



RESIDENT & FAMILY

HANDBOOK

**861 Fairfield Road
Victoria, BC V 8V 5A9**

July 2018

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WELCOME TO MOUNT ST. MARY HOSPITAL

This handbook has been designed to provide you, your family and friends about life at Mount St. Mary Hospital. Located in Victoria BC, we are home to 200 individuals. The building is comprised of 16 individual Houses and exceeds multi-level care guidelines for complex care facilities. A truly home-like environment exists and provides a design which complements our Vision & Values. Our services are delivered by an interdisciplinary team of care providers and support staff who are committed to our Mission and who are experts in gerontological and individualized complex care. Our safe environment supports you as you can no longer be cared for in your own home. We are funded by Island Health and are governed by the British Columbia Hospital Act.

It is our goal to support you in maintaining your independence and to have an enhanced quality of life.

This handbook has been designed to provide you, your family and friends with information about life at Mount St. Mary.

We look forward to getting to know you.

~ Sara John Fowler, CEO

ABOUT US

Mission

Founded by the Sisters of St. Ann, we are a Catholic health organization dedicated to continuing the healing ministry of Jesus by providing compassionate, loving care to adults of all faiths who require long-term support. We are committed to meeting the physical, spiritual, intellectual, social, and emotional needs of all those we serve in partnership with their families, friends and other health care providers.

Vision

We will be a community of caring for adults who require complex care services to live life fully. We will provide a safe environment that fosters mutual respect, ethical reflection and personal growth and development within systems that are responsive to evolving needs.

Values

Compassion & Caring
Respect & Dignity
Fairness & Justice

Competence & Excellence
Responsibility & Accountability
Hope

Our Strategies

Live Our Mission
Lead Through Exceptional Care & Service
Engage & Develop Our People

Foster a Culture of Quality Through
Innovation & Improvement
Promote Partnerships & Growth

OUR HISTORY

The Sisters of St. Ann arrived in Victoria from Vaudreuil, Quebec in 1858 and having great faith in God and trusting in providence grew their initial log cabin ministries into exemplary schools and hospitals throughout British Columbia. The Sisters, following the vision of their Foundress, the Blessed Marie Anne Blondin, responded to the needs of the growing communities around them, particularly those of girls, women, the poor and the sick. Despite difficulties, dangers, and distances, the Sisters brought education and health care to many places throughout British Columbia. They proceeded to establish St. Ann's Academy, then St. Joseph's Hospital and School of Nursing, and the original Mount St. Mary Hospital at the corner of Burdett Avenue and Vancouver Street. The Sisters' tradition continues at Mount St. Mary Hospital as we live our motto: ***Non Nobis Solum – Not for Ourselves Alone***

The original Mount St. Mary Hospital was established in 1941 to meet the care needs of the elderly and infirm primarily due to overcrowding at St. Joseph's Hospital, and in anticipation of increased need for medical units with the announcement of the Government of Canada building a naval institution at Esquimalt. The Sisters continued to operate the facility as a chronic care hospital until 1966 when it was selected as one of a number of hospitals in the province to be designated under the Hospital Act as an Extended Care Hospital.

March 2003 saw the opening of the new Mount St. Mary Hospital at Fairfield Road on the site of the former St. Joseph's Hospital and School of Nursing. The new facility was designed to create a ***Home Life*** atmosphere for our residents. Mount St. Mary is publicly funded non-profit organization, and operates in affiliation with the Island Health Authority (IH) through the Denominational Residential Care Affiliation Agreement.

Mount St. Mary is owned and operated by The Marie Esther Society whose Members are appointed by the Public Juridic Person – The Sisters of St. Ann Apostolates. The Society Members are responsible for appointing the Board of Directors who govern the affairs of Mount St. Mary Hospital.

OUR COMMITMENT

In 2009 the Government of British Columbia passed the ***Residents' Bill of Rights*** to promote the rights of all adults who live in residential care facilities. The Bill of Rights addresses:

- Commitment to care;
- Rights to health, safety, and dignity;
- Rights to participation and freedom of expression; and
- Rights to transparency and accountability.

People living in care homes have many of the same rights they had living in their own home. The Residents' Bill of Rights serves as the foundation for all aspects of our care and operations. Mount St. Mary Hospital and each of our staff are committed to protecting residents' rights. As a team, we recognize that every resident is entitled to individualized, quality Resident- and Family-Centred Care.



RESIDENTS' BILL OF RIGHTS

Commitment to care

1. An adult person in care has the right to a care plan developed:
 - (a) specifically for him or her, and
 - (b) on the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

Rights to health, safety and dignity

2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
 - (a) to be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity;
 - (b) to be protected from abuse and neglect;
 - (c) to have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
 - (d) to have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces;
 - (e) to receive visitors and to communicate with visitors in private;
 - (f) to keep and display personal possessions, pictures and furnishings in his or her bedroom.

Rights to participation and freedom of expression

3. An adult person in care has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following:
 - (a) to participate in the development and implementation of his or her care plan;
 - (b) to establish and participate in a resident or family council to represent the interests of persons in care;
 - (c) to have his or her family or representative participate on a resident or family council on their own behalf;
 - (d) to have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
 - (e) to be informed as to how to make a complaint to an authority outside the facility;
 - (f) to have his or her family or representative exercise the rights under this clause on his or her behalf.

Rights to transparency and accountability

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:
 - (a) to have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
 - (b) to have ready access to a copy of the most recent routine inspection record made under the Act;
 - (c) to be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;
 - (d) if any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;
 - (e) to have his or her family or representative informed of the matters described in this clause.

Scope of rights

5. The rights set out in clauses 2, 3 and 4 are subject to:
 - (a) what is reasonably practical given the physical, mental and emotional circumstances of the person in care;
 - (b) the need to protect and promote the health or safety of the person in care or another person in care, and
 - (c) the rights of other persons in care.

RESIDENT SAFETY STATEMENT

A commitment to Resident Safety is central to the Mission of Mount St. Mary Hospital. The organization strives to continuously improve the safety and quality of care provided to residents.

Mount St. Mary demonstrates its commitment to resident safety through several initiatives including the following:

Culture

A Culture of Safety exists within the organization.

Communication

Staff, residents and family members are engaged in discussions regarding Resident Safety.

Medication Use

Medication reconciliation and safe administration are priorities.

Workforce/Worklife

Worklife and the physical environment of the Hospital support the delivery of safe care and services.

Infection Prevention & Control

Infection prevention and control systems are in place and evaluated regularly.

Falls Prevention

A Falls Prevention Program is implemented.

Risk Assessment

Risks to Resident Safety are identified and mitigated.

~ Board of Directors

QUALITY MANAGEMENT

The programs and services provided for you are continually monitored to ensure you receive the best possible care. Your opinion is highly valued and we encourage you to bring your questions or concerns to us. One of our key philosophical beliefs is that this is your home, and you have the right to make decisions concerning your quality of life. We conduct an annual resident and family engagement survey and your feedback is important. Our *Integrated Quality Management Plan* is reviewed annual to include best practices in meeting your needs.

ETHICS AT MOUNT ST. MARY

“Ethics is a way of life that leads us to examine who we ought to be and what we ought to do in light of who we say we are.” ~ Catholic Health Alliance of Canada, 2012

Reflecting the legacy of the Sisters of St. Ann, our identity as Mount St. Mary Hospital is defined through its Mission, Vision & Values. These form the criteria for ethical decision-making.

We believe that:

- First consideration should be given to the needs of the residents;
- Holistic quality care for each resident is best provided through a Care Team that supports the resident;
- Employees, family, friends and the wider community are of paramount importance to the quality of life for our residents; and
- Pastoral Care Services for residents of all faiths is essential.

Mount St. Mary Hospital has a policy regarding Medical Assistance in Dying (MAiD). MAiD is not provided at Mount St. Mary Hospital.

A HOME LIFE MODEL OF CARE

At Mount St. Mary Hospital, we embrace a **Home Life Model of Care** in striving to alleviate loneliness, helplessness and boredom by offering a variety of living spaces, and engaging residents in meaningful activities of daily living. Staff and volunteers endeavor to create opportunities for spontaneity, allowing residents to engage in activities that involve a degree of risk-taking that is commensurate with the benefits gleaned, and reflects the interests and abilities of each resident. Living areas are enhanced by the integration of garden spaces, visitor accommodation, and the opportunity for children and family pets to be present.

Small groupings of residents with similar care needs share a House containing a large Dining Room, Sunroom, Kitchen, and Laundry Room. Most resident rooms are single rooms with an ensuite that includes a shower. There are four Houses on each floor, and each floor contains a shared Bathing Spa. Located on the Main Floor is the Village Square which is comprised of the Chapel with Meditation Garden, Library, Cloud 9 Hair Salon, Gift Shop, Café, and Community Bathing Spa. This space promotes a sense of shared community among residents, families, staff and volunteers. Household leisure activities in small groups are supported in the individual Houses, while the Village Square space allows for larger group entertainment.

Mount St. Mary Hospital is committed to the provision of **Resident- and Family-Centred Care** which is planned and provided by an Interdisciplinary Team to meet the physical, spiritual, social, intellectual and emotional needs of residents in close cooperation with their families, friends, community therapists, and volunteers. You are always central in planning care, and staff acknowledges opportunities to learn from your life experiences in the care relationship.

LIVING IN RESIDENTIAL CARE

COST OF LIVING IN RESIDENTIAL CARE

The residential care rates starts at a minimum rate set by the BC Ministry of Health. The rates increase according to you income, to a maximum amount. These rates are generally 80% of

your after tax income. The rates are updated annually based on your annual tax return. The rate is determined by your Island Health Access Coordinator who will advise you of the rate and any other associated charges or fees. You or your substitute decision-maker will be asked to sign an admission agreement relating to your financial responsibility.

What if my income has not been properly assessed or circumstances change?

Every effort will be made to ensure your income level is fairly assessed to determine a new rate. If there are any questions about whether your rate has been assessed correctly please contact your Mount St. Mary Hospital Social Worker.

Tip: Be sure your income tax is done promptly every year so that your rate is appropriate.

How are rent payments made?

Rent is payable monthly by pre-approved payment from your bank account.

Room charges during absences:

The Ministry of Health limits how long a person can be away from a residential care home. Leaves are limited to 30 days added up over a year. Absences due to hospitalizations are not limited. Room charges do apply during absences, including hospitalizations. On occasion, a resident may need to be transferred to a specialized care facility. If this absence is lengthy (i.e. a month or more), the resident's room may be given to another person and the resident may be offered a different room when they return.

SUPPLEMENTARY FEE

A monthly supplementary fee is charged to your Personal Needs (Trust) Account. This fee covers some of the costs of services not funded by the Ministry of Health including: the initial Dental Hygienist assessment, garment labelling, outings, activity supplies, and the telephone, cable television and computer with Wi-Fi internet access available throughout the building.

Typical extra living costs at Mount St. Mary Hospital:

- Moving in and out expenses;
- Personal transportation, including medical appointments;
- Ambulance charges;
- Personal clothing;
- Labelling clothing and other personal items;
- Personal care items e.g. Kleenex, deodorant, toothbrush, toothpaste, Polident, Poligrip, razors, comb, hairbrush;
- Personal cable (television and/or internet) connection and monthly charges;
- Personal telephone connection and monthly charges;
- Eye glasses and examinations;
- Dentist, dental hygienist visits and dentures;
- Foot care;

- Hearing aids and batteries, including replacement of lost hearing aids and replacement batteries;
- Cost of bus trips/outing costs and meals when you are away from Mount St. Mary;
- Oxygen and oxygen supplies;
- Purchase of rental equipment exclusive to you;
- Hip protectors;
- Specialized wheelchairs;
- Repairs and maintenance of any personal or specialized equipment exclusive to you;
- Personal newspaper and magazine subscription fees;
- Dry cleaning costs or laundering of items requiring special attention;
- Barber and hair-dressing fees;
- Nutritional supplements requested by you not typically provided by Mount. St. Mary;
- Funeral and burial arrangements; and
- Other private services e.g. paid companions or massage therapists.

PREPARING TO MOVE-IN

MOVE-IN DAY

Move-In Day can be overwhelming to you and your family. To help make the move-in proceed smoothly, we provide the following guidelines to you:

1. If possible, please check into the Village Office, with your family member in attendance, at the appointed time. The Village Office Clerk will provide you (the resident, or person financially responsible for the resident - *the Responsible Person*) with a package of documents to be completed on the day of moving into to Mount St. Mary.
2. Please only bring in clothing and belongings that you will need for the first two-weeks. Once you settle into your room you will decide what other clothing and personal items you would like to have.

Resident Rooms

Admission is to a private or semi-private room.

The room set up must:

- Allow space for the resident to move around the room safely;
- Follow the Fire Code which stipulates that the bed must be able to exit the room without encountering any obstacles;
- Enable staff to work safely;
- Provide for safe position of televisions which must be LED, no larger than 32" and able to sit safely on either the dresser provided in the resident's room or on a secure stand provided by the resident. TVs are not able to be attached to the wall surfaces;
- Closet and storage space is limited and we recommend that residents bring only (seasonal) clothing and personal items that they will use; and

- Access to the Units (Floors) is by elevator only. Stairwells are for use in emergency situations only e.g. fire and building evacuation .

FURNITURE

Resident rooms are fully furnished and furnishings are not to be removed.

Furniture **may only** be brought into Mount St. Mary after you or your family have discussed the item(s) with your Occupational Therapist (OT) and he or she has given approval. This practice promotes resident and staff safety.

You are encouraged to bring familiar items and photographs to have in your room and in the Memory Box at the entrance to your room.

Items are not to be tacked, nailed or taped on walls or furniture. The Maintenance staff will be pleased to hang the items. Please indicate by applying a coloured and numbered dot where you would like a picture hung and bring the picture to the attention of nursing staff.

Personal televisions and other electrical items **must be**:

- CSA approved;
- Checked by our Maintenance Staff; and
- In good working condition.

Should you wish a phone in your room, you must provide your own (**preferably cordless**) phone.

A courtesy telephone is located near the front entrance in the Village Square. Local calls may also be made from the phone in each House Dining Room.

For cablevision, internet and private telephone service please direct your enquiries to the Village Office.

Wi-Fi is available in most areas of the building. If you have trouble accessing the internet, please speak with the Village Office. You are welcome to set up your own account with an internet provider, at your own expense.

VALUABLES AND MONEY

Valuables, including money, should not be kept in your room. Mount St. Mary will not be held responsible for any losses. Funds may be deposited to your Trust Account in the Village Office and an official receipt will be issued. You may withdraw available funds, as needed, from the Village Office.

CLOTHING

Mount St. Mary will take every precaution to safeguard your clothing and other personal belongings, however, we do not assume responsibility for loss or damage to these items.

For ease and comfort of dressing, clothing alterations may be required if you have physical limitations. Clothing should be one or two sizes larger than normally worn to promote mobility.

Nursing staff will provide information to you or your family if alterations are necessary. The provision of Adaptive Clothing and/or alterations is you and your family's responsibility.

Hospital gowns are provided, however, you may wish to bring night gowns or pyjamas provided they are made for ease and comfort of wearing.

All clothing must be machine washable and must be marked with your name upon admission and when new items are brought in. Nursing staff will provide clothing labels.

Suggested Clothing Items:

Women

- 3 or more pairs of comfortable fitting slacks (if usual attire is slacks and blouses)
- 3 blouses
- 2-3 cardigan sweaters (not pullovers)
- Brassieres (optional)
- 4 undershirts (optional)
- 4 dresses (if usual attire is dresses)
- sun hat
- 1 pair non-skid, supportive, comfortable shoes
- 2 pairs non-skid, washable slippers
- 5 pairs underwear (if worn)
- Dressy scarves (optional)
- 4 pairs cotton/polyester knee-high socks
- Warm Coat, jacket, or shawl
- Warm hat
- Mittens or gloves
- Scarf
- Costume jewellery

Men

- 3 or more pairs of comfortable fitting trousers
- 2 short-sleeved shirts
- 2 long-sleeved shirts
- 1-2 cardigan sweaters (not pullovers)
- 2 sweatshirts
- 4 undershirts (optional)
- sun hat
- 1 pair non-skid, supportive, comfortable shoes
- 2 pairs non-skid, washable slippers
- 5 pairs underwear (if worn)
- Tie(s) (optional) (clip-on for easy wear)
- 3 or 4 pairs cotton/polyester sport type socks
- Warm jacket or coat
- Warm hat
- Mittens or gloves
- Scarf

PERSONAL TOILETRIES

Personal toiletries may be purchased from the Gift Shop.
Soap and shampoo are provided by the Hospital at no cost.

Toiletry items must be marked with your name for identification.

Dentures are to be professionally labelled prior to admission.

- | | | |
|-------------------------|-------------------|--------------------------|
| • Tissues | • Toothpaste | • Hand Mirror |
| • Deodorant (unscented) | • Toothbrush | • Electric Razor |
| • Skin lotion | • Denture Brush | • Aftershave (unscented) |
| • Hair Brush & Comb | • Denture Cleaner | |

OTHER ITEMS

Books, radios, televisions, eyeglasses, telephones, hearing aids etc. must be marked with your name for identification.

Single sized comforters are welcome providing that they are machine washable.

WALKERS, CANES, AND WHEELCHAIRS

Who is responsible for providing equipment?

If our Occupational Therapists (OTs) recommend a basic wheelchair and basic cushion to meet your mobility, safety and comfort needs, it will be provided free of charge for the duration of your stay at Mount St. Mary. You are responsible for covering the cost of any required changes to the basic chair or the purchase of a customized wheelchair. Walkers, canes, non-basic wheelchairs (customized) and other specialized equipment are not provided by Mount St. Mary Hospital. You or your family are responsible for purchasing or renting any specialized equipment including special cushions and mattresses when needed.

What is a basic wheelchair?

Definition of a basic wheelchair: A manual, self-propelled, safe and durable wheelchair with a basic contoured seat cushion, which is reasonable to obtain and maintain.

What if I do not have the equipment I need?

We have a limited supply of equipment which may be loaned for a period of 3-6 weeks. Such equipment will be loaned according to availability and priority of need. There may be a small fee associated with this service.

Is there funding for equipment?

Some residents may qualify for funding assistance through various sources such as the Veteran's Affairs Canada, Aboriginal programs, the Ministry of Social Development, or private insurance such as Blue Cross.

Is power mobility allowed?

All power mobility equipment including power wheelchairs is assessed on an individual basis. The equipment is inspected on admission and you may be required to pass power mobility driving tests. If you pass, you must sign a power mobility agreement to ensure safety for everyone. Additional driving tests may be required when your ability changes.

Who assists with equipment needs?

Our OT(s) complete your assessment and recommend the most suitable equipment to meet your needs.

What do I do with equipment I no longer need?

Should you, your family member or Power of Attorney wish to donate a wheelchair or other equipment, they are to be referred to the OT.

If the equipment is appropriate, the OT will accept the donation and refer the donor to our Director of Fund Development.

If the OT determines that we will not accept the donation, the OT will guide you to an appropriate organization that accepts equipment donations (e.g. the Red Cross). Transportation of the equipment from Mount St. Mary Hospital to another organization is the responsibility of the donor. If the equipment is being discarded, it is your or your family's responsibility to have it disposed of.

What kind of equipment might I need?

- Wheelchair
- Wheelchair Cushions
- Walkers
- Splints
- Heel Boots
- Mattress Overlays
- Hip Protectors, etc.
- Adaptive Aids (long-handled shoehorn, reachers)
- Adaptive Clothing
- Wheelchair Alarms
- Bolsters

WHAT TO EXPECT WHEN YOU ARRIVE

ADMISSION

When you first move-in you and your family will be provided with an orientation, including:

- A tour of the site;
- Information about services provided; and
- An introduction to staff and residents.

Staff will discuss the special aspects of Mount St. Mary hospital once you have moved-in.

You and your family are encouraged to participate in the admission process by:

- Talking about what is important to you;
- Identifying key concerns;
- Answering questions from staff; and
- Making informed decisions about your care.

Care staff will gather information during the admission process so we can get to know you and develop an individualized care plan with you. This care plan is a guideline of the type of care and support you require.

ADJUSTING TO THE MOVE

Moving into Mount St. Mary Hospital is like moving to a new neighbourhood. Everyone reacts differently to a move. While it can be a welcome and positive change for you and your family, it can also be a very stressful time; particularly for those with dementia.

The first four (4) hours of the admission process are a critical time when you will need extra support. The goal of the care team is to work with you and your family to provide that support. If able, your family and friends are encouraged to ease the transition. Some suggestions for family and friends include:

- Select the best time for admission for both you and Mount St. Mary;
- Ensure a family/personal history is completed;
- Visit you and plan to stay for most of the day if needed;
- Bring in a favourite meal or treat for the day;
- Choose a familiar, enjoyable activity that you can do with your family;
- Help you get ready for bed.

The first week after a move is often unsettling for everyone. It will take time to feel comfortable in your new home and to build trusting relationships with other residents and staff. It is not unusual to feel sad, anxious, angry, or confused.

Your family may notice a change in your behaviour as you adjust to the new setting. You may stop doing something you were able to do for yourself before, or you may start doing something you haven't before. Your family is asked to speak with staff to share what they are seeing.

SETTLING INTO MOUNT ST. MARY HOSPITAL

Mount St. Mary Hospital is home-like and comfortable. Chairs and couches are arranged in small groups to encourage conversations. Smaller spaces, including the Sunroom in your House, are available for visiting and for hobbies, including: watching television, card and board games, puzzles, and small structured group activities. Weekly and daily menus, as well as, a calendar of recreational activities are posted. Staff will routinely remind you about upcoming activities that you may be interested in.

THE ONGOING ROLE OF YOUR FAMILY AND LOVED ONES

Your family and loved ones are partners in your care. We encourage them to review your care plan with the nurse and participate in your care conferences. This is an excellent way to promote good communication. Your family and friends are encouraged to visit and participate in many of the day-to-day activities.

Family and loved ones can continue to participate in your life at Mount St. Mary by:

- Introducing themselves to staff;
- Taking you for a stroll;
- Reviewing the activities calendar for activities they can join in on; and
- Visiting you and sharing in meals.

Family members also need time to adjust to this major change. We encourage loved ones to:

- Balance taking care of themselves with the care and support they provide to you;
- Speak with other family members and loved ones about how to work as a team to help maintain a strong connection to you; and
- Check out bulletin boards in your House kitchen and attend Family Educational Sessions & Meetings to get information and support.

FAMILY EDUCATION, INFORMATION & DISCUSSION SERIES

A Family Focus Group determined that quarterly education sessions would help them by:

- Supporting you, your friends and themselves;
- Sharing information; and
- Advocating when concerns and issues affect you.

Each session is followed by an opportunity for participants, staff and leaders to share information and have a discussion regarding the services and care provided at Mount St. Mary.

VISITING AND STAYING IN TOUCH

Family, friends, visitors and children are encouraged to visit. Board games, puzzles, playing cards etc. are available in each House. **There are no set visiting hours, however to promote the delivery of care to you and promote your rest, we encourage family and friends to visit between 11:00 a.m. and 8:30 p.m.** We ask loved ones to talk to the staff to find out about any special events and how to make the most of their visit with you. We ask your family to please advise staff in advance, if possible, of any upcoming longer term absences.

LEAVES AND VACATIONS

Families and friends are vital to your quality of life. Visitors are welcome to take you to the Village Square, Peace Garden and Blondin Green. Visiting, as well as time off-site and overnight absences are encouraged. You need to notify staff and sign the 'sign out book' in your House prior to leaving the building. It is important to let staff know when you are leaving in case there is a fire or evacuation. Staff will need to know who is in the building and when to expect you back. This also ensures arrangements can be made for medication while you are away.

Your physician must give authorization for overnight visits and staff must be made aware of your absences off the Unit. Advance notice of overnight absences is required so that medication packages can be prepared.

Families and friends are also encouraged to keep in touch by phone or internet. Mount St. Mary also has a 'Skype' Program where a volunteer will be pleased to help you have some 'face time' with your family and friends.

Visitors: For all residents' safety, please refrain from visiting if you are suffering from and/or have symptoms of, or have been in contact with influenza or any other infectious diseases.

- ***Good hand hygiene is essential to prevent the spread of infection.***
- ***Hand-washing before, during, and after visits is essential.***

- ***Washrooms are provided on all levels of the building.***
- ***Hand sanitizing stations are provided throughout the hospital.***

Mount St. Mary follows the Directive of the Provincial Health Officer to ensure our residents' safety and posts the Visitors Procedure for the Influenza Season: December 1st through March 31st each year.

TIPS FOR VISITING – UNPREDICTABLE BEHAVIOURS

It is important to know that because of changes associated with particular illnesses some of the residents living at Mount St. Mary Hospital may occasionally behave in an unpredictable, and at times, aggressive manner.

Residents who are known to be at risk for unpredictable actions are identified with a purple dot on the name tag on the back of their wheelchair and on the nameplate of the door of their room.

ONGOING CARE

RECREATION AND ACTIVITY PROGRAMS

Each day a variety of activities and programs are offered to suit many levels of interest and abilities.

We have a beautiful garden, The Blondin Green, and our Village Square for you and your family to enjoy. We have a Gardening Program which many residents enjoy and it is a chance to get 'your hands dirty'!

Pet Therapy and Visiting Pets

Mount St. Mary values the relationships that animals and pets may have with you and your loved ones, and we have a robust Pet therapy Program. We also have a Visiting Pet Policy and visitors must adhere to the 'Pets on the Premises' policy.

Healthy pets on a leash or in a secure carrier may be brought into the facility provided that they are neither frightening to residents nor disruptive.

Please note: Pets are not allowed in the house kitchens or dining-rooms when meals are being served or in the Café off the Village Square at any time. As well, it is the responsibility of the pet owner to 'pick up' after their pet. 'Poop Bags' are provided on the Blondin Green.

MEALS AND SNACKS

You dine at small tables with others to encourage conversation and socialization.

Food and Nutrition Services is committed to providing nutritious and appetizing meals that are prepared on site. Food is prepared to ensure proper nutrition, observe ethnic and religious practices, and mark special occasions. Our menu is based on a 4-week cycle that promotes seasonal variety as well as meals for special occasions.

The Clinical Dietician conducts an initial assessment and nutritional care plan for you when you move-in and provides on-going follow-up to promote nutrition. Food preferences are recognized and included in meal planning. You and your family are welcome to discuss your needs with the Clinical Dietician.

Your family is also encouraged to bring in favourite foods for you. Please check with the Clinical Dietician for information about what foods are appropriate to bring in to you. Your family and friends are welcome to join you for meals by bringing in their lunch or dinner, or they may purchase lunch from our Café in the Village Square.

Families are encouraged to bring in only single-serve food items during their visits because of limited storage space in the House refrigerators. Please ensure the food is dated and labelled with your name. Staff will discard food items in House refrigerators that are larger than a single serving and perishable food items that are not suitable for storage in the resident's room. For space, safety and hygiene reasons, personal refrigerators are not permitted in resident rooms.

Family members are also welcome to provide meal assistance to you only. Guidance for providing safe meal assistance is available from the Clinical Dietician.

Food or fluids can only be given to other residents after checking with a staff member to ensure that there are no dietary contraindications. Some residents may be at risk of choking and have special dietary requirements, others may have food allergies. Please do not offer food to other residents unless approved by a nurse.

Nourishments are served in each house at 2:00 p.m. and 7:00 p.m.

Meal times are: Breakfast: 7:45 a.m. to 8:30 a.m.
 Lunch: 11:45 a.m. to 12:30 p.m. (main meal)
 Supper: 4:45 p.m. to 5:45 p.m. (light meal)

SPIRITUAL CARE

The Chapel and Quiet Garden are located on the Main Floor off the Village Square, and are open to everyone wishing for a place to reflect or to attend any of the services. The Pastoral Care staff and volunteers are available to assist in meeting your and your family's spiritual needs. They can also arrange for you and your family to be visited by a priest, minister or a leader of your faith community. If you wish, you will receive regular visits from the Pastoral Care Team.

While the Blessed Marie Anne Blondin Chapel is Catholic, a variety of faith services are offered in the Chapel. The monthly Activity Calendar located in each House and in the Village Square provides details of services and other activities, offered in the Chapel. Bedside communion or prayers can be arranged through the Pastoral Care Coordinator. Memorial Services are held regularly to remember those residents who have lived at Mount St. Mary.

HEALTH CARE NEEDS

Twenty-four hour care is provided at Mount St. Mary Hospital according to your care plan. The care team will work with you and your family to complete an assessment of your needs and expectations. A care plan takes into account physical, social, emotional, and spiritual needs and your interests.

Most health care needs can be met at Mount St. Mary. However, on occasion, the level of care required may exceed what we can provide. In the case of a medical emergency or a situation that cannot be managed here, you will be transferred to the acute care hospital and return to Mount St. Mary once you are stable.

When you are transferred to an acute care hospital or between care settings or programs, a copy of the **Medical Orders for Scope of Treatment (MOST)**, Cardio Pulmonary Resuscitation (CPR) order, and any other health care directives will be transferred with you.

In the event of illness or injury, the nursing staff will contact your doctor and family or substitute decision-maker. The SDM is responsible for sharing information or news with your other family members.

DEMENTIA CARE

The term dementia describes many conditions that can lead to a gradual and progressive decline in thinking and functional ability. Dementia can affect short-term memory, communication, language, judgement, reasoning, and abstract thinking. Eventually the person with dementia might not be able to dress themselves and may even lose interest in eating and drinking. The brain stops sending the body messages it needs to survive. In time, even the digestive system stops working and cannot absorb food even if the person with dementia continues to eat. Dementia is truly a progressive and terminal illness.

Preserving the person's quality of life, especially as it pertains to who they were before they had dementia, requires a specialized approach to care. We have invested many resources to provide this specialized approach to care. Many of our staff has taken some form of dementia care training, providing them with skills in caring for an individual with dementia. The overall goal of care is to reduce a person's feeling of isolation, boredom and hopelessness that can come as the disease progresses.

All programs and activities that residents with dementia participate in (e.g. recreation, eating, bathing, and dressing) provide opportunities that can enhance their quality of life. These programs initiate thought processes, increase functioning ability, increase self-esteem, and help reduce the frequency or intensity of challenging behaviours.

SPECIAL CARE UNIT

Mount St. Mary Hospital supports residents 'living at risk', by participating in their care planning. We do not have a Special Care (Locked) Unit at Mount St. Mary because the building was not designed to contain such a unit.

PALLIATIVE, END-OF- LIFE, AND TERMINAL CARE

Most often Mount St. Mary Hospital is a resident's last home. Therefore, when you move into Mount St. Mary, your care planning includes a **palliative care** approach, that is an approach that improves the quality of your life and that of your family. As a person ages, they often enter a stage where end-of-life care is incorporated into their care plan. End-of-life care refers to care provided to individuals with a terminal condition that has become advanced and progressive. Terminal care is specialized to care provided when an individual is actively dying.

EXPRESSING YOUR WISHES

GENERAL INFORMATION

Advance care planning is the process of thinking about and writing your wishes for future health care treatment in the event you are unable to make decisions for yourself.

An advance care plan has two main functions:

- It tells your family, your substitute decision-maker, and your doctor what kinds of treatment you do or do not want to receive when you near the end of your life and you can no longer make these decisions for yourself.
- It lets you name a person who can make treatment decisions for you when you cannot make decisions for yourself. This person is called you 'substitute decision-maker'.

Talking about your wishes for life support and life-prolonging medical treatments with your family doctor, and care providers is important. Although these can be difficult conversations to have, it is important to make your wishes known.

Some of the hardest decisions relate to the use of life-support and life-prolonging treatments such as ventilation to assist with breathing, kidney dialysis to help kidney function, tube feeding, and Cardio Pulmonary Resuscitation (CPR). Knowing your wishes may help reduce the uncertainty and anxiety loved ones experience. It may bring them a measure of comfort knowing that they followed your wishes.

Prior to or once you move into Mount St. Mary Hospital, you will be asked questions about your end-of-life wishes, including CPR.

MEDICATIONS

Most prescribed medications are included in the monthly rate for accommodation.

Medications or remedies that are requested by you that are not approved by the Hospital Medical Advisory Committee are billed to you and a Waiver of Responsibility form is to be signed by you. All preparations must have the approval of your physician.

Over-the-counter and herbal medications are to be discussed with the Nurse who will confirm with the Physician and/or Pharmacist. The possibility of negative interactions with residents' current medications will be determined. Nurses must obtain a physician's order for all medications.

SAFETY REGULATIONS

WHAT TO DO IN THE EVENT OF FIRE

Should the fire bells activate while you are on your floor, please go to your room and await further instructions from the staff or Floor Warden.

Should the bells activate while attending a program or service outside of your floor (i.e. Art, Chapel, Bingo, Hairdresser), please stay with the program group or service provider and await further instructions.

Should the bells activate while you are situated outside of your floor and not under the direct care or supervision of program staff or service providers, you are requested to go to the nearest staffing area and await further instructions.

Should you see a fire or smell smoke, please activate the nearest pull station (located at all exit doors), and proceed to the nearest safe area as identified above.

In the event of a serious fire, the Floor Warden will direct residents, visitors, and staff to the nearest safe fire zone. Area staff will provide assistance to residents as required throughout this process. In most cases, this will be through the fire doors to the next zone. Exiting to the outdoors will only occur upon specific instructions from the Floor Warden

Mount St. Mary Hospital (MSMH) strictly prohibits smoking anywhere in the building in compliance with fire safety regulations. If you should witness smoking within the building or inappropriate use of lighting materials, please report it immediately to the nearest staff member.

SMOKING

Mount St. Mary Hospital is a Smoke-Free facility. There is a designated smoking area for residents only, outdoors in the Peace Garden on the 2nd floor. A smoking apron is required if you are at risk of dropping a cigarette on your clothing.

CANDLES

Candles, including imitation and/or battery operated candles are not permitted in Mount St. Mary Hospital due to the potential fire hazard.

WHAT TO DO IN THE EVENT OF POWER FAILURE

In the event of a power outage at MSMH, we are equipped with an emergency generator that activates automatically within approximately 20 seconds. The generator will provide sufficient power for emergency lighting and operation of critical equipment. Please ensure that any life support equipment is plugged into the red coloured receptacles, which are fed from both the normal and emergency power supplies. As we have a limited fuel reserve for the emergency generator, it is important that all non-critical equipment be shut down during any power outage. TV's, radios, computers and other non-critical items should NOT be plugged into the red receptacles or used during a power outage.

Please turn off all non-essential lighting.

In the event of an extended power outage, normal heating and air conditioning will be affected. Please contact the nearest staff member for any additional blankets you may require. All doors and windows should be kept closed.

WHAT TO DO IN THE EVENT OF EARTHQUAKE

Earthquakes can strike in this area at any time. MSMH is a concrete building built to current seismic standards, which should minimize damage to the facility. There may however be an increased risk of injury from broken glass and falling debris. The secret to survival in a major quake is to be prepared, avoid panic, and remain calm. Here are some basic tips on what you can do to prepare for an earthquake, including what to do when the shaking starts and after it stops.

Before the Quake:

Identify safe places to be in the event of a major quake. It is best to be located in an area away from glass or any heavy objects that may fall on you. The safest place to be once the shaking starts is beneath sturdy furniture.

Fasten top heavy appliances, furnishings, or heavy wall hangings (i.e.: mirrors) using seismic hangers or restraints. The Maintenance department can assist you in identifying potential hazards and safety remedies.

Establish an out-of-area phone contact person for family members to check in with. Remind your contact person regularly that in the event of a major earthquake in our area, you and others will be contacting them to confirm each other's safety.

You may wish to maintain your own emergency preparedness kit to include a flashlight, AM radio and some extra batteries. The official emergency broadcast station for the Victoria area in CFX 1070 on the AM dial.

Ensure there is a clear exit path from all areas of your room. Do not put a heavy dresser or bookcase near the exit door, as it is likely to block the exit following a major earthquake.

During the Quake:

If you are in the building, stay there: do not run for the exits or outdoors.

Duck, cover and hold. Take cover beneath sturdy furniture or doorway. Stay away from glass windows and heavy mirrors.

Don't ignite candles, matches or lighters

Remain clear of falling debris. As there is likely to be aftershocks, stay in the safe area for as long as possible.

If you are outdoors, stay away from buildings or overhead power lines.

After the Quake:

Stay in your safe place until help arrives. Call out for assistance if you are injured.

Hang up your phone if it was shaken off the hook. Make phone calls ONLY FOR LIFE THREATENING EMERGENCIES, so that available lines are clear for emergency responder use.

If you are able to help others in your immediate area without putting yourself at risk, please do so.

Listen to your radio or television for emergency information.

CONTROLLED ENTRANCE and EXITS

In order to provide a secure environment for our residents and staff after the front entrance is locked at 9 p.m. and visitors need to activate the intercom at the Front Entrance and clearly identify themselves to the Nurse on duty and the reason for their visit.

When leaving the building, visitors must always key-in an exit code on the keypad to the left of the inner doors. A sign above the keypad will indicate the correct code. Please do not assist residents through the front entrance unless the resident is known to you.

CONTROLLED HOUSE DOORS

The House entry door and the elevators are capable of being secured by a coded keypad. These are in use when a resident in that House is in danger of wandering beyond their safe limit.

Please do not assist residents through a locked door or elevator unless the resident is known to you or you have checked with a staff member.

SCENTED PRODUCTS

Mount St. Mary Hospital is a Scent-Free facility. All individuals coming into the building are requested to avoid wearing scented products, in consideration of the health risks that exposure to these products can cause to sensitive individuals. Individuals are also requested to avoid bringing or sending strongly fragrant flowers and plants into the Hospital e.g. lilies, hyacinths, etc.

TALCUM POWDER

Talcum powder is a slipping hazard and to promote resident and staff safety, is not permitted in the facility.

HEATING PADS, etc.

Electric blankets, heating pads, hot water bottles, bean bags and heated gel packs are not permitted at Mount St. Mary as the risk of burn to residents is high.

DAY-TO-DAY SERVICES

CAFÉ

The Café is located in the *Village Square* is open to residents, families, visitors, volunteers and staff. Hot food is available at the noon meal. The Café is open from 8:15 a.m. to 2:30 p.m. daily. Lunch is served from 11:15 a.m. to 1:00 p.m. All persons, including residents, are required to pay for purchases from the Café. As a resident, you may have coffee or tea free of charge at any time. Vending machines for coffee and cold beverages are located across from the Gift Shop on the Main Floor.

GIFT SHOP

The Gift Shop, operated by our volunteers, is located in the *Village Square*. The Gift Shop is open daily and residents, family; visitors, staff and volunteers may purchase gift items, greeting cards, stamps and toiletries. Proceeds from the Gift Shop are donated to Mount St. Mary Hospital in support of resident activities, programs, and specialized equipment. The Gift Shop accepts cash and Debit/Credit as payments options.

House Delivery:

If you are unable to shop at the Gift Shop and have no family or friends to shop for you, a volunteer is available to deliver gift shop items. These are items that have been ordered by yourself or staff when deemed necessary and will be charged to your Trust Account. Prior family approval is required for this service.

HAIRDRESSING

Hairdressing services are provided by a stylist under contract to Mount St. Mary and is available at the *Cloud 9 Salon* located in the *Village Square*. You or your family are requested to specify the type of service you wish to have e.g. shampoo and set, haircut or perm either on a regular basis, or appointments may be booked for special occasions. As well, the stylist provides manicure services. Hairdressing and manicure fees are charged to your Trust Account.

HOUSEKEEPING

Housekeeping services are provided in your room daily. Each housekeeper is responsible for approximately 50 rooms a day, seven (7) days a week. Comments related to these services should be directed to the Unit Nurse.

LAUNDRY

Personal laundry service is provided seven (7) days a week by care staff unless you or your family wishes to make other arrangements. Families are welcome to use the washer and dryer located in each House to launder your personal clothing. An iron and ironing board are also available.

LIBRARY

The Residents' **Library** is located on the **Main Floor**, off the **Village Square**. A computer with internet access is available in the Library for your use.

MAIL, NEWSPAPER AND EMAIL

Mail is delivered by Canada Post Monday to Friday and then delivered by staff to the residents. Daily newspaper delivery can be arranged through the **Village Office**. Outgoing mail may be left at the **Team Centre** on each Floor, for posting or dropped in the mailbox outside the front entrance.

PARKING

On-site visitor parking is limited and must be in an assigned "**Visitor Parking**" space. The Visitor Parking spaces are limited to two (2) hours. Parking on yellow curbs, sidewalks, or double-parking is not permitted and may result in a parking violation or towing. There is street parking available on Humboldt Street, Quadra Street and Fairfield Road.

PRIVATE FUNCTIONS

Families may arrange to hold parties in your **House Dining Room**, your **House Sun Room**, in the **Blondin Garden**, the **Village Square** or the **Helmcken Room**. Please make arrangements with the **Care Leader** to book a room and with the **Food Services Supervisor** for any catering needs.

TRANSPORTATION

All costs for transportation are the responsibility of you or your family member. This includes transportation: via ambulance, stretcher van, taxi; **handyDART**; to the acute care hospital; for medical and/or dental appointments; for clinic visits; and for social outings. Should you need to be accompanied for appointments outside Mount St. Mary the provision of a companion is the responsibility of you or your family member. All residents are registered with **handyDART** upon admission.

ALCOHOL

If you wish to drink alcohol on a regular basis written approval from your physician is required to ensure that there are no negative interactions with your medications. Unopened bottles of alcohol are to be provided by you or your family and stored and served by nursing staff. A "**Happy Hour**" activity is offered once a month.

RESIDENT CARE SERVICES

VOLUNTEERS

We welcome volunteers from the community who come to visit and assist in a variety of programs and to help you with various activities.

MEDICAL CARE

Your medical care is provided by a family physician who has medical privileges at Mount St. Mary. We have a core group of physicians on staff and can provide you and your family a list of our physicians. If your family physician has privileges at Mount St. Mary he or she is welcome to continue to provide your medical care.

RESIDENT CARE

The **Director of Resident Care** supervises all care staff and is responsible for the overall care and safety of the residents.

Two **Care Leaders** coordinate the care of the 200 residents. The Care Leaders generally work day shifts, Monday to Friday.

Registered Nurses, Licensed Practical Nurses and **Resident Care Aides** are on duty 24-hours a day. If you require medications or treatments, a Registered or Licensed Practical Nurse provides this care. Resident Care Aides provide for personal care needs, including meal assistance, bathing and dressing. A **Food Service Worker** serves you your meals from each **House Kitchen**.

Questions or information related to your care should be directed to the Nurse on duty.

CONCERNS AND COMPLIMENTS

We take your concerns and recommendations seriously. Please communicate your concerns as follows:

- discuss with the Nurse in your House;
- if unresolved, discuss with the Care Leader;
- if unresolved, contact the Director of Resident Care by telephone; and
- if the issue remains unresolved, please make an appointment to speak with the Chief Executive Officer.

DENTAL CARE

A **Dentist** is at Mount St. Mary regularly and assesses the dental health of all new residents. The Dentist makes recommendations to you and your family regarding dental work and after receiving consent, arranges treatment. Our Dentist will assess new residents who have not been seen by a Dentist in the past 12 months. You may also go to your dentist in the community. Please give the name of your dentist to the Nurse and inform him or her of your dental appointments.

SOCIAL WORK

The Social Worker is responsible for the coordination of admissions, discharges and transfers and works closely with individuals and their families who have been designated by the health authority as eligible for complex care services provided at Mount St. Mary Hospital.

The Social Worker provides resource counselling, information and emotional support throughout the preadmission process and after admission.

The Social Worker works collaboratively with you, your family and care team to facilitate a smooth transition to living at Mount St. Mary Hospital.

The Social Worker also acts as a liaison between community agencies and you. He or she also acts in the capacity of your advocate.

THERAPY AND ACTIVITIES

Occupational Therapists (OT) and Resident Activity Aides assess each resident to determine their leisure interests and potential to participate in on-site and community programs. A calendar of activities and events is posted monthly in each House and in the Village Square. Copies of the calendar may also be obtained from the Library, or viewed on the Mount St. Mary Hospital website.

Mount St. Mary has an adapted bus for resident outings, special events and community programs. Bus capacity is approximately eight residents.

The OTs provide assessment of your physical, mental and functional abilities. They also provide consultation for individual specialized needs in the areas of wheelchair seating, mobility and activities of daily living. You are encouraged to maintain or improve your mobility, strength and functional independence. The OTs make recommendations and assist with the private purchase by yourself or your family of specialized seating equipment to meet your individual needs and maximize your mobility, comfort and safety. A basic wheelchair and seating is available on loan from Mount St. Mary Hospital per the directive from the Ministry of Health.

ADDITIONAL SERVICES

COMMUNITY BATHING PROGRAM

This program is designed for individuals living in the community who cannot safely use the bathing facilities in their home, even with the addition of devices such as grab bars and bath boards. For more information, please see the pamphlet at the Mount St. Mary "Spa".

PAID COMPANIONS

Arrangements for Paid Companion services are the responsibility of the family. A listing of Paid Companions can be found in the Yellow Pages of the telephone book under "Home Support Services".

When a need for a Paid Companion is identified, the resident or family member is to obtain and complete an information package containing a:

- Paid Companion Services brochure;
- Copy of the Mount St. Mary Hospital Paid Companion Policy and Procedure (RC-134);
- Mount St. Mary Hospital Release and Authorization Form (2011-5); and
- Paid Companion Contact Information Form (2012-1).

Packages are available in all Team Centres, the Social Worker's Office, the Village Office and from Resident Care Services.

PODIATRY

Contracted Podiatry (foot doctor) services are available. There is a User Fee for services provided by the Podiatrist. Consent must be given by yourself or family prior to this service being provided.

FOOT CARE NURSE

Contracted Foot Care Nursing services are available. There is a User Fee for services provided by the Foot Care Nurse. Consent must be given by yourself or family prior to this service being provided.

VISITING PRACTITIONERS

If you or your family wish to employ the services of a practitioner from the community e.g. Massage Therapist, Physiotherapist or Acupuncturist, you must contact the Director of Resident Care who will provide direction regarding the process to be followed prior to services being initiated.

IMPORTANT POLICIES

LEAST RESTRAINT

We believe that each resident has the right to freedom of choice and freedom of movement including the right to live at risk.

Mount St. Mary has a Least Restraint policy which will be referred to following a resident's assessment which has determined that there are no alternatives to the care plan to prevent injury to the resident or to others.

PHOTO CONSENT

Written consent from individual residents or their Substitute Decision Maker is obtained upon admission. This consent form allows Mount St. Mary Hospital to use the photos, videos, or recordings with or without the resident's name in any or all of its marketing and publicity materials including, but not limited to:

- Annual report
- Newsletters
- Website
- Brochures & other materials
- Social media
- Media (press, radio, and television) associated with MSMH activities and advertising

Taking photographs of other residents is not permitted without the written consent of the resident or Substitute Decision Maker.

If a resident or a Substitute Decision Maker wishes to withdraw their permission for the use of photos/videos, written notice must be given to Candis Elliott, Executive Assistant to the CEO. Once permission is withdrawn, Mount St. Mary Hospital will not use the relevant photos/videos

again. Please note that it is usually not possible to recall items in which the photos/videos have already been used.

GIFTS

Care and services are delivered to residents through the teamwork of many individuals. The entire team may not be visible to a resident or family member.

A gift is defined as money, goods or services e.g. trips, dinners, gift cards given directly to one or a group of staff or volunteers. Staff and volunteers are not permitted to receive gifts from residents or family members as it is a *Conflict-of-Interest*.

To support the autonomy of residents, small infrequent tokens of appreciation under \$10.00 are not deemed to be “gifts” and these tokens include chocolates or biscuits for staff and volunteers to share.

COLLECTION OF PERSONAL INFORMATION

THE IMPORTANCE OF YOUR INFORMATION FOR YOUR HEALTH CARE

While you are living at Mount St. Mary Hospital, employees and physicians will need to collect personal and current information from you to assist in your care and treatment. In some cases, your family and friends may be able to provide some information as well, or you may have records in other health care organizations that may be helpful to your care.

We require this information to assist us in your care and treatment. We will take all reasonable measures to ensure that your personal information is treated in a confidential manner according to the Freedom of Information and Protection of Privacy Act. We will only share information for the purpose of:

- Your ongoing care;
- Maintaining contact with you to assist in providing feedback for enhancing the quality of care;
- Teaching, quality improvement, and research; and
- Prescribed by law, including the Freedom of Information and Protection of Privacy Act, which requires disclosure.

When people phone to ask about your general condition and location in the hospital, it is standard practice to provide this information. However, if you do not wish to have any information provided please inform the Social Worker or the Nurse.

UNDER WHAT AUTHORIZATION PERSONAL INFORMATION IS COLLECTED

We collect this information as authorized by the Hospital Act and Regulations. We also collect personal information for purposes of determining eligibility for benefits under the Hospital Insurance Act.

If you have any questions about this information, please contact the Director of Resident Care.

YOUR SUPPORT WILL HELP YOUR LOVED ONE

The compassion and generosity of individuals, corporations, foundations, and others enhances the lives of Mount St. Mary Hospital residents.

Your donation and support of our Fund Development program is critical to our residents' quality of life and Mount St. Mary Hospital's ability to offer extra programs, and purchase specialized equipment. Donations are also integral to the success of our Room to Care campaign to provide long term solutions that will repair and renew the resident rooms.

There are different ways you can become involved in our Fund Development program to help our residents and your loved ones. You can:

- Share your story—without breaking confidentiality, tell friends, family members, or acquaintances about Mount St. Mary as it helps us to build awareness;
- Like Mount St. Mary Hospital on social media and like and share our posts;
- Host your own fundraiser (garage sale, bake sale, hockey tournament, etc.) and donate the money you raise to Mount St. Mary Hospital;
- Direct your United Way or PECSF contributions to Mount St. Mary Hospital;
- Encourage your company to donate a product or service that could be included in one of our auctions or they may be interested in becoming a cash or in-kind sponsor;
- Purchase your Christmas and Easter chocolates through a special Mount St. Mary order form/link and Purdy's will donate a minimum of 25% of your order back in cash to MSMH;
- Load up a Mount St. Mary Hospital/Thrifty Foods Smile Card and 5% is donated back to MSMH;
- Shop in our Gift Shop—the shop is run by volunteers with net proceeds donated to MSMH (\$10,000-\$12,000 a year!); and
- Attend our events and encourage family and friends to join you too—we hold an annual Spring Fair in June and a November Christmas Market.

You may also choose to make a donation by visiting our website www.mountstmary.ca, calling in your credit card to 250-480-3138 or mailing a cheque. Monthly donations (starting at \$2/month) may be made by charging it to a resident's account or setting up a recurring monthly credit card charge or automatic bank withdrawal.

Gifts can be made in honour of individuals or in memory of someone who has passed away.

If you have questions or if you wish to learn about other ways to make a gift to Mount St. Mary Hospital, including making a gift through your Will, donating securities (and eliminate the tax on capital gains), or setting up a life insurance policy with Mount St. Mary Hospital as the named beneficiary, please contact:

Jane Bowers, CFRE, B.Com
Director of Fund Development
Mount St. Mary Hospital
861 Fairfield Road
Victoria BC V8V 5A9
Ph: 250-480-3138 | Cell: 250-516-2817 | jbowers@mountstmary.ca