needs of each individual.

Recreational / Historical Information: You can help make the move to East Cumberland Lodge a positive experience by writing a short history about your family member and describe his/her typical day. Please include likes, dislikes, habits and special needs and the most effective ways you have found to meet these needs. This will help us to get to know the resident much sooner.

We strongly encourage the completion of the “Recreational Assessment Form” which allows ECL staff to become familiar with the resident and to offer activities or conversations in alignment with their interests if possible.

The recreation programs offered include - bingo, cards, mental aerobics, fun and fitness, bowling and field trips on a wheelchair accessible bus. We also enjoy barbecues on the patio, picnics, walking programs, musical entertainment, weekly pastoral services and special activities for holidays, birthdays and other special times of the year. Most Friday afternoons we have live entertainment.

A monthly calendar of events is available from the Recreation Department. It is posted on the main bulletin board and in each resident’s room.

Our Volunteers include members of the East Cumberland Lodge Auxiliary, Cyrus Eaton elementary school students, musicians, comedians, crafts-people and visitors from the surrounding communities. They are a valued group who provide special programs. Family members are able to join the ECL Auxiliary to assist with charitable activities and in learning more about long term care needs at ECL.

Pastoral Care: Should the resident so wish to attend spiritual/faith services and receive pastoral care it is coordinated through our Recreation Department. Some of the services offered through Pastoral Care are: pastoral visits, counseling, Sacraments, scripture reading and study, church services, palliative care, memorial services.

Pet visitation / therapy

East Cumberland Lodge recognizes the value and therapeutic benefit of pet visitation and animal therapy.

Objectives of these visits include: to alleviate loneliness and stress for residents by providing opportunities to maintain meaningful relationships with pets; to provide stimulus for the withdrawn or anxious resident through contact with pets on a reasonably regular basis; and to alleviate a resident’s concern for a pet’s well being by providing contact through visiting arrangements. A specific policy exists specifically for pet visitation / therapy.

For the purpose of safety and infection control requirements animals will not be permitted in the following areas of the “Lodge”:

- Food preparation and public food services area
- Medication storage/preparation areas
- Isolation rooms
- Laundry
- In a room where there is an immunosuppressed resident

**Exceptions will be considered as required.*

If you would like to bring a pet to visit a resident, please ask for a copy of this policy from the Business Office and then discuss and schedule the visit with our Recreation Director or call 902 243 2504.

Our Environmental Services Department

The Environmental Department welcomes you to ECL. This department is responsible for laundry, housekeeping and, along with other departments, the safety of residents, staff and visitors.

It does both personal clothing and linens in its modern laundry. The seamstress will sew name tags on all personal clothing to ensure the prompt return of belongings. To help us to achieve a quality service, clothing made from material that washes and dries well would be appreciated.

All residents of East Cumberland Lodge are encouraged to wear regular day-to-day clothing as if they were at home. If night clothing is worn, a housecoat is required in public areas.

Clothing for the resident

The new resident will need to bring his/her regular daily clothing. Normally a minimum of six-to-seven outfits is a baseline combined with personal finer items, bathrobe/housecoat, and appropriate footwear.

When bringing extra clothes from home or as a gift, please be sure to pin a personalized name tag, which can be found in each resident's closet, on each item. Our seamstress will affix permanent tags in the coming week.

Sturdy non-slip comfortable shoes or sneakers should be worn for safety. Outdoors clothing may be needed for trips and other outside activities. Consideration should be given to the level of storage space available in the resident's dresser and closet.

Environmental Services will also assist with catalogue ordering, sizing, and fitting. Our seamstress can assist with purchases, tags and hemming new clothing.

East Cumberland Lodge is not able to provide additional storage space to store additional items such as extra luggage and trunks, unused ambulatory equipment such as walkers, wheelchairs or motorized scooters or unused/discarded electronics.

Bringing furniture from home

Due to spacing limitations within resident rooms in the majority of the facility, combined with noted occupational health & safety requirements and the requirement for access and storage of mobile transportation devices used with the resident, the acceptance of any additional external furniture (eg lift chairs) are not permitted. ECL reserves the right of room inspection for any reason whatsoever related to the health and safety of the resident, other residents, or staff and shall not be unreasonably withheld from doing so.

Please advise the nursing staff of the items brought to the resident's new home so they can make note of the items on the resident's personal chart. While we will do our best to ensure proper care is taken with personal items, we can not be responsible for any damage or loss to valuables.

Personal items which may be deemed to pose an occupational health and safety risk to the resident or other residents or staff in the facility will be removed from the resident's possession and returned to the identified power of attorney under order of the Administrator or designate.

Our Dietary Department

The Dietary Department, following *Canada's Food Guide to Healthy Eating*, provides healthy, nutritious and delicious meals and snacks daily. They enjoy the opportunity to socialize with residents during meals, parties and teas. They have an on site Director with regular visits from a Dietician who jointly assess the resident's nutritional needs.

Meals are prepared by trained food services staff who are assisted by certified dietary aids. They prepare, serve and assist the residents in the enjoyment of their meal.

The kitchen is open 7:00 am to 7:00 pm daily. Meals are served in our Main Dining room, in Donkin Court dining, and in Mundle & O'Hara areas dependent upon the care need of the resident.

Breakfast is served at 8:00 am, dinner at 12:00 noon, and supper at 5:00 pm. Snacks are also offered mid-afternoon as well as a before-bed lunch.

Due to Health Inspector Provincial Guidelines (see p. 13), most foods brought into the Lodge can be for your family member's use only. Food gifts are welcome, but occasionally certain foods may be detrimental to residents. Please be sure to check with the Registered Nurse before taking food to the rooms. Prepared food cannot be stored in resident rooms. However, our main kitchen staff will be happy to label the food for the intended person and keep in the facility's coolers on behalf of the resident.

Visitors are welcome to enjoy a meal with their family member or friend. Meal tickets can be purchased through the ECL Business Office. In order to accommodate meal planning, food preparation, set-up, and availability of space, ECL would request that all visitors please book in advance of the meal period involved as follows: Breakfast (no later than 4pm the day prior); Dinner (no later than 9am the day of); Supper (no later than noon the day of). Not all requests may be accommodated.

Special Family Gatherings: please contact the Administration Office one week in advance to make arrangements for special family gatherings and we will try our best to meet your needs.

Alcoholic beverages: Upon approval from the resident's physician, alcoholic beverages are permitted to be served in moderate amounts. However, for the protection of others, all alcohol must be kept in a secured location (either the Nurses Station or within the Dietary area) and not in the resident's room.

Food Safety—Bringing External Food into ECL

ECL is licensed as a food establishment by the Province of Nova Scotia. It is inspected under the authority of the Nova Scotia Health Protection Act and the Nova Scotia Food Safety Regulations. As such it adheres to the regulations provided by said party in relation to food safety in all aspects.

ECL Visitors: refers to any individual visiting with a designated resident whether the visitor is a non-ECL employee or a family member employed by or volunteering with ECL.

Based upon the policies of **the Food Protection and Enforcement Food Safety Section of the Nova Scotia Agriculture Department**, the following shall constitute the ECL guideline regarding external food products provided by non-ECL personnel to designated ECL resident(s) or others, as imposed by said department. This guideline is in no way meant to be comprehensive in its entirety and shall be superseded by any other related policy of said Section of the Nova Scotia Agriculture Department relating to food safety.

ECL visitors shall restrict food products that may be potentially hazardous (eg meat, stew, fish, etc.) to the designated resident only.

Wild game (deer, moose, etc.) shall be restricted to the designated resident (family member) and not distributed to any other individual.

Leftover food is discouraged. However, should there be leftovers, and they are not discarded, they shall be labeled with the resident's name and preparation date and kept for no longer than two (2) days. They shall be stored properly by ECL Dietary Services but not in the main preparation area. Leftover food shall not be stored in the resident's room.

Low-risk foods can be shared with other residents (eg baked good, cookies, bread, etc.). However, consultation shall be done with the ECL registered nurse or relevant dietary staff as to whether any resident suffers from allergies to food components therein. Cheesecakes shall be restricted to the designated resident only.

Foods that are not pasteurized, nor bottled vegetables, meat or fish products shall not be brought into ECL for the purpose of distribution to any resident.

Inquiries related to external food restrictions are to be directed to the ECL Administrator or the NS Agriculture Food Protection & Enforcement, Food Safety Section at (902) 893-2977.

Our Maintenance Department

All maintenance requests are handled by our on-site personnel so repairs are done quickly and efficiently. They also handle the smaller requests such as hanging pictures for residents, shelving, etc.

Electrical items (televisions, radios, etc.)

All electrical items brought in for a resident at the Lodge must have an evaluation for safety factors completed by our Maintenance staff. Items must have a CSA / CUL insignia, cords must be in good working order, etc. Basic cable & WIFI are provided as part of our monthly services.

The use of heating pads is prohibited due to the danger of skin burns, but warm packs are available from our Nursing Staff. Portable humidifiers / dehumidifiers are also not allowed to be used as per NS Dept of Seniors & Long-Term Care CSA standards for long term care facilities.

Extension cords are not permitted in resident rooms. Power bars must be CSA / UL rated

Asbestos notification: Under provincial regulations of the NS Department of Labour & Advanced Education, building owners are required to inform occupants and staff if they identify any asbestos-containing building materials present in their occupied space and as such, we are sharing this information with you. We want to ensure that our residents, identified substitute decision makers, and staff are informed of the presence of asbestos-containing building materials and that we are addressing this matter appropriately.

Most buildings constructed prior to the mid-70's contain some level of asbestos in building materials such as insulation, ceiling tiles, floors tiles, and decorative coatings. When these building materials are intact and undisturbed, they pose no health risk since asbestos fibers are not released into the air. However, if the materials are disturbed or allowed to deteriorate without repair, the risk of contact with airborne fibers increases.

Given that East Cumberland Lodge was constructed in that era, an environmental assessment was conducted in 2013 which confirmed that some of the original building products did have an asbestos content (eg floor tiles, gyproc compound). ECL has been diligently replacing or encapsulating any such product over the years. However as gyproc is one of those products, any wall hangings or mounting of items in a resident room must be done by one of our trained maintenance team members who have undergone required training in regards to asbestos management.

As a standard of building maintenance, East Cumberland Lodge has been adhering to, and will continue to adhere to, the set standards for long-term care facilities governed by the NS Department of Seniors & Long-Term Care including the use of HEPA equipped air filtration equipment and the required physical barriers during any renovations or repairs, particularly when it involves removal/destruction/addition of areas. This is a standard required for maintaining the health & safety of our residents, staff, and visitors.

We want to assure our residents, their families, and our staff that the health and well-being of everyone living and working at East Cumberland Lodge is our primary concern.

Safety

Whether living or visiting at ECL safety is an ongoing concern for all of us.

- **Smoking:** East Cumberland Lodge complies with the NS Smoke Free Places Act and maintains a Designated Smoking Room (DSR) for Residents only.
- **Electrical Equipment:** Any electrical appliances or equipment must be CSA approved and examined by the Maintenance staff before it may be brought into the facility for usage. .
- **Heat Source Clearance:** Rooms are routinely checked to ensure there are no items or furniture within 6 inches of the heaters in each room. The movement of furniture in the room is prohibited unless approved by Environmental Services. This is to assist in ensuring access for resident care, fire prevention, and occupational health & safety concerns.
- **Fire Drills:** The Lodge conducts monthly fire and evacuation drills to ensure residents and staff will be familiar with emergency procedures. If you are in the building when the fire alarm sounds, please remain calm and stay where you are until further instructions are given.

Please also see the following Visitation Protocols which have been designed for respect of residents, staff, and public and also for their safety.

Visitation Protocol

East Cumberland Lodge (*the Lodge*) acknowledges the importance of one's family and friends as a critical component of residing in a long-term care facility. As such *the Lodge* strives to balance this with our responsibility to protect residents, employees, and the public.

Help us keep people in good health.

- * *We do ask that you not visit the Lodge if you feel ill or are experiencing flu-like or gastrointestinal symptoms.* For everyone's personal health promotion, we ask that you clean your hands when entering or exiting the building and as needed while at *the Lodge*. Cleaning stations are located at both main entrances in addition to public washrooms being available within the facility.

The Lodge is a non-smoking facility.

- * We abide by Nova Scotia's *Smoke Free Places Act* and as such we request that this be respected by our visitors, staff, volunteers, and residents. Staff, residents, and volunteers cannot be directed to assist a visitor or resident with the act of smoking.

The Lodge is a scent-free environment.

- * We require that this be respected for our residents, staff, volunteers, and other visitors.

The Lodge respects the religious, political and other views of our residents, staff, and volunteers.

- * We also respect and endorse the individual's right to consciously and knowingly accept (or decline) any item, service, offer or offers of participation based upon their own personal values and preference.
- * As this is every resident's home, and also a workplace, anyone who wishes to visit *the Lodge* to promote any social cause, faith, advocacy or political campaign, or to actively fundraise or to sell any product or service must first obtain approval from *the Lodge*. This is inclusive of the distribution of any related items randomly inside or outside of pre-authorized areas. Please discuss your request directly with our Recreation Director or Administrator.

We realize that the intent and act of sharing food and snacks with someone is one of kindness.

- * We do ask you, as a visitor, to understand that residents of *the Lodge* may have varied dietary needs, allergies, or swallowing conditions. If the person you are hoping to share the item with - ***is not someone for whom you are legally responsible for*** – that you not do so without the explicit permission of the Registered Nurse Supervisor or the Director of Dietary Services.

Please respect our residents and the staff providing care to them.

- * We do ask that you kindly not interrupt while staff are providing care to a resident.
- * We also ask that out of respect for the resident that before entering any resident's room, that you knock on the door regardless if the door is in the open or closed position.

Children and pets are certainly welcome at the Lodge.

- * We do ask that *children be accompanied by an adult at all times.*
- * *Before bringing a favorite pet to visit, you must discuss the required protocols* under our Pet Visitation Policy with our Recreation Director so as the visit can be rewarding and safe - not only for our residents, staff, volunteers, and other visitors - but also for the pet involved.

Safety is everyone's responsibility – including yours as a visitor.

- * If a safety concern (eg spilled water on floor) is noted during your visit, please advise the Registered Nurse Supervisor on duty immediately. Your participation in helping to keep residents, staff, and other visitors safe is truly appreciated.

We want you to be safe as a visitor.

- * Please follow any verbal instructions from staff and/or signage in place and remain out of restricted areas. This requirement includes directions given during any emergency or simulated training drill (eg monthly fire drill).

Ensuring the safety of our residents, staff, volunteers, and visiting public is top of mind for us.

- * Unacceptable behaviours, violence, conflicts or not adhering to our visitor protocol will not be tolerated. Unacceptable behaviours by visitors may include but are not limited to:
 - Harassment of any kind; including inappropriate telephone calls to a nursing unit, resident, volunteer, or staff member;
 - Use of loud, threatening, abusive, offensive, or obscene language;
 - Offensive remarks that may be racial, sexual, political, or personally derogatory in nature;
 - The threat of / or use of physical violence;
 - Behaving in a threatening manner as perceived by employees, our residents, or others;
 - Behaving in an unsafe manner as perceived by employees, our residents, or others;
 - Arriving on Lodge property while under the influence of drugs or alcohol;
 - Consumption or usage of drugs or alcohol while on Lodge property;
 - Non-adherence to / or violation of infection control restrictions where designated;
 - Damage to Lodge property;
 - Theft;
 - Possession of weapons or firearms on Lodge property;
 - Retaliation against any persons who address or report unacceptable behaviour;
 - Excessive noise;
 - Unreasonable interference with the immediate care of a client;
 - Unauthorized / unwanted photography or audio / video recording.

If necessary, security and/or legal measures will be implemented to address these concerns in order to protect our residents, staff, volunteers, and other visitors. If you have any questions or concerns regarding this Policy, please contact the Administrator or Recreation Director at ECL at (902 243 2504).

Thank you for visiting us at the Lodge.
We're glad to have you providing company, kindness, and respect
for those who live, work, volunteer, or visit at *the Lodge*.