



# Information Handbook

**Douglas Campbell Lodge**



**Lions Prairie Manor**

[www.southernhealth.ca](http://www.southernhealth.ca)

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*Ensemble vers un avenir plus sain.*

*Together leading the way for a healthier tomorrow.*

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## **DOUGLAS CAMPBELL LODGE and LIONS PRAIRIE MANOR**

We consider your selection of either personal care home a privileged opportunity to provide care in a home-like atmosphere. Please take a moment to read the following important information, which will assist you in making your admission experience and stay a pleasurable one.

This Information Handbook is intended to supplement the Regional Personal Care Home Information Handbook. Where possible, information will not be duplicated. The reader is encouraged to also refer to the regional handbook.

Our care homes are accredited personal care homes operated by Southern Health-Santé Sud and licensed by Manitoba Health.



### **Douglas Campbell Lodge**



60-bed facility  
with 3 care  
areas



## **The History of Douglas Campbell Lodge**

The Lodge was named in honour of Douglas L. Campbell. The Honourable D. L. Campbell was born in 1895 and was elected to Lakeside Constituency in 1922 as a Progressive Party member. He became Premier of the Province of Manitoba in 1948 and served until he stepped down as Party Leader in 1958.

Construction of Douglas Campbell Lodge began in April 1990 and the facility was officially opened on October 4, 1991. The first residents arrived on November 1<sup>st</sup> 1991.

Gladys Crampton Campbell Memorial Garden was established by the children of Douglas Campbell. Throughout the lifetime of Mrs. Campbell, she took great delight in the beauty of flowers. The garden offers our residents an enjoyable and serene place to go for a walk or sit outside and enjoy the fresh air.

Douglas Campbell Lodge was operated by its own Board of Directors from 1991 until the formation of the Health Authority in 1997. It presently operates under the jurisdiction of Southern Health-Santé Sud.

Portage District General Hospital Foundation is a charitable organization that benefits Douglas Campbell Lodge, Regency House Elderly Persons Housing unit and the Portage District General Hospital. The donations are used for the benefit and comforts of patients/residents in these facilities. The purpose of the Foundation is to enhance healthcare through supporting health research, health education and health programs in Portage la Prairie within the 3 aforementioned sites.

On behalf of the Portage District General Hospital Foundation, Douglas Campbell Lodge welcomes monetary donations which can be directed to the business office.

# Lions Prairie Manor



136-bed facility  
with 4 care areas  
and 2 respite rooms

## The History of Lions Prairie Manor

For over forty years, the Lions Prairie Manor has been providing quality service to seniors in Portage la Prairie and the surrounding district.

Construction of the facility was spearheaded by a dedicated group of representatives working as the Portage la Prairie Lions Care Hostel, Inc. Eight Portage Lion's Club members, the Mayor or a Councillor from the City of Portage la Prairie and the Reeve or a Councillor from the Rural Municipality of Portage la Prairie collaborated to bring the facility to life.

Lions Prairie Manor opened its doors in the fall of 1971 as a 100-bed facility. The first residents were admitted from the Municipal Home, an aging nursing home in the city. An additional 50 beds were added to the east side of the property in 1998 at which time 25 residents were admitted from the Holiday Retreat, another aging Nursing Home which stood where the Regency Apartments now stand.

The Portage la Prairie Lions Care Hostel Inc. Board continued to run the facility until 1997 when the Province of Manitoba created the Regional Health Authorities and responsibility for Lions Prairie Manor fell under the jurisdiction of Regional Health Authority—Central Manitoba Inc. In 2012 Southern Health-

Santé Sud was established and assumed responsibility for operation of all facilities in its designated area.

In 1994 the Lions Prairie Manor Foundation was established and continues to be run by its own Board of Directors. The Foundation works in partnership with Southern Health-Santé Sud to augment projects that are not funded through available healthcare dollars.

In 2005, the Lions Prairie Manor Foundation added an interdenominational chapel to the north side of the building.

On behalf of Lions Prairie Manor Foundation, Lions Prairie Manor welcomes monetary donations which can be directed to the Business Office.

## **Involvement of Families/Guardians & Friends**

The support of family members/guardians and friends is very important. Moving to a personal care home is a very big change in a person's lifestyle. We welcome the involvement of family and friends in our care planning processes, the Resident/Family Council, as well as activities and outings.

We recognize the value and importance of a strong relationship between residents and their family members/guardians. Family members/guardians have an important and vital role to play as part of the health care team, and provide background, comfort, stability, consistency, direction and focus to the healthcare environment.

We encourage family members/guardians to participate fully and openly in all aspects of resident care and to engage with staff in frank and respectful dialogue with their concerns and their opinions. Whether it be formal or casual, praise or critique, we understand that dedicated, concise and respectful communication between all and every level of our organization is the foundation of safe and reliable resident care.



## PRE-ADMISSION: WHAT TO EXPECT

Once your application has been reviewed by the Regional Long Term Care Assessment Panel and the panel has decided that your care needs are best met in a personal care home, your name is placed on the wait list and your application is forwarded to the personal care homes in which you wish to live. You or your representative will receive a letter of confirmation and an admission package in the mail.

The facility Social Worker will arrange a pre-admission meeting to prepare you for moving into your new home and will arrange for a tour of the facility. At the pre-admission meeting, the Social Worker will review medical and social information including:

- Advance Care Planning/Health Care Directive
- Current medications, including all over-the-counter medication and herbal remedies
- Power of Attorney
- Process of purchasing, labelling all clothing and personal items
- Resident agreements and screening forms
- Housekeeping and laundry info
- Maintenance safety reminders
- Bringing in Food from Home handout

There are several documents that must be provided prior to admission, including:

- Most recent Income Tax Notice of Assessment from Canada Revenue Agency
- Power of Attorney document
- 9-digit Personal Health Information Number (PHIN)
- Void cheque for rent payments

Waiting for an appropriate room can take several months but when a room does become available, the move-in day will occur very quickly. The Social Worker will contact you to confirm a Welcome Conference date and time.

Generally speaking, the Social Worker will phone and make the bed offer to you or your representative and you will need to make a decision about whether to accept the bed within 24 hours. You are expected to move in to the personal care home within 3 business days of receiving that phone call.

## ABOUT YOUR NEW HOME



**Room at Lions Prairie Manor**



**Room at Douglas Campbell Lodge**

### **Rooms and Furnishings**

All rooms are single occupancy with the exception of 3 double occupancy rooms at Lions Prairie Manor. All rooms have private washrooms, closets, a single bed, chair and a night table. Rooms in Douglas Campbell Lodge have a combination desk/dresser and desk chair. Residents of Lions Prairie Manor (Skyview and Walker Road) may consider providing their own chest of drawers. Call bells are located beside the bed and in the bathroom.

We encourage you to personalize your room as much as possible. All rooms are able to accommodate an arm chair provided it is not a rocking or swivel chair - these are not permitted for safety reasons. Stationary, reclining and electrical lift/wall hugger walk away chairs are permitted. Douglas Campbell Lodge will provide an arm chair if you do not have one, provided one is available. Hospital grade upholstery for chairs is preferred. Due to infection control precautions, fabric chairs are not permitted. Linens such as sheets,

pillows, blankets, bedspreads, towels, and face cloths are provided and included in your daily rate.

Due to the space required for providing care, all other furniture must be approved by the Social Worker *in advance of being placed in your room.*

As a preventative measure to mitigate the potential of bed bugs, all furniture (new and used) is required to be delivered during business hours to ensure our cleaning staff have the opportunity to thoroughly clean and vacuum it. Please label all personal furniture and appliances. Items can be delivered to Lions Prairie Manor from 0700 – 1530 hours and Douglas Campbell Lodge from 0700 – 1400 hours.

### **Bedspreads and Comforters**

We encourage you to bring your favorite quilt or comforter for your bed. Please ensure it is labeled upon arrival and that it can withstand the water temperatures required for infection control in our industrial washers and dryers. Please pack your comforter/bedspread in a clear, sealed plastic bag - suitcases will not be accepted.

### **Telephone, Cable and Internet**

Cable and telephone jacks are available in each room. The installation cost of telephone, as well as ongoing monthly charges for the telephone or cable, are the responsibility of the resident or legal representative. Arrangements for a telephone should be made directly with MTS. A standard Shaw Cable package is available and can be arranged through the business office at the time of admission.

For safety and space reasons, it is recommended that your television be a flat screen no larger than 27” at Douglas Campbell Lodge and 32” at Lions Prairie Manor. Televisions are also available for shared use in most lounges in both facilities.

Our facilities are not presently able to offer WiFi Internet service. Should you wish to bring a personal computer, laptop, smart phone or tablet, please discuss your needs with the Social Worker prior to admission. If you would like to have the use of personal internet, you can make arrangements for internet connection with your local provider. We will do our best to accommodate your needs.

## **Electrical Appliances**

You may bring in small electrical appliances such as a lamp, radio or razor, etc. Small bar fridges may be permitted depending on type and space requirements. Please obtain permission from the Social Worker *in advance* of placing them in the room. You and your family are responsible for regular care and cleaning of all special equipment. The Social Worker will provide you with a special equipment agreement form.

## **General Safety Precautions**

Maintenance must check all electrical equipment prior to use. An electrical power bar with circuit breaker is required. Medical equipment must be plugged directly into the wall socket.

Shelving must be approved in advance and installed by maintenance.

Items must not be placed in front of heaters.

Personal curtains must be made of flame-resistant material and approved by Housekeeping prior to installation.

The following items are NOT permitted:

- Powders
- Floor lamps
- Extension cords
- Fragrance (i.e. plug in air fresheners, sprays)
- Humidifiers

*Please see the Regional Information Handbook for a list of items and equipment not permitted in Southern Health-Santé Sud facilities.*

## **MOVING IN DAY THINGS YOU NEED TO KNOW**

Moving can be an emotional experience. You will need the support of family or a close friend to transport you to your new home and help you settle in. Our staff will be available to assist you when you arrive.

A Welcome Conference will take place at 1000 hours, unless other arrangements have been made. The Social Worker will introduce you to members of the Resident Care Team. Team members from various departments including dietary, finance, recreation, occupational therapy may also visit you during the following 8 weeks to talk about the role they will play in your care, answer any questions you may have and begin the process of developing your Care Plan, discuss programs, options and your personal preferences.

Staff will show you the features of your room (call bells, lighting, phone and cable outlets, etc.) and help familiarize you with the area in which you will be living.

### **Photographs**

Current photographs are required for our health records. These pictures will assist new staff to identify who you are. After the Welcome Conference, and at every Resident Care Conference thereafter, a new photograph will be taken.

### **Identification/Information Cards**

Please bring the following with you when you move in:

- Blue Cross or other health benefits cards
- Veterans Affairs Canada Benefit card
- First Nation Treaty card or Manitoba Metis card
- Pace Maker Information card

## **Medications and Treatments**

Nursing staff will discuss all medications and treatments with you. Please bring all medications (prescription, over the counter medications and herbal remedies/supplements) with you when you are moving in. Please know that all medications will be administered to your loved one by nursing staff only.

## **Clothing and Toiletry Items**

You will require enough clothing for a minimum of seven (7) days. Wool, shrinkable material, spandex, high nylon content, and socks with rubber in the soles are not recommended. Laundry services operate daily, with the exception of weekends and statutory holidays, so you will occasionally require adequate clothing to see you through 4 days without laundry service. Please consider special needs such as incontinence when determining your clothing needs. You will require outerwear appropriate to all seasons and the amount of time you are likely to spend outside, including hats for warmth and to block the sun.

*All clothing must enter the building in a clear, sealed plastic bag – suitcases are not allowed. A form will be provided to you at the pre-admission meeting to complete regarding number of clothing items you are bringing with you. Please ensure all clothing is labeled by our Laundry Department before being placed in your room. Clothing being laundered by family will still require labelling. When an addition is made to your wardrobe, leave your items with a staff member in your care area, who will forward the new items to laundry for labelling. Please ensure that other members of your family are aware that clothing needs to be labelled as this decreases the risk of unlabelled clothing getting lost.*

General shampoo, conditioner and lotion are supplied in dispensers in the tub rooms. Each resident washroom also provides a dispenser of hand-soap and towels. If you prefer to continue to use what you have been using at home, you are responsible for providing it. A limited selection is available for purchase in the tuck shop. Toiletries such as tooth brushes, toothpaste, deodorant, Kleenex, shaving cream, soap, etc. are your responsibility. You require your own manicure set (finger and toe nail clippers and file). Sun block and mosquito repellent are required if you will be spending time outside. Please mark all personal items with your name. Please adhere to the scent free policy. Please limit the amount of aerosol products to three items per room.

## **Scent Fragrance Awareness in the Workplace**

Southern Health-Santé Sud supports a healthy work environment for its employees, physicians, volunteers, residents and visitors to our facilities. Wherever possible, every effort will be made to limit exposure to strong scents and fragrances in the environment that cause discomfort or impact the health of sensitive individuals. Scent/fragrant products refer to any products that in quantity produce a scent strong enough to be a discomfort to others. This includes, but is not limited to: colognes, perfumes, aftershave products, lotions, powders, deodorants, hair products, smoke or tobacco, scented fabric softener, cleaning products, air fresheners and highly scented flowers.

### **Keys**

Should you wish to lock the door to your room, please discuss this request with the Social Worker or nursing staff. Staff will automatically lock your room during any prolonged absence.

### **Room Changes**

You will be admitted into the care area that best fits your needs. As your needs change, it may be necessary to move you to another room or care area. Should this situation occur, the facility will assume the cost of cable and/or phone reconnection and assist with moving personal items.

Should you be moved at your own request, all costs associated with the move will be your responsibility.

We understand that room changes that are not initiated by residents themselves can be difficult, particularly if they involve a change in care area. Please be assured that we will make room changes only when we have assessed that the change is necessary in order to best support your care needs and the care needs of others.

### **Personal Valuables**

Our facilities are communal environments with many residents and many visitors coming and going on a daily basis. It has been our experience that items can be damaged or go missing from time to time. *For this reason, we ask that you not keep money, credit cards, and/or valuables in your room.*

If you do choose to keep valuables in your room, you may wish to consider insuring items or the purchase of a lock box. Please report all damage and losses to nursing.

At the pre-admission meeting, you will be given an Identification Number. Please ensure that you have your Identification Number engraved (or affixed) on your dentures and eyeglasses. All other personal items such as wristwatches, razors, nail care set, etc. should be marked with your name.

*Our facilities are not responsible for replacement of lost, stolen or damaged items.*

## **Smoking**

All facilities within Southern Health-Santé Sud are smoke-free environments. Residents, staff, volunteers, and visitors must smoke outside in a designated area. This expectation applies as well to those who smoke electronic cigarettes.

As a first course of action our facilities encourage and support all residents who smoke to participate in smoking cessation plans.

All residents who wish to continue smoking will be assessed at admission to ensure they can safely smoke independently. Those who meet the standard for independent smoking, depending on their special circumstances, will be required to store them at the Nurses' Desk. In some situations, nursing staff may hand out cigarettes on an approved schedule as part of a Care Plan.

*Lighters, matches and cigarettes are not permitted in resident rooms due to the potential safety hazard. These are kept at the nurses' desk.*

Residents who do not meet the requirements for safe and independent smoking, but wish to continue to smoke, must arrange for family/friends or paid companions to transport them to and from the smoking area and supervise them as they smoke.

## **Use of Alcohol**

We are committed to making our care homes as home-like as possible while ensuring that we are compliant with all Manitoba Government legislation as it



pertains to alcohol use. We understand that many of our residents enjoyed a drink prior to moving into their new home, so we strive to ensure that all of our residents enjoy the best health possible in an environment that is safe and enjoyable for everyone.

In keeping with this, please see your nurse prior to bringing alcohol into the facility. A physician's order is required for any alcohol that is consumed on a regular basis, with the exception of monthly Pub events. Verification by nursing is required to ensure safe use of alcohol.

## **Going out**

When you are going out of facility, it is important that this be communicated to ensure nursing staff are aware. Please sign out on the information sheet located on each care area, and also sign in when you return.

## **Visitors**

Visitors are always welcome in your new home. We want you, your family and friends to be comfortable in your new home! Out of respect for our residents, other visitors and staff, please keep the following guidelines in mind:

- There are no fixed visiting hours, although we do ask that visitors be reasonable in their choice of arrival and departure times, taking into account residents' needs and the needs of others.
- Entrance doors are locked for safety. To enter, visitors must enter the code or ring the doorbell and wait for nursing staff to assist. Please be patient as staff may be busy with residents.
- Our residents have varied rest needs. Please respect their need for quiet in the care areas.
- Children of visitors must remain with parents/guardians at all times.
- Running in the care areas is not permitted.
- Our lounges are communal and are intended for multi-resident/multi-family use, space permitting. Should you wish to book a private space for a larger function or a noisy activity, please speak with Recreation staff.
- Out of respect for your privacy and dignity, nursing staff may ask visitors to step outside of the room while they provide your personal care. They are welcome to wait in a lounge and may return to the room once care is complete.
- Guests are welcome to join residents for a meal. There is a small fee for the guest meal. Please sign up for a guest meal at the kitchen, and give staff a minimum of one-hour notice prior to the scheduled start of the meal.

- No smoking of regular or electronic cigarettes is allowed in our care homes. Please utilize the designated smoking areas outside each care home.
- For security reasons, doors to our facilities are not to be propped open.
- Do not let other residents out of their care area. If a resident is persistent, please advise nursing and they will assist.

## **Pets**

We are unable to accommodate personal pets, but we appreciate your family and friends bringing pets into the facility to visit. With the recognition that pets can enhance quality of life, we ask that you keep in mind the following:

- All pets must be obedient, good tempered, quiet-mannered, well-groomed and in good health.
- Visiting pets must be registered with the facility and licensed as required by City by-law. Please register your pet with our Recreation Department
- A copy of a current Record of Vaccination for the pet must be provided.
- Pets must be leashed and supervised at all times.
- Pets must be exercised away from public entrances and droppings disposed of in outdoor receptacles.
- With the exception of certified guide dogs, pets are not allowed in dining and food preparation areas.

## **Communication**

We take your concerns and complaints seriously and want to hear from you as soon as possible to help resolve the issue. In general, we suggest that concerns be raised through staff that are working directly with the resident right away. This includes the duty nurse directly involved with the care of the resident. The nurse is the health team leader and is responsible for ensuring care is completed on that shift.

If a concern is continuing or you have further, unanswered questions, you can speak with a Client Services Manager or Social Worker. Administration can also be reached for further review and response if necessary until a satisfactory conclusion is reached.

Both Douglas Campbell Lodge and Lions Prairie Manor have a whiteboard in each care area with the names of staff members working each shift. In Lions Prairie Manor, a communication tool is posted throughout the facility on each care area and is included in this handbook. We recognize that the size of the facility can make communication more challenging, and have put this tool in place to assist.

## **Resident Care Conferences**

A Resident Care Conference will be scheduled within 8 weeks of your move into the facility and annually thereafter. The purpose of the conference is to review and update your Resident Care Plan, your Advance Care Plan, and to address any issues that you may have. You, your family and your legal representative are encouraged to participate in these conferences. You can request a care conference at any time if there are concerns that you want addressed. Please speak to the Clinical Resource Nurse or Client Services Manager.

*Please see the Regional Information Handbook for more information on participation in Resident Care Conferences.*

## **Resident Advisory Councils**

Resident Advisory Councils are co-facilitated by the Social Worker and the Recreation Manager in both facilities.

Membership is open to all residents, their family and legal representatives. Councils meet a minimum of five times per year. Notice of meetings are provided through the monthly activity calendar. Notices and minutes are posted on the Resident/Family Information Boards. General resident-related issues and upcoming activities are discussed. Please contact the Social Worker ahead of time to place items on the agenda.

## **Lions Prairie Manor Family Advisory Working Group**

The Family Advisory Working Group was established in 2018 to help the facility make improvements in care and communication. We believe that hearing the voices of residents, families and the public is an important way to improve the health system. If you are interested in participating with this group, please contact the Social Worker.

## **Newsletter**

A quarterly newsletter is either mailed or emailed to the family contact person and is designed to keep your family updated on facility activities and changes occurring in each care home.

## **Resident/Family Information Boards**

These boards are located throughout both facilities. They contain a weekly menu, monthly activity schedule, Resident/Family Advisory Council minutes and notices pertinent to life in your new home. Please check them often.



*All material must be approved by the Business Office in advance of posting.*

## **Resident /Family Suggestions, Concerns and Complaints**

A Suggestion Box is also available in the front entrance at both facilities. We welcome your suggestions and comments on a form that is provided.

If you have a concern that is of a general nature, you may wish to bring it to the next Resident/Family Advisory Council meeting for discussion. For a specific concern or complaint, please discuss with the Social Worker or Client Services Manager.

*For information on the process of making a formal complaint regarding services at either care home, please see the Client Services Manager or refer to the Regional Handbook.*

# FACILITY SERVICES

## **Business Office Hours**

Financial transactions can be made during Business Office hours. Office hours are generally Monday to Friday 0800 – 1615 hours. (closed weekends and holidays).

Lions Prairie Manor – 204-857-7864

Douglas Campbell Lodge – 204-239-6006

## **Consultants/Community Resources**

Various consultants and community resources are utilized to assist with specific resident care needs as the need arises. For example, we consult with Seniors Mental Health and the Salem Behavioural Treatment Unit to provide assistance with challenging behaviours; community resources such as the Alzheimer Society may be consulted to provide education and support to families.

## **Cultural Resource Toolkit**

Indigenous Health Services for the region provides a Cultural Resource Toolkit for each facility. They are part of an overall strategy to improve the healthcare experience of First Nation, Inuit and Métis people who are accessing health services in the region. They contain a list of Indigenous Organizations in Manitoba, Cultural Competence Information, a Métis sash, traditional medicines such as sweet grass and sage, a dream catcher, materials for smudging, a talking stick and a Holy Bible and rosary beads.



*Please see the Client Services Manager or the Social Worker in advance if you wish to hold a Smudging Ceremony.*

## **Dental Care**

All dental care requirements are to be arranged by family. Dental care is an uninsured service and is not provided in the facility. Residents who may not have family who can take them to dental appointments can speak with the Social Worker or Recreation to see if a volunteer might be available. Services from a Mobile Dental Assistant are available annually at Douglas Campbell Lodge.

## **Foot Care**

Basic foot care is provided by our Health Care Aides. Should your feet be assessed as requiring special care, or if you are diabetic, a nurse in your care area will provide a list of foot care nurses whom you can contact to provide food care services. This is an uninsured service and all costs are the responsibility of the resident or family.

## **Hair Care**

Both facilities have a contracted hairdresser available to provide service for residents. Costs for this service are the responsibility of the resident. We do not allow outside hairdressers to come into the facility. Families may use the hair salon after hours, provided a hairdresser is not being used. Please arrange this with the Social Worker or Client Services Manager. If you prefer to keep using the services of your stylist in the community, appointments and transportation are your responsibility.

## **Housekeeping**

Housekeeping cleans all rooms daily (wipes counters, cleans bathrooms, washes floors), as well as cleans throughout the facilities. They dust weekly and perform a complete cleaning yearly (walls, etc.). Containers/bags are required for all food kept in rooms

Cleaning the inside of personal refrigerators, china cabinets, laundry hampers and fans is the responsibility of family, as is watering, pruning and taking care of personal plants.

Please label all pictures and ornaments. Please do not put self-sticking pictures or decorations on walls or doors.

Air fresheners are not allowed.

Should your chair become soiled, it may be cleaned on site for a cost of \$5 per chair cushion or \$10 for the entire chair. Alternatively, family may take the chair out for cleaning. *\*Fees are subject to change*

## **Lab and X-ray Service**

Lab services are available on site as ordered by your physician. X-ray services are available at Portage General District Hospital when ordered by your physician.

## **Laundry**

Laundry Services are included in your per diem rate. The Laundry Department provides daily laundry service for all machine washable clothing, with the exception of weekends and statutory holidays. All laundry services for Douglas Campbell Lodge are provided by Portage District General Hospital. Laundry services for residents' personal clothing for Lions Prairie Manor are provided on-site.

Laundry is delivered on a regular basis to care areas at Lions Prairie Manor. Laundry is delivered Monday to Friday at Douglas Campbell Lodge. As the department does not operate on weekends or holidays, occasionally there may be 4 days without laundry service. It is recommended that residents have enough clothing for 7 days, but more may be required if there are increased needs due to incontinence.

All clothing is to be presented to nursing for labelling prior to being placed in rooms. Please seal in a clear, plastic bag before bringing it, labelled with the number of items in the bag.

Rayon, acrylic and spandex in socks or clothing will not withstand the temperatures necessary for infection control in commercial washers, dryers or labellers used by our facilities. Clothing requiring hand washing or dry cleaning is the responsibility of family.

Personal laundry hampers are not required unless family prefers to do the resident's personal laundry. If so, you will need to provide a laundry hamper and it will be family's responsibility to keep it clean.

Staff conduct yearly room audits and will ensure all clothing is labelled. It is helpful if you and/or a family member periodically sort through your clothing,

closets and drawers and remove items that do not fit, are worn out, or no longer in use. Spring and Fall are ideal times for this.

Lions Prairie Manor and Douglas Campbell Lodge are not responsible for lost or damaged clothing, however will make efforts to find the clothing.

## **Lost and Found**

If personal belongings are missing, please immediately report the loss to a nurse or Client Services Manager in your care area.

## **Mail**

Postage may be purchased from the Business Office at Douglas Campbell Lodge and the Tuk Shop at Lions Prairie Manor. Letters may be mailed at the Business Office in both facilities. Please advise the Business Office at the time of admission as to whether personal mail should be delivered to the resident room, or held at the office for the resident representative. Your new address will be:

### **Your Name**

**Douglas Campbell Lodge  
150 - 9<sup>th</sup> Street SE  
Portage la Prairie, MB R1N 3T6**

### **Your Name**

**Lions Prairie Manor  
24 - 9<sup>th</sup> Street SE  
Portage la Prairie, MB R1N 3V4**

## **Nursing**

Nursing staff provide and coordinate resident centered and family focused care on a 24-hour basis. Each care home is staffed with a clinical resource nurse, registered nurses, registered psychiatric nurses, licensed practical nurses and health care aides. Enquiries related to resident nursing care should be directed to the Clinical Resource Nurse, the nurse in charge or the Client Services Manager in your care area.

*To decrease the potential for medication errors, we would kindly request that Nurses not be interrupted while dispensing and administering medication.*

## **Nutrition and Food Services**

Both care homes have communal dining rooms. Meal times and snack times are important daily social events for everyone.

Both care homes provide nutritious, appetizing meals that are prepared on-site. A registered dietitian is available for individual nutritional counseling. If



required, therapeutic diets prescribed by your doctor will be prepared and provided to meet your needs.

Meals are prepared according to a 4-week cycle at Lions Prairie Manor and a 5-week cycle at Douglas Campbell Lodge. Three meals including breakfast, lunch and dinner are offered with alternatives. These are posted daily. Daily menus are posted throughout the care homes. Light snacks and beverages are offered in the afternoon and in the evening.

Friends and family are welcome to join you at mealtime. Guest tickets may be purchased at the Business Office at Douglas Campbell Lodge or from the cafeteria window at Lions Prairie Manor. The kitchen requests a minimum of 1- hour notice if you plan to have a guest joining you.

We understand family and friends may wish to bring food in for their loved ones. Residents may be at higher risk of becoming sick from food handling and storage due to age, illness or weakened immune systems. Some patients and residents need special diets (i.e. food texture, allergies or therapeutic diets) for their health and safety. To ensure safe foods are given to residents, please follow the guidelines in the Bringing in Food from Home handout (available upon request and provided during pre-admission).

## **Occupational Therapy and Occupational Therapy Aides**

An occupational therapist visits our facilities on a weekly basis. Assessments and recommendations are made regarding equipment purchases such as wheelchairs, walkers, canes, pressure relief cushions/ boots, eating aids, etc.

In the event that you require a mobility aid (walker or wheelchair) on a full time basis, you will be responsible for its purchase and maintenance. The occupational therapist is available to assist with assessment to ensure a proper fit.

Should you wish to purchase a power wheelchair, you will be required in advance to be assessed and approved by the Occupational Therapist to ensure you are safe to operate it. Power scooters are not permitted for use in the buildings.

Every year our facilities offer a Mobility Service Clinic to ensure that equipment is operating safely, including wheelchairs, Broda chairs, 4-wheeled walkers and

geri-chairs. The company will evaluate and provide a general maintenance service check for a small fee per item, plus the cost of replacement parts. All residents who require these mobility aids will be notified annually of the date of the Clinic and will be given the opportunity to consent to having their equipment inspected and repaired.

Many residents will require assistance with transferring. Nursing will assess whether positioning devices are required. As these are cannot be shared because of infection control practices, residents will be required to purchase any positioning devices, slings, fall mats, etc. that may be required for safe client handling. Positioning devices will be labeled with your name and laundered by our Laundry Department. They will need to be replaced when worn out and no longer safe for use. An option for rental may be possible if you prefer. Please discuss with the Charge Nurse if you would like to consider rental. It is also important to ensure that clothing facilitates efficient and comfortable transfers.

### **Off-Site Private Services**

Should residents choose to access off-site services, arrangements and costs for appointments and transportation are the individual's responsibility.

### **Pharmacy**

All medications listed on the Regional Formulary are provided by the regional pharmacy. Medications are kept in locked rooms and are administered by a nurse. Medication reviews are conducted on a quarterly basis by an interdisciplinary team.

Changes to medication will be communicated to primary caregiver as they arise.

### **Physiotherapy**

A Physiotherapist from the Portage District General Hospital is available on a consultation basis only, at the request of the healthcare team. Families may also choose to obtain the services of a private physiotherapist.

## **Physicians**

Designated physicians visit both facilities twice a week to ensure the health issues of all residents are addressed on a regular basis. You will also be assigned to a primary physician from this group.

At Douglas Campbell Lodge, one physician acts as the primary physician for all residents.

At Lions Prairie Manor each care area has a designated primary physician. Should you change care areas for any reason, you will be re-assigned to the physician for that care area. The physicians take turns doing rounds twice a week, so residents may not always see their primary physician.

## **Recreation**

Our Recreation Departments offer a wide variety of programs designed to enhance your quality of life, emphasizing self-worth, enjoyment and socialization. Individual and group programs are planned to meet your desire for involvement. Activities vary by facility but generally include exercise programs, social activities, reminiscence programs, entertainment, outings and special celebrations throughout the year.

Monthly calendars are posted throughout each care home and on the bulletin board in your room. Daily activity programs are announced at meal times. Your family and friends are welcome to join you for any of the scheduled recreation programs. From time to time Recreation may offer special outings and dining opportunities which involve additional costs.

Arrangements can be made for relatives and residents to have gatherings and parties in the Activity or Day Room at Douglas Campbell Lodge and in the Activity Room or Skyview East Lounge at Lions Prairie Manor. Please see Recreation staff to book the room. A minimum of 7 days notice to the Nutrition and Food Services Department is required for catering requests. You are also welcome to bring outside food in. We appreciate your consideration in cleaning up outside food when you vacate the room.

## **Safety and Security**

All Personal Care Homes operating in Southern Health-Santé Sud have systems in place to ensure a safe and secure home environment.

The front doors of both sites are coded for the security of our residents. Codes are required to enter and exit at all times, but during regular business hours, front-desk staff often will be available to open the door. The code is available from the front-desk or staff. If you do not have the code, please ring the doorbell to access the building after hours.

***Please do not allow residents to leave the building without checking with nursing first.***

Fire Safety – all staff complete annual fire safety education, and fire drills are held on a regular basis. Fire pull stations are located throughout the facilities. Fire doors are in place to help ensure containment. In the event of a fire alarm, residents will be evacuated behind a fire door until it is safe to return to their room. Please follow the direction of nursing staff in the event of a fire alarm.

Fire safety information is also posted in each resident room.

*Please see the Regional Handbook for further information on regional requirements regarding safety and security.*

## **Social Work**

The Social Worker assists in preparing you and your family for your move into the facility and provides ongoing assessment and support as you adjust to your new living situation. The Social Worker is available on a part-time basis at Douglas Campbell Lodge and on a full-time basis at Lions Prairie Manor.

## **Spiritual Care**

Spiritual services and programs are offered regularly at both facilities. Family and friends are always welcome to attend.

Consent to share information with your spiritual care provider will be discussed during the admission process.

## **Transportation**

Nursing will assist in selecting the most appropriate mode of transportation (car, Handi-van, or ambulance) and ensuring that the type of transportation and assignment of an escort are appropriate to safeguard your health and well-being.

Please notify Nursing or Social Worker if you have additional Health Insurance coverage which includes ambulance.

*Please see the Regional Handbook for more specific information pertaining to responsibility for transportation.*

## **Tuk Shop and Confectionary**

The Recreation Department manages Tuk Shops in both care homes. Both Tuk Shops stock personal hygiene items that can be purchased or charged to your Trust Account. Lions Prairie Manor also carries a small supply of confectionary items.

Confectionary and drink machines are available in both facilities.

## **Volunteers**

Volunteers provide an invaluable service in each facility. They assist in many areas including transporting residents to and from programs, reading, providing music, assisting with outings and providing valued companionship for residents.

All volunteers are required to submit a successful Criminal Record Check, Vulnerable Persons Check, Child Abuse Registry Check and Adult Abuse Registry Check. ***Volunteers are always needed! If you are interested in volunteering, contact the Recreation Department for an application.***

## **Palliative Care**

Every stage in the life of each resident is to be valued and respected. When life reaches the terminal stage, our focus is to provide for a comfortable and pain free death.

At the end of life, most residents choose to remain at the care home rather than be transferred to a hospital. Nearing the time of death, families are welcome to stay with the resident, or you may chose to arrange for companion care. Arrangements for overnight stays at the facility can be made with Nursing. There is a Comfort Cart available which provides refreshments for family and palliative care information. We gratefully acknowledge the support of the Foundations which allow us to provide this service.

Nursing staff will be available to share information with you regarding palliative care and spiritual support services during this final stage of life.

*If you require somewhere to stay off site, please see the Rotary Park Guest Suites accommodation information for out of town family at the back of this handbook.*

## **Memorial**

Memorial Services are held periodically to honour residents who have recently passed away. This is a time when residents, families, staff and volunteers can gather together to celebrate the lives and cherished memories of former residents, as well as to provide some closure for those who have experienced their loss.

When a resident passes away, their name will be noted on the Memorial Board on their care area, and a dove will be placed on the wall beside their room. Their name will also be noted in the Memorial Book at the front entrance and the lamp will be turned on. When the resident makes their final journey with the funeral home, they will be covered with a Dignity Quilt and will leave using the front door.

## **FINANCIAL INFORMATION**

Residential charge rates are set by Manitoba Health. The charge is based on a sliding scale depending on the resident's income as per their Notice of Assessment from Revenue Canada from the previous year. The assessed rate is revised annually and the new rates are effective August 1<sup>st</sup> of each year. Payment methods will be discussed with the Business Office Clerk responsible for resident finance on the day you move in. We require that you pay your rent by automatic withdrawal (*pre-authorized payment*). *The residential charge is only a portion of the total daily cost, with Manitoba Health subsidizing the balance. Please see the Regional Handbook for more detailed information.*

## **Income Tax**

Rent receipts for income tax purposes are issued at the end of the year. You, your family or your legal representative are responsible for filing your income tax return.

## **Initial Costs**

There is a one-time administration fee in addition to a charge for a resident door name and listing on the resident directory *\*Fees are subject to change*

- Door name (Lions Prairie Manor) \$5
- Door Name (Douglas Campbell Lodge) Fees vary and are subject to change
- One time administration fee \$25
- Laundry labels \$0.25 each

## **Trust Account**

As a service to you, each facility maintains an internal banking system called Trust Account Services. Each resident is encouraged to have a trust account balance that maintains a minimum of \$200. This money can be withdrawn by the resident to purchase small personal items. If requested by you or a family member, money in the trust account may be used to pay the cost of hairdressing, van outings, toiletries, or cable fees and other personal expenses not covered by the per diem rate. The Trust Account is not intended to replace your regular bank account, only to provide for easy and accessible small amounts of money to make your life easier.

Trust Account statements will be provided to you or the individual responsible for your finances on a monthly basis.

## **OTHER INFORMATION**

### **Donations**

While we appreciate the generosity, donations of personal items are only accepted if the Recreation Department is planning a garage sale. Please contact the Recreation Department Manager if you have items to donate (204) 857-7864 (Ext 2223).

## **Infection Prevention And Control**

Southern Health-Santé Sud operates with a comprehensive infection prevention and control program in place at all times.

*Please see the Regional Handbook for more detailed information.*

## **Abuse Policy**

Our facilities are committed to providing an environment that is free from abuse or neglect. No form of abuse or neglect by staff, families, volunteers, visitors or other residents will be tolerated or condoned. All residents are to be treated with dignity and respect by everyone at all times.

*Please see the Regional Information Handbook for information on the definition of abuse and how to report your concerns.*

## **Resident Bill of Rights**

Each personal care home in Southern Health-Santé Sud has developed its own Bill of Rights. The Resident Bill of Rights is discussed by residents and their families together with personal care home staff. It outlines what every resident of a personal care home is entitled to, and promotes decision making by residents.

## **MOVING OUT**

As a service to the community and those waiting to be admitted to our facilities, available rooms are filled as soon as possible.

Following a transfer, discharge or death of a resident, we would kindly ask that you assist us in this task by removing your loved one's belongings within 24 hours.

Lions Prairie Manor and Douglas Campbell Lodge do not provide interim storage.





# Lions Prairie Manor Communication Tool

*As partners in your family member's care at Lions Prairie Manor, we are committed to improving your experience. We want to ensure that when you have concerns/questions, you know who to contact.*

**1. Nurse on Duty – see the name on the whiteboard in each care area**

If you have a concern or question about the daily care for your family member, speak first to the nurse directly involved in the care. The nurse is the team leader responsible to ensure care is completed on that shift.



**2. Client Services Manager - Ashley Yanchycki at 204-857-7864 ext. 2239**

**Client Services Manager – Ken Werbiski at 204-857-7864 ext. 2230**

If the concern is continuing or you have unanswered questions, you can speak with one of the Client Services Managers (CSM). Please leave a message if they are not available, and they will get back to you as soon as possible. Hours are generally Monday to Friday, but there may be some periods when they are working on weekends or evenings.



**3. Social Worker – Jocelyn Coltart-Lyons at 204-239-5512**

Still have questions and concerns? Not sure who to speak with? Please contact the Social Worker. She will listen to you, act as a link between you and the care team, and help direct your concern to the appropriate person.



**4. Administration**

If you are not satisfied with the outcomes, speak to Administration. They will ensure your concerns are reviewed and provide a response. Also, if you have compliments, we invite you to share your experience with us to acknowledge areas of success.

**\*Shauna Sanderson, Director of Health Services 204-857-7864, ext. 2226**

**\*Person in Charge of Daily Operations\***



**Marianne Woods, Executive Director – Southern Health-Santé Sud 204-428-2762**

**Additional Contacts**

**Finance**

- Jason Monkman 204-857-7864, ext. 2221

**Food & Nutrition Services**

- Tammy Sproule (Manager) 204-857-7864, ext. 2225
- Sarah Fuchs (Coordinator) 204-857-7864, ext. 2202

**Recreation**

- Corrine Pratt (Manager) or Rhonda Roy (Coordinator) 204-857-7864, ext. 2223

**Environmental Services**

- Marilyn Gagnon (Asst. Manager) 204-857-7864, ext. 2203

**Maintenance**

- Darren Roberts (Manager) 204-857-7864, ext. 2224

Charge Nurse

There is always a designated Charge Nurse outside of regular business hours. See the name on the whiteboard.

Updated December 31, 2019



# ATTACHMENT

## Rotary Park ~ Guest Suites

Two guest suites are available at Rotary Park for visitors with loved ones in:

Douglas Campbell Lodge  
Lions Prairie Manor  
Rotary Park  
Regency House  
Dalton Grove Estates  
Portage District General Hospital

These suites can be used for your overnight visitors, family or other company that require overnight accommodations.

For rate information and bookings, please call:

Pat Thompson  
Building Manager

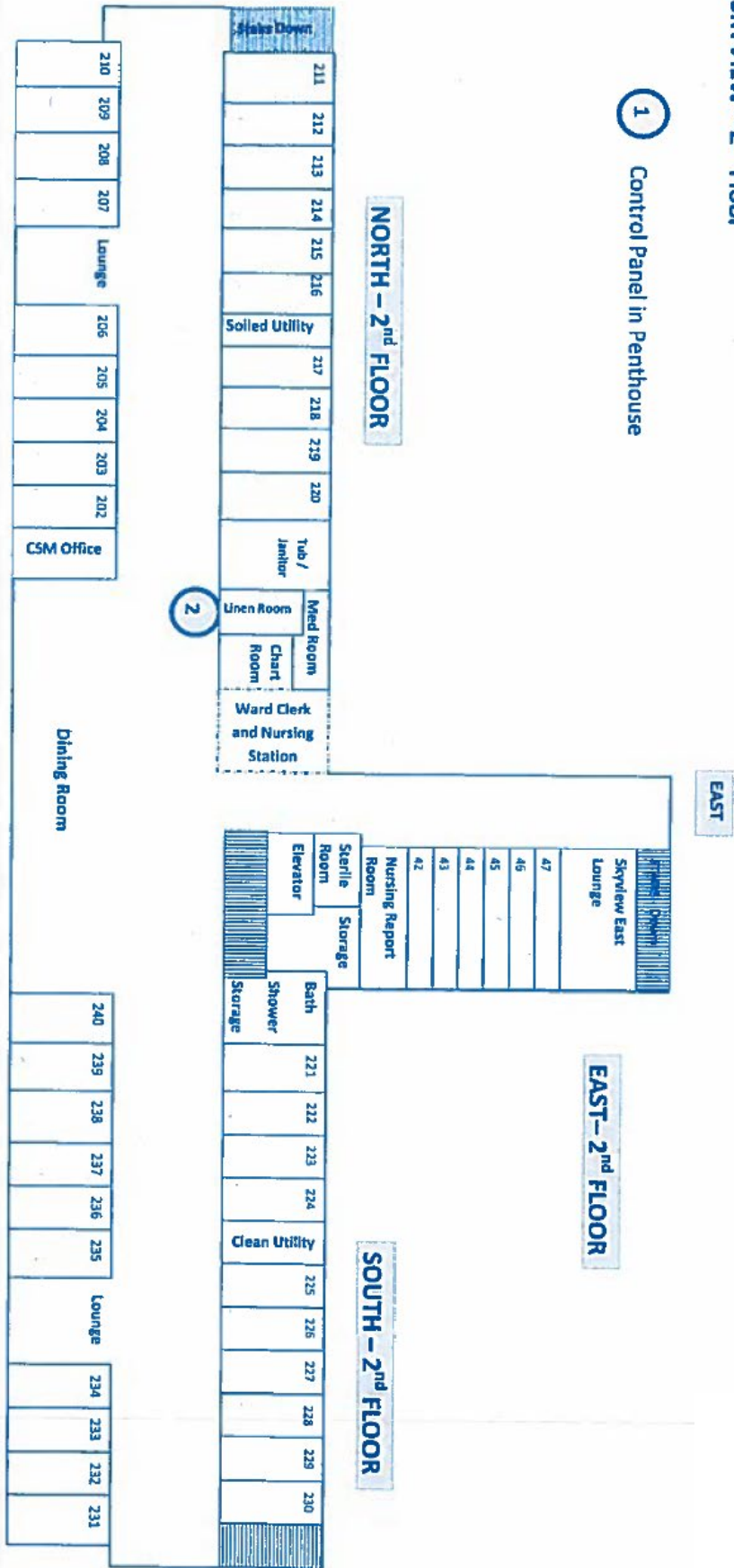


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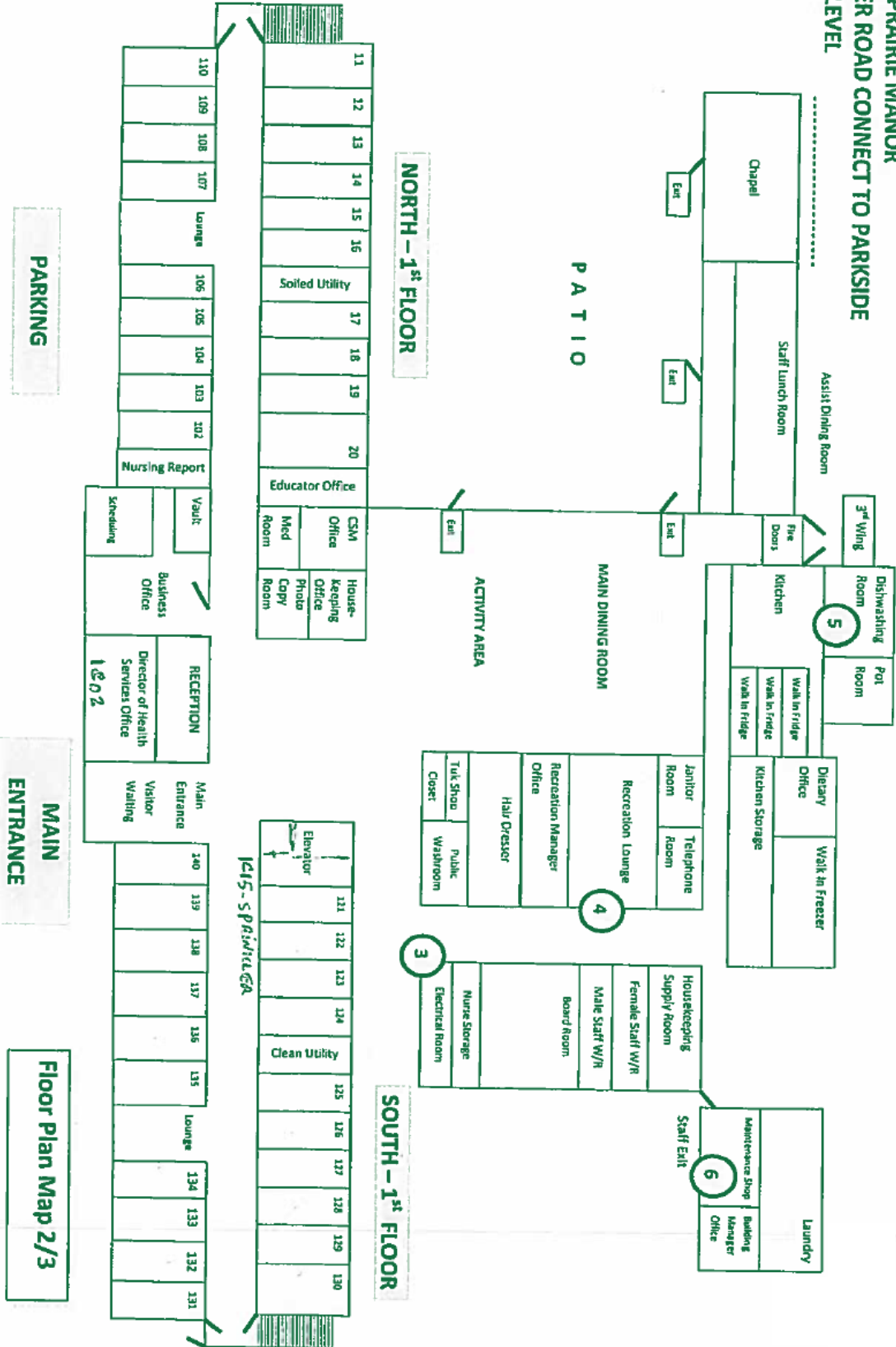
**LIONS PRAIRIE MANOR**

**SKYVIEW – 2<sup>nd</sup> FLOOR**



**Floor Plan Map 1/3**

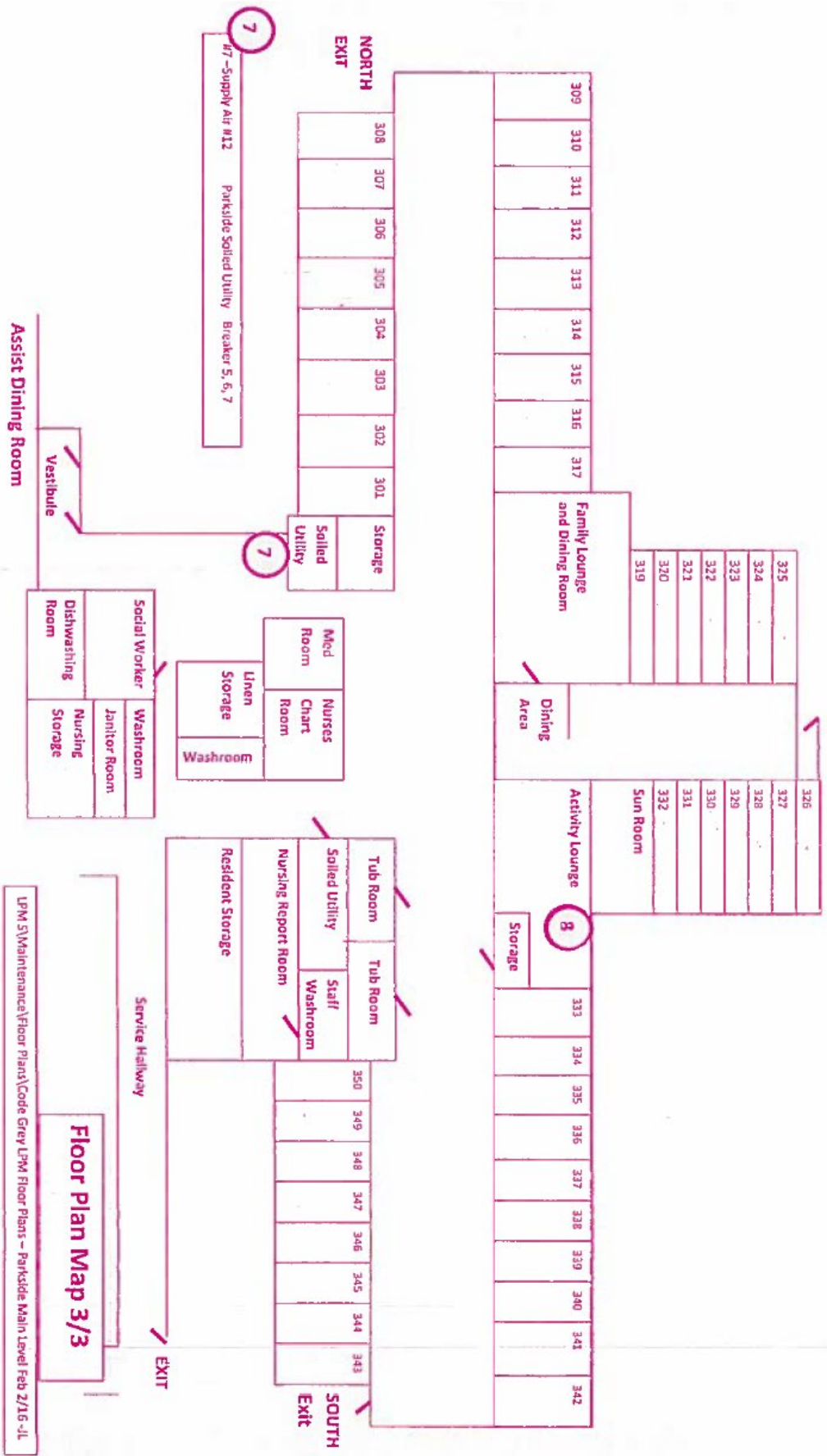
**LIONS PRAIRIE MANOR  
WALKER ROAD CONNECT TO PARKSIDE  
MAIN LEVEL**



# LIONS PRAIRIE MANOR

## Parkside Main Level

EAST



Floor Plan Map 3/3

LPM 5\Maintenance\Floor Plans\Code Grey LPM Floor Plans - Parkside Main Level Feb 2/16-1L