



## RESIDENT & FAMILY

# HANDBOOK

861 Fairfield Road  
Victoria, BC, V8V 5A9

This material has been reviewed & approved by residents, families and staff.



May 2022

## MOUNT ST. MARY HOSPITAL PHILOSOPHY

*The philosophy of Mount St. Mary Hospital emanates from the Hospital's healing mission and is inspired by the Christian values of the Sisters of Saint Ann through the Marie Esther Society.*

### **WE BELIEVE THAT:**

- *Our core values of Compassion and Caring, Respect and Dignity, Fairness and Justice, Competence and Excellence, and Responsibility and Accountability, best reflect the healing ministry of Jesus and all who are involved with Mount St. Mary shall be guided in their actions by these core values.*
- *First consideration is given to the needs of the persons served (residents).*
- *Holistic, quality care for each resident is best provided through an interdisciplinary team that supports the centrality of the resident.*
- *Our primary purposes are to relieve suffering, support a sense of hope and to create a supportive environment where residents can attain their maximum potential or a peaceful death.*
- *Palliative care, which provides compassionate care, directed toward improving the quality of life for the dying is integral to our Mission.*
- *Special emphasis on spiritual care services for residents of all faiths is a primary need.*
- *All residents are entitled to undisturbed time and a place where they may have privacy when their desire for privacy is consistent with their care program, and when it does not endanger their safety. Privacy includes the security of personal possessions.*
- *Family, friends and the wider community provide an essential contribution to the well-being of the residents.*
- *Each employee and volunteer makes an important contribution to the quality of life for our residents.*
- *Employees who are involved in decision-making about their work and working environment are more creative and accountable in providing quality care and solving problems on behalf of residents, co-workers, volunteers and visitors.*
- *In order to serve our community we must be fiscally responsible, committed to environmental sensitivity, and work in collaboration with other components of the health care system.*

~ Reviewed October 2021

## CONTACT INFORMATION:

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Care Leaders	
Unit 2 and Dementia Program	250-480-3131
Unit 3	250-480-3191
Unit 4	250-480-3192
Unit 5	250-480-3120
Chief Executive Officer	250-480-3101
Executive Assistant	250-480-3100 Local 3201
Clinical Dietician	250-480-3100 Local 3284
Director of Finance	250-480-3102
Director of Philanthropy & Communications	250-480-3138
Director of Resident Care	250-480-3103
Resident Care Administrative Assistant	250-480-3100 Local 3206
Director of Support Services	250-480-3104
Leader, Spiritual Care & Volunteer Services	250-480-3118
Occupational Therapist	
Units 2 & 4	250-480-3128
Units 3 & 5	250-480-3125
Recreation Therapist	250-480-3100 Local 4673
Social Worker	250-480-3107
Village Office & Main Switchboard	250-480-3100 FAX# 250-480-3110
Website (includes Virtual Tour)	<a href="http://www.mountstmary.ca">www.mountstmary.ca</a>

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*We acknowledge, with respect, the territory of the Lekwungen speaking peoples on whose traditional territory we live, work and provide home for. This includes the W̱SÁNEĆ, Songhees, and Esquimalt Nations whose relationship with the land continues to this day.*

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# WELCOME TO MOUNT ST. MARY HOSPITAL

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This handbook is provided to you, your family and friends and contains information about life at Mount St. Mary Hospital. Located in Victoria British Columbia, we are home to 200 individuals who require complex care programs and services. The building provides a truly home-like environment consisting of 16 individual Houses, and shared community spaces. It exceeds multi-level care guidelines for long-term care facilities. Our interdisciplinary team of care providers and support staff deliver our programs and services, are committed to our Mission and are experts in gerontological and individualized person-centred care.

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

We look forward to getting to know you, and you us.

~ Sara John Fowler, CEO

## ABOUT US

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### Mission

Founded by the Sisters of St. Ann, we are a Catholic health care 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

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### Our Strategic Directions 2022-2025

Care Experience  
Our People  
Dementia Care

Climate Change  
Respectful Engagement with Indigenous Peoples  
Quality and Safety

## **EQUITY, DIVERSITY AND INCLUSION**

At Mount St. Mary Hospital, we value equity, diversity and inclusion. We embrace the uniqueness of all individuals and believe that every person has the right to equal treatment. Together, we are strengthened by our diverse backgrounds, perspectives and experiences. To build an equitable, diverse and inclusive organization requires us to be collaborative.

We strive to foster a diverse and inclusive environment by continuous and active engagement of all our staff and volunteers. We create, support and maintain a living and working environment free from discriminatory and intimidating behavior. We continuously address issues that include, but are not limited to, those represented by race, sex, age, physical abilities, sexual orientation, gender, identity, neurodiversity and socioeconomic status. In the spirit of reconciliation, we also strive to develop and enhance relationships with Indigenous Peoples.

## **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. In Victoria, 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***

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 BC, Mount St. Mary Hospital was established. 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.

In March 2003 the new Mount St. Mary Hospital at Fairfield Road on the site of the former St. Joseph's Hospital and School of Nursing was opened. The organization is a publicly funded non-profit organization, and operates in affiliation with the Island Health Authority through the BC Government Denominational Residential Care Affiliation Agreement.

Owned and operated by The Marie Esther Society, the Society Members are appointed by the Public Juridic Person (the canonical sponsor) – The Sisters of St. Ann Apostolates. The Members are responsible for appointing the Board of Directors who govern the affairs of Mount St. Mary Hospital.

## OUR COMMITMENT

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In 2009, the Government of British Columbia passed the *Residents' Bill of Rights* to promote the rights of all adults who live in long-term care facilities.

The Residents' 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 continue to have many of the 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 and each of our staff and volunteers are committed to protecting residents' rights. As a team, we recognize that every resident is entitled to individualized, quality person-centred care.

### MOUNT ST. MARY HOSPITAL RESIDENT SAFETY STATEMENT

A commitment to Resident Safety is central to the Mission of Mount St. The organization strives to continuously improve upon the safety and quality of person-centred care provided to the individuals who live with us.

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, volunteers, 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 Mount St. Mary supports the delivery of safe person-centred 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 and evaluated.

#### **Risk Assessment**

Risks to Resident Safety are identified and mitigated.

~ Board of Directors 2022

## QUALITY MANAGEMENT

The programs and services provided are continuously reviewed to ensure that you receive the best possible care. Your opinion is highly valued and you are encouraged to bring your questions, suggestions and concerns to us. One of our key beliefs is that this is your home, and you have the right to make decisions concerning your quality of life. We conduct resident and family engagement surveys and your feedback is important. Annual review of our ***Integrated Quality Management Plan*** reflects best practices and incorporates your feedback in meeting your needs.

## ETHICS AT MOUNT ST. MARY

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***“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 Ethics Guide. Catholic Health Alliance of Canada, 2012***

Our Mission, Vision & Values define our identity as Mount St. Mary. These form the criteria for ethical decision-making in our organization.

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, families, friends, volunteers and the wider community are of paramount importance to the quality of life for our residents; and
- The provision of Spiritual Care Services to residents of all faiths is essential.

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

## HOME LIFE MODEL OF CARE

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At Mount St. Mary, 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 you in meaningful activities of daily living. Staff and volunteers endeavor to create opportunities for spontaneity, allowing you to engage in activities that involve a degree of risk-taking that is commensurate with the benefits gleaned, and reflects your interests and abilities. The integration of garden spaces and the opportunity for children and family pets to be present enhance the living areas.

Small groupings of 12 to 13 residents share a House containing a 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 Blessed Marie Anne Blondin Chapel with the 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, friends, staff and volunteers. Leisure activities in small groups are provided in individual Houses, while the Village Square space allows for larger group entertainment.

Mount St. Mary is committed to the provision of **Person-Centred Care**, planned and provided by an Interdisciplinary Team in close cooperation with you, your family and friends, community therapists, and volunteers. You are always central in planning your care, and staff acknowledge opportunities to learn from your life experiences in the care relationship.

## **LIVING IN LONG-TERM CARE**

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### **COST OF LIVING IN LONG-TERM CARE**

Long-term care fees start at a minimum rate set by the BC Ministry of Health. The rates increase according to your income, to a maximum amount. These rates are generally eighty percent (80%) of your after-tax income. The rates are revised annually and are based on your annual tax return. Island Health determines your rate and will advise you of your rate and any other associated charges or fees. You or your substitute decision-maker will sign an admission agreement relating to your financial responsibility.

#### **❖ *What if my income has not been properly assessed, or circumstances change?***

Every effort is made to ensure your income level is fairly assessed to determine your rate. If there you have questions regarding whether your rate has been correctly assessed, please contact your Mount St. Mary Social Worker.

**Tip:** *Be sure your income tax return is submitted promptly every year to ensure that your rate is appropriate.*

#### **❖ *How are room rent payments made?***

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

#### **❖ *Room charges during absences:***

The Ministry of Health determines the length of time you can be away from your 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, you may need to be transferred to a specialized care facility. If this absence is lengthy (i.e., a month or more), your room may be given to another individual and you may be offered a different room when you return to Mount St. Mary.

## 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: garment labelling, outings, activity supplies, and the telephone, cable television and computer with Wi-Fi internet access in common areas.

Typical personal living costs at Mount St. Mary:

- Moving in and out expenses;
- Personal transportation, including to 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 (i.e., television and/or internet) connection and monthly charges;
- Personal telephone connection and monthly charges;
- Eye glasses and eye examinations;
- Dentist, dental hygienist visits and dentures;
- Foot care;
- Hearing aids and batteries, including replacement of lost hearing aids and replacement batteries;
- 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;
- Hairdresser 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, acupuncture, physio or massage therapy).

## PREPARING TO MOVE-IN

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### MOVE-IN DAY

Move-In Day can be overwhelming to you and your family.

To help make the move-in proceed smoothly, please follow these guidelines:

- Check into the Village Office, with your family member in attendance, at the appointed time. The Village Office Clerk will provide to you (i.e., the resident, or person financially responsible for the resident – substitute decision-maker) a package of move-in documents that are to be completed on the day of moving into to Mount St. Mary.

- Only bring in clothing and belongings that you will need for the first two-weeks. Once you settle into your room, you can decide what other clothing and personal items you would like to have.

## Resident Rooms

You will move into a private or semi-private room.

Your room set up must:

- Allow space for you 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 your room or on a secure stand provided by you. TVs are not able to be attached to the wall surfaces;
- Closet and storage space is limited and we recommend that you bring only seasonal clothing and personal items; and
- Access to the Units/Floors is by elevator only. Stairwells are for use in emergency situations only (i.e., fire and building evacuation).

## FURNITURE

Your room is fully furnished and furnishings are not to be removed.

Furniture may be brought into your room **ONLY** after you or your family have discussed the item(s) with your Occupational Therapist 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. Our 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 request 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 to have a phone in your room, you must provide it, a preferably cordless phone. You may also make local calls from the phone in each House Dining Room.

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

Wi-Fi is available in most areas of the building. If you have trouble accessing the internet, please speak with the Village Office Clerk. 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 is not responsible for any losses. Funds may be deposited to your Trust Account in the Village Office and an official receipt will be issued to you. You may withdraw available funds as needed.

## CLOTHING

Mount St. Mary Hospital 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. All clothing must be machine washable and must be marked with your name.

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.

### Suggested Clothing Items:

#### Women

- 3 – 4 pairs of comfortable fitting slacks (if usual attire is slacks)
- 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)
- 4 pairs cotton/polyester knee-high socks
- warm coat, jacket, or shawl
- warm hat
- mittens or gloves
- warm scarf
- costume jewellery

#### Men

- 3 - 4 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)
- 4 pairs cotton/polyester sport type socks
- warm jacket or coat
- warm hat
- mittens or gloves
- warm scarf
- tie(s) (optional – clip-on for easy wear)

## PERSONAL TOILETRIES

Personal toiletries may be purchased from the Gift Shop. Mount St. Mary provides soap and shampoo at no cost.

Toiletry items must be marked with your name for identification:

- tissues
- deodorant (unscented)
- skin lotion
- hair brush & comb
- toothpaste
- toothbrush
- denture brush
- denture cleaner
- hand mirror
- electric razor
- aftershave (unscented)

***Dentures must be professionally labelled prior to admission.***

## OTHER ITEMS

Books, radio, eyeglasses, hearing aids etc. must be marked with your name for identification.

Single sized comforters are welcome, provided they are machine washable.

## WALKERS, CANES, AND WHEELCHAIRS

### ❖ ***Who is responsible for providing equipment?***

If your Occupational Therapist recommends 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 wheelchair or the purchase of a customized wheelchair. Walkers, canes, non-basic wheelchairs (i.e., customized) and other specialized equipment are not provided by Mount St. Mary. You or your family are responsible for purchasing or renting any specialized equipment including specialty 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?***

Mount St. Mary has a limited supply of equipment, which may be loaned to you for a period of three to six (3-6) weeks. Such equipment is loaned according to availability and priority of need. There may be a small fee associated with this service.

### ❖ ***Is there funding available for equipment?***

You may qualify for funding assistance through various sources including Veteran's Affairs Canada, the Ministry of Social Development, or private insurance such as Blue Cross. Your Social Worker will assist you in applying for available funding.

❖ ***Is power mobility allowed?***

All power mobility needs and equipment, including power wheelchairs, is assessed on an individual basis. The equipment is inspected on admission and you may be required to pass a power mobility driving test, after which you are required to 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?***

Your Occupational Therapist completes your assessment and recommends the most suitable equipment to meet your needs.

❖ ***What do I do with equipment I no longer need?***

Should you or your Power of Attorney wish to donate a wheelchair or other equipment, they are to be referred to your Occupational Therapist.

If the equipment is appropriate, your Occupational Therapist will accept the donation and refer the donor to our Director of Philanthropy & Communications.

If it is determined that we will not accept the donation, your Occupational Therapist will guide you to an appropriate organization that accepts equipment donations (i.e., the Red Cross). Transportation of the equipment from Mount St. Mary 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
- adaptive clothing
- wheelchair alarms
- bolsters
- adaptive aids, (e.g., long-handled shoehorn, reachers)

## **WHAT TO EXPECT UPON ARRIVAL**

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### **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 Housemates.

Staff will discuss the special aspects of Mount St. Mary 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 and is flexible and adaptable as your needs and wishes may change.

## **ADJUSTING TO THE MOVE**

Moving into Mount St. Mary 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 stressful time, particularly for those with dementia.

The first four (4) hours of the admission process are a crucial 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 for you.

Some suggestions for family and friends include:

- Select the best time in the morning for admission for both you and Mount St. Mary;
- Ensure a family/personal history is completed;
- Visit 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 loved one; and
- Put your belongings and clothes away in your room.

The first week after move-in 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. Your family is asked to speak with staff to share what they are seeing regarding your settling in.

## **SETTLING INTO MOUNT ST. MARY HOSPITAL**

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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, watching television, card and board games, puzzles, and small structured group activities. Weekly and daily menus, as well as, a calendar of recreational activities for the month are posted. Staff will remind you about upcoming activities that you may be interested in attending.

## THE ONGOING ROLE OF FAMILY AND FRIENDS

Your family and friends 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 friends 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 events they can participate in; 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 for information and attend Family Educational Sessions & Meetings to get information and support you.

## RESIDENT & FAMILY ADVISORY GROUP

The Resident & Family Advisory Group meets quarterly and is comprised of approximately 12 members. The Terms of Reference can be found on our website under the Resident and Families ->Activity Calendar & Resident Info tab. A call out for membership occurs annually.

The 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 in the organization to share information and have discussion regarding the programs services provided at Mount St. Mary, as well as any updates.

## 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 for your use.

***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.***



***Visitors: For all residents' and staff members' safety, please refrain from visiting if you are suffering from and/or have symptoms of, or have been in contact with COVID-19, influenza or other infectious diseases.***

- ***Excellent and frequent hand washing/hygiene is essential to prevent the spread of infection.***
- ***Hand washing before, during, and after visits is essential.***
- ***Washrooms are provided on the main floor of the building.***
- ***Hand sanitizing stations are provided throughout the hospital.***

***Mount St. Mary follows the Directives of the Provincial Health Officer to ensure our residents' safety.***

### **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 may occasionally behave in an unpredictable, and at times, aggressive manner.

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

We ask loved ones to speak with 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.

Families and friends are also encouraged to keep in touch by phone or internet. Mount St. Mary also has a 'Virtual Visits' Program where a volunteer or Activity Aide will be pleased to help you have some *Facetime* with your family and friends.

### **LEAVES AND VACATIONS**

Families and friends are vital to your quality of life. Visitors are welcome to take you to the Village Square, Chapel 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 need to know who is in the building and when to expect you back.

Your physician must give authorization for overnight visits and staff must be made aware of your absences from Mount St. Mary. Advance notice of overnight absences is required so that medication packages can be prepared.

## **CARE PLANNING**

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### **SPIRITUAL CARE**

The Chapel and Meditation Garden are open to everyone wishing for a place to reflect or to attend any of the services. The Spiritual Care Team and volunteers are available to assist in meeting your and your family's spiritual care 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 Spiritual Care Team.

While the Blessed Marie Anne Blondin Chapel is Catholic, a variety of faith services is offered in the Chapel.

The monthly Activity Calendar located in each House and includes services and other activities offered in the Chapel.

Bedside communion or prayers may be arranged through the Leader, Spiritual Care & Volunteer Services. Memorial Services are held regularly to remember those residents who have lived at Mount St. Mary.

## **RECREATION AND ACTIVITY PROGRAMS**

A variety of activities and programs are offered to suit residents' 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 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 family and friends, 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. As well, it is the responsibility of the pet owner to 'pick up' after their pet. 'Poop Bags' are provided on the Blondin Green.

**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.

## **HEALTH CARE NEEDS**

Twenty-four hour care is provided at Mount St. Mary and delivered according to your care plan. The care team will work with you and your family to complete an assessment of your needs and expectations.

Most of your health care needs will be met at Mount St. Mary, however, on occasion, the level of care required may exceed what can be provided and in the case of a medical emergency or a situation that cannot be managed at Mount St. Mary, you will be transferred to an acute care hospital and return 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 substitute decision-maker. Your substitute decision-maker is responsible for sharing information or news with your other family members.

## **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 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 your current medications will be determined. Nurses must obtain a physician's order for all medications delivered to you at Mount St. Mary. This includes Medical Cannabis. Mount St. Mary has a Pharmacy Standard for the use of Medical Cannabis.

## **DEMENTIA CARE**

The term dementia describes many conditions that can lead to a gradual and progressive decline in cognitive and functional ability. Dementia can affect short-term memory, communication, language, judgement, reasoning, and abstract thinking. Eventually the individual living 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 a progressive and terminal illness.

Preserving the individual'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 resources to provide this specialized approach to care. Many of our staff have taken 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.

### **Dementia Care Program**

Mount St. Mary provides a specialized Dementia Program where 25 residents participate. It is comprised of two Houses on the 2<sup>nd</sup> Floor which are joined by an outdoor garden. Residents are free to move from House to House and around the Sensory Garden.

All programs and activities that residents with dementia participate in, (e.g., recreation, eating, bathing, and dressing), provide opportunities that enhance their quality of life. These programs

initiate thought processes, promote functioning ability, increase self-esteem, and help reduce the frequency or intensity of challenging behaviours.

## **PALLIATIVE, END-OF- LIFE, AND TERMINAL CARE**

Often Mount St. Mary 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 an individual 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 care provided when an individual is actively dying, that is, they are in the last few days of their life.

## **MEALS AND SNACKS**

You dine at tables with others in your House Dining Room. This encourages 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. Your menu is based on a 4-week cycle that promotes seasonal variety as well as meals for special occasions.

Your 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 and preferences with your Clinical Dietician.

Your family is also encouraged to bring in favourite foods for you. Please check with your 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. For space, safety and hygiene reasons, personal refrigerators are not permitted in resident rooms.

***In observance of our pest-control program, no foodstuffs of any type, including chocolates, candies and beverages, are permitted in your room.***

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

***Food or fluids may 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 or have special dietary requirements, others may have food allergies. Please do not offer food to other residents unless approved by a nurse.***

- Nourishment snacks 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)

## **EXPRESSING YOUR WISHES**

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### **ADVANCE CARE PLANNING**

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

An **Advance Care Plan** has two main functions:

- It lets you name a person who can make treatment decisions for you when you cannot make decisions for yourself. This person is called your **substitute decision-maker**.
- 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.

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, renal dialysis to help kidney function, tube feeding, and Cardio Pulmonary Resuscitation. 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, you will be asked questions about your end-of-life wishes, including MOST and Cardio Pulmonary Resuscitation.

## **SAFETY REGULATIONS**

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### **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 instruction.
- 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 instruction.

- 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 Fire 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 Fire Warden.

## SMOKING

- Mount St. Mary Hospital is a Smoke-Free facility.
- Smoking of tobacco, cannabis or vaping is not permitted.
- There is no designated smoking area on-site for residents.

***If you should witness smoking within the building or inappropriate use of lighting materials, please report it immediately to the nearest staff member.***

## CANDLES

Candles, including imitation and/or battery-operated, are not permitted in Mount St. Mary due to the potential fire hazard, that is, these items 'cue' some residents to light them.

## WHAT TO DO IN THE EVENT OF POWER FAILURE

In the event of a power outage at Mount St. Mary, we are equipped with an emergency generator that activates automatically within 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. As well, please turn off all non-essential lighting.

In the event of an extended power outage, normal heating and air-cooling 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

Mount St. Mary 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 plan for 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 will 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.
- Do not 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 you, staff and volunteers after the front entrance is locked at 8 p.m., 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 key-in the exit code on the keypad to exit the building.

***Please do not assist residents through the front entrance.***

## **CONTROLLED HOUSE DOORS**

The House entry door and the elevators may be 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.***

## **SCENTED PRODUCTS**

Mount St. Mary 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 in or sending strongly fragrant flowers and plants into the building, (e.g., lilies and hyacinths).

## **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, beanbags and heated gel packs are not permitted at Mount St. Mary as they oppose a high risk of burns to you.



## **DAY-TO-DAY SERVICES**

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### **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 8:00 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. The Café accepts cash and Debit/Credit as payments options.

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 sells 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.

### **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 Care Leader.

### **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 Library is located in the Village Square. A computer with internet access is available in the Library for your use.

## MAIL & NEWSPAPERS

Mail is delivered by Canada Post Monday to Friday and is delivered to you. Outgoing mail may be left at the **Team Centre** on each Floor for posting, or dropped in the mailbox outside the Front Entrance.

Daily newspaper delivery can be ordered through the Village Office.

## 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 ticket or towing. There is paid street parking available on Humboldt Street, Quadra Street and Fairfield Road.

## PRIVATE FUNCTIONS

Families may arrange to hold gatherings in your **House Sun Room**, in the **Blondin Green**, the **Village Square** or the **Helmcken Room**. Please make arrangements with your Care Leader to book a room. Your family and friends will provide food and beverages for gatherings.

## 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

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### 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. We are proud to inform you that we have 200 active Mount St. Mary volunteers!

### MEDICAL CARE

Your medical care is provided by a family physician, your Most Responsible Physician (MRP), who has medical privileges at Mount St. Mary. There is a Core Group of physicians on staff and a list of our physicians can be provided to you and your family. If your family physician has privileges at Mount St. Mary, he or she is welcome to continue to provide your medical care.

### RESIDENT CARE

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

Our **Care Leaders** coordinate the care of the 200 residents. The Care Leaders generally work day shifts, on rotation. There is one Care Leader per Unit. If your family member wishes to speak to your care leader, please have them call him or her and leave a message. The Care Leader will return the call on the next day they are working between 1:00 pm and 2:00 pm.

**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 personal care, 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.

### COMPLIMENTS, CONCERNS AND COMPLAINTS

We value your concerns and recommendations.

Please communicate your compliments and 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.
- The Complaint Process is on our website under the Feedback tab, or contact the Chief Executive Officer to make a complaint.

## DENTAL CARE

A **Dentist** and **Dental Hygienist** provide services at Mount St. Mary regularly and assess the dental health of all 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 seen 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

Your **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 the complex care programs and services provided at Mount St. Mary.

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

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

Your 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

Your Occupational Therapists 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. Your Occupational Therapist makes recommendations and assists 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.

Your **Recreation Therapist** and your **Activity Aides** assess you to determine your activities of daily living, 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 website.

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

Your **Music Therapists** are contracted through the Victoria Conservatory of Music, and offer an exemplary music therapy program at Mount St. Mary. You will have opportunity to participate in a variety music therapy programs.

## **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.

## **ADDITIONAL SERVICES**

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### **COMMUNITY BATHING PROGRAM**

This program is designed for individuals living in the community who cannot safely use the bathing facilities in their home. 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 provided by the Social Worker including being found at <https://sssbc.org/service-directory/>

When a request for a Paid Companion is made, you or your substitute decision-maker will 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 (2022-1).

Packages are available in all Team Centres and the Social Worker's Office.

### **PODIATRY**

Contracted Podiatry(foot doctor) services are available. There is a User Fee for podiatry services. Consent must be given by yourself or your substitute decision-maker prior to this service being provided.

### **FOOT CARE NURSE**

Contracted Foot Care Nursing services are available. There is a User Fee for services. Consent must be given by yourself or your substitute decision-maker prior to this service being provided.

## HAIRDRESSING SERVICES

Hairdressing services are provided by a stylist under contract to Mount St. Mary and are available at the **Cloud 9 Salon**. 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. Hairdressing fees are charged to your Trust Account.

## IMPORTANT POLICIES TO NOTE

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### LEAST RESTRAINT

We believe that you have 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**. This policy will be referred to following your assessment to ensure that there are no alternatives, regarding restraint, to your care plan to prevent injury to you or to others.

### PHOTO CONSENT

Written consent from you or your substitute decision-maker is obtained upon admission. This consent allows Mount St. Mary Hospital to use the photos, videos, or recordings with or without your name in any or all of our 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 Mount St. Mary Hospital activities and advertising

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

If you or your Substitute Decision Maker wishes to withdraw permission for the use of photos/videos, written notice must be given to the 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 through the teamwork of many individuals. The entire team may not be visible to you or your family members.

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 you or your family members as it is a perceived conflict-of-interest.

To support your autonomy, small infrequent tokens of appreciation under ten (10) dollars are not deemed to be gifts, and these tokens include chocolates or biscuits for staff and volunteers to share.

## **COLLECTION OF PERSONAL INFORMATION**

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### **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 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 take all reasonable measures to ensure that your personal information is treated in a confidential manner according to the BC 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 BC Freedom of Information and Protection of Privacy Act, which requires disclosure.

When people phone to ask about your general condition and location of Mount St. Mary, 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 your Care Leader.

#### **❖ *Under what authorization is personal information collected?***

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

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

## PHILANTHROPY AT MOUNT ST MARY HOSPITAL

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

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 programs, and purchase specialized equipment. For example, donations cover the cost of room renovations, room furnishings, ceiling lifts, specialty mattresses, and more. Donations also allow Mount St. Mary Hospital to provide music therapy, spiritual care, *Cycling Without Age* (i.e., Trishaw Program), aquarium program, and many other programs.

There are many ways you and your family can become involved in our Fund Development program.

You can:

- Share your story—without breaking confidentiality, tell friends, family members, or acquaintances about Mount St. Mary Hospital, This helps to build awareness;
- 'Like' Mount St. Mary Hospital on social media and like and share our posts;
- Host your own fundraiser, (e.g., garage sale, bake sale, hockey tournament), 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 the special Mount St. Mary Hospital order form/link and Purdy's will donate a minimum of 25% of your order back in cash;
- Shop in our Gift Shop. The shop is run by volunteers with net proceeds of \$10,000-\$12,000 donated each year!; and
- Attend our events and encourage family and friends to join you. We hold an annual June Spring Fair and a November Christmas Market.

You may also make a donation by visiting our website [www.mountstmary.ca](http://www.mountstmary.ca), calling in your credit card number to 250-480-3138 or mailing a cheque. Monthly donations (starting at \$2.00 a month) may be made by charging it to your Trust Account or by setting up a recurring monthly credit card charge or automatic bank withdrawal. Gifts can be made to honour of individuals or in memory of someone who has passed away.

If you have questions or if you wish to learn about 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 Philanthropy & Communications  
Mount St. Mary Hospital

Ph: 250-480-3138 | Cell: 250-516-2817 | [jbowers@mountstmary.ca](mailto:jbowers@mountstmary.ca)



**NOTES:**

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