

# Pembina Manitou Health Centre

# RESIDENT HANDBOOK



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**WELCOME**

Welcome to Pembina Manitou Health Centre. We hope your move into your new home is pleasurable. This handbook contains useful information for your admission and for reference during your stay at PMHC.

## MISSION

Our goal at Pembina Manitou Health Centre is to promote and maintain independence with dignity for each resident for as long as they remain in our care.



## **Residents' Bill of Rights and Responsibilities**

The Pembina Manitou Health Centre is dedicated to the provision of quality care. The Residents' Bill of Rights and Responsibilities outlines the rights of every resident and affirms the cooperation expected amongst resident, family and facility staff. Through the establishment and supervision of relevant policies, services and personnel, the facility will endeavor to ensure compliance to the rights stated below.

**Every resident has the right to privacy and confidentiality.**

- The right to privacy during treatment and care of personal needs.
- The right to confidentiality of medical records and personal information.
- The right to be alone and exclude others from his/her room.
- The right to privacy during the communication with others.

**Every resident has the right to receive respect, dignity and consideration.**

- The right to be treated with courtesy, dignity and respect recognizing that residents are unique and individual.
- The right to be free from all forms of abuse or exploitation.
- The right to die in peace and dignity in the presence of family and friends.
- The right to be addressed as he/she wishes.
- The right to freedom from neglect.
- The right to access to procedures for initiating complaints or commendations.

**Every resident has the right to freedom of association, including:**

- The right to receive or visit friends and family of choice.
- The right to associate or not with other residents in the Health Centre.
- The right to follow a chosen religion, culture or language.
- The right to share a room with a spouse if an appropriate accommodation is available.

**Every resident has the right to consistent, appropriate care including:**

- The right to a stable, predictable routine.
- The right to a safe, clean environment.
- The right to consistency of care.
- The right to a comfortable, well heated, well ventilated room.
- The right to nourishing food and appropriate clothing of his/her choice.
- The right to receive assistance in becoming as independent as possible.

**Every resident has the right to autonomy and freedom of expression including:**

- The right to informed consent to accept or refuse care, medication or treatment once resident and family have been fully informed of benefits and disadvantages.
- The right to manage finances or designate a person to act on his/her behalf.
- The right to participate or not in the activities of the facility.
- The right to keep and consume alcohol in his/her room if no health risk is recognized.
- The right to smoke in a designated area.
- The right to control consumption of food and beverages.
- The right to keep and display personal possessions.
- The right to be fully informed when being considered for chemical or mechanical restraints.
- The right to participate in resident/staff council meetings.
- The right to vote.
- The right to communicate and meet with a legal representative as often as necessary.

**Every competent resident is responsible for his/her actions and behavior and the consequences of them including:**

- Consideration of his/her own and others well being and safety.
- Consideration for the smooth running of the Health Centre.

June 1999

Admin/residents/resident bill of rights

Reviewed 2004, 2006, 2007, 2009, 2010, 2011, 2012, 2013, 2014, 2015

**RESIDENT & FAMILY COUNCIL**

The “Resident & Family Council” consists of all PMHC residents, family members and the Recreation Supervisor. Together, the group reviews and evaluates programs / services at Pembina Manitou Health Centre, making suggestions on how to improve such. Issues and concerns of resident’s quality of life are discussed during these meetings. (see *attached Terms of Reference*)

## **DAILY RESIDENTIAL CHARGE**

Upon admission, you will be asked to meet with our Administrative Assistant. Residents of Manitoba are partially subsidized by Manitoba Health for nursing home care. The remainder of payment is the responsibility of the resident (see the Guide to Services and Charges in Manitoba from Manitoba Health explaining how authorized charges are assessed. This is included in your Welcome Package). Monthly residential rent / charges are collected on the 1<sup>st</sup> day of the month via automatic bank withdrawal.

A maximum of \$300.00 may be held in the Resident Trust Account in the name of the resident to ensure payment of expenses for the resident. Incidentals such as hair care or professional foot care can be charged and paid from this account. Pembina Manitou Health Centre keeps records of all transactions and can be requested at any time. As per Southern Health-Santé Sud Schedule of Charges, there is a one-time set up fee of \$25.00 and a \$10.00 personal Nail Kit fee. This will be deducted from your Resident Trust Account.

Residents requiring admission to an acute care facility will continue to pay the daily Personal Care Home rate while his/her bed is being held.

## **PRIOR TO MOVING IN**

After we receive your application from the Regional Panel Committee and a room becomes available, you will be contacted by the Social Worker or Client Services Manager from Pembina Manitou Health Centre. A pre-admission meeting will be set up, where we will review your care needs, diet, social history, and let you know what to expect when you move in. Please bring the following documents to the pre-admission meeting:

- Health Care Directive (Living Will)
- Notice of Assessment from Revenue Canada
- Power of Attorney papers (if applicable)
- Blue Cross Card (if you have coverage)
- Voided Cheque (for Automatic Withdrawal of Rent)
- Cheque for Resident Trust Account

## **ADMISSION DAY**

On the day of admission Residents are asked to arrive at 9:30am, unless a different time has been arranged. A tour of the Pembina Manitou Health Centre will be provided so that you can become familiar with your new surroundings.

The staff will talk with you and/or your family regarding pertinent information. Resident and family are consulted regarding the initial care plan prior to and upon admission. This includes reviewing and signing of your Advanced Care Plan. Your care plan is re-evaluated with you and your family 6 to 8 weeks after admission and annually thereafter by our multidisciplinary team.

Residents are discouraged from having money in their possession in case of loss or theft. All furniture and personal belongings should be

labeled with resident's name. Families are strongly encouraged to take home all valuables for safekeeping. The facility is not responsible for lost or broken articles.

Space is limited therefore, please return suitcases, large/heavy winter jackets or any other unnecessary articles back home.

At lunch time, you and your family will be taken to the Activity Room, where you will enjoy your first meal at Pembina Manitou Health Centre together.

If at any time you and/or your family should have any questions or concerns, please contact the Nurse in Charge, Social Worker or Client Service Manager. They can all be reached at 1-204-242-2744

**NOTE:** Upon discharge of Pembina Manitou Health Centre, the family is responsible for removal of all belongings. We discourage any donation of personal belongings without discussion with the Client Service Manager.

## VISITING HOURS

We enjoy having visitors at our home therefore there is no restriction as to time, frequency, age or number. We love to see grandchildren as well as relatives and friends. Visitors may be restricted for critically ill residents or during an influenza outbreak. This is at the discretion of the Charge Nurse. If you have cold and/or flu like symptoms including fever, please do not visit until symptoms subside. This is for your own health, and wellness of our residents and staff.

Your family member has made Pembina Manitou Health Centre his/her home. Family ties are very important, and we want to make areas available to have your family get-together for special occasions, celebrations, or just visits. In order to make such gatherings pleasant and enjoyable, we have set a few guidelines for you, when you plan such an event. Depending on the size of your group, we can offer a semi private room for your convenience.



- a) Reservations should be made with the Recreation Supervisor at least one week in advance. Please note that set up and clean up is the responsibility of the family. All furniture must be put back in place. Staff will not be available for assistance setting up or serving food and drinks.
- b) The family must supply some items for the occasion. All food and beverages, is the responsibility of the family. Other family responsibilities include such things as paper plates, cutlery and cups. An electric kettle, coffee maker, microwave will be available for use.

## SERVICES

### **NURSING CARE** 1-204-242-2744 (extension 2)

A team of Registered Nurses, Licensed Practical Nurses and Health Care Attendants, provide twenty-four hour Nursing Care. All residents have a call bell at their bedside and in their bathroom.

Upon admission to Pembina Manitou Health Centre an RN or LPN will develop a “Care Plan” that is specific to you, considering all your individual needs.

### **MEDICAL SERVICES**

The Health Centre has a full time Nurse Practitioner that provides the medical services to the residents. There is Physician support provided to the Nurse Practitioner, as well as Physician on-call services provided for the Nursing Staff, through the Agassiz Medical Centre in Morden.

### **DENTAL / OPTOMETRIST / HEARING AIDES**

Dental/optometrist services are your responsibility. This includes, scheduling, transportation and costs of the appointment. If you wear a hearing aide, please keep a supply of replacement batteries. The cost of repairs or replacement due to accidental damage to hearing aids, glasses, and dentures will be your responsibility.

## **RECREATION**

The Recreation Supervisor is in the Facility Monday to Friday. Programs and services are planned to meet the needs and abilities of every resident. We encourage you to participate and we appreciate your ideas and suggestions. Monthly calendars are posted in each resident's room with the schedule of activities for the month as well as outside the Activity room. Activities may be subject to change due to availability.

## **HOUSEKEEPING**

Our staff ensure that your room is kept clean and presentable. Please refrain from bringing breakable items and or small trinkets. Our staff will not dust fragile or precious items and are not responsible if items are damaged or broken.

## **PHARMACY**

A designated pharmacist from Boundary Trails Health Centre provides services to PMHC. The Pharmacist will monitor your drug therapy and review it quarterly with the Nurse Practitioner and Charge Nurse. For safety reasons, we ask that you do not take any medications that have not been prescribed by a Physician or Nurse Practitioner.

## **OCCUPATIONAL THERAPY**

A Regional Occupation Therapist is available to provide services on a referral basis. An initial assessment is completed on all residents with follow-up as needed. The Occupational Therapist may be consulted through Nursing staff to ensure residents have the proper mobility aides (walkers, wheelchairs etc.).

## **SOCIAL WORK**

The PMHC Social Worker is available for all residents and families. The Social Worker can provide psychological support and information about resources, help you and your family cope with changes, and maintain your independence. The Social Worker can also advocate on your behalf, provide information and education to family, and organizes Care Conferences. Social Work Services works with the interdisciplinary team in order to ensure each resident's physical, social, psychological, and spiritual needs are met.

## **PASTORAL CARE**

Based on the Spiritual Care consent form, the clergy may visit at anytime requested by the resident or at the discretion of the Nurse in Charge. A Spiritual Care consent form will be signed on admission. Church services are available for all residents interested on Sundays.

## **NUTRITION**

A Registered Dietitian from Boundary Trails Health Centre will complete an initial assessment for all residents after admission with follow-up as needed. Trained nursing staff will also complete a test for texture modifications to determine risk of choking, as your care needs change.

Included in your Welcome Package is a handbook "Assisting Residents at Mealtime" for you to review.

Three meals a day are provided, with the main meal at supper. Light snacks and beverages are provided throughout the day and evening. PMHC follows a five – week menu while offering alternatives during each meal and snack.

Meals are served in the dining room at:

Breakfast	-	0830 hours (8:30 a.m.)
Dinner	-	1130 hours (11:30 a.m.)
Supper	-	1645 hours (4:45 p.m.)

Visitors may join you for a meal or coffee at anytime. Visitor prices will apply. Requests for meals must be submitted to Dietary Staff a minimum of 2 hours prior to a meal.

## **LAUNDRY**

Laundry service is provided for all the residents through the Notre Dame Foyer three times per week. Permanent press clothing is necessary; all clothing should be easily laundered. The facility is not responsible for any lost or damaged clothing items or shrinkage of clothing items such as cotton or wool.

## **CLOTHING**

It is very important that each article of clothing be clearly marked with the resident's name in order to prevent loss. Family is responsible for sewing a label with the resident's name on each article of clothing or ensuring it is done by hiring someone. Nametags are ordered through the facility and the cost is invoiced to the Resident Trust Account. Personal bedspreads, pillows, and blankets should also be labeled. Twin size comforter is recommended. Family is asked to check the clothing supply of the resident at regular intervals and replace necessary items. **Should clothing become unsuitable to wear due to weight gain, loss or special needs, please remove whatever clothing has been packed up by nursing staff.**

Nursing staff will notify family of specific clothing needs, keep drawers and closets tidy and connect with family for any concerns.

The following is a recommended guideline of clothing, as well as quantity needed and where to place the name tags on individual clothing articles.

Quantity	Item	Where to Label	Comment
10	Shirts, blouses, dresses, undershirts	Inside back of neck	Make sure clothing is suitable to go through our laundry. Needs to be washable, no fancy embellishments.
10	Pants, trousers, sweat bottoms	Inside back	
10	Socks	Outside top	Label is to be placed vertically on the sock, not horizontally
10	Underwear	Outside back waistband	Cotton-Poly Blend
6	Bras	Inside back	
6	Pajamas (bottoms & Tops), nightgown	Inside back	
2	Housecoats	Inside back	
1	Pair of slippers	Bottom, outside of sole (with permanent marker)	With rubber soles for good grip when walking
1	Pairs of shoes	Bottom, outside of sole (with permanent maker)	➤ A good functional shoe has a toe box that is adequate in width and depth. The heel counter should have laces and the soles should match the gait pattern of the resident. If the resident has a shuffling and strong gait, the soles may need to be

			<p>smooth. If the resident has a poor gait the sole may need to be non-slippery</p> <p>➤ The inside of the shoes should not have seams that would contribute to injury.</p>
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Nursing Staff may suggest open clothing down the back and affixing sturdy ties for ease of dressing. Adaptive clothing may be purchased at specialty shops. Specialty clothing is GST exempt. A declaration must be signed by the Physician/Nurse Practitioner and needs to be present at the time of purchase. This form is provided to you on admission day.

**Note:** All mending and costs incurred is the responsibility of the resident or family. You may contact the person listed below and arrange for mending services.

Sharon Schultz 1-204-242-2930

### **Hair Care**

A local hairdresser comes to Pembina Manitou Health Centre on a weekly basis. Family is responsible to contact the hairdresser and make arrangements.

Vanda Clayton 1-204-242-2046

### **Foot Care**

Nursing staff provide basic nail care. A private nursing foot care service is available for those requiring additional service. Nursing staff will perform a general foot assessment on admission. If you are diabetic, or have foot care needs, you will automatically be referred to the Foot Care Nurse. Family will be asked to contact the Foot Care Nurse directly to arrange care. Payment will be made

through the Resident Trust Account. A Foot Care Agreement will be signed with the Foot Care Nurse and family/resident.

Tara Stewart 1-204-242-2920

## **Mail**

Mail will be delivered to your room by the Recreation / Maintenance department. Your new address will be:

Pembina Manitou Health Centre  
c/o *Resident Name*  
P.O. Box 129, 232 Carrie Street  
Manitou Manitoba R0G 1G0

## **Transportation**

The Pembina Manitou Health Centre, when required, calls the Ambulance for transportation. The cost remains the responsibility of the resident if he/she is not returned to the facility within 24 hours. Blue Cross Ambulance Coverage may be purchased at a minimal cost through an appropriate agency. The Pembina Manitou Handivan is available for the resident's transportation. Bookings/fee inquiries must be made through the Recreation Supervisor.

## **FURNISHING YOUR ROOM**

It is beneficial for you and your family to furnish and decorate your room prior to moving in (when possible). This can help change a room into a home which is welcoming and often soothing for you and your family the day of admission.

Your room is furnished with a bed, chair, bedside table, bed linens, towels and a closet with drawers. There is a private bathroom in each room. We encourage the residents to bring favorite belongings, such as a radio, TV, books, pictures, photo albums and a comforter to make it more homelike and cozy. A chair or recliner may be brought in if you are able to independently get in and out of the chair. Chairs or recliners **MUST** have a stationary base. **No Rocker or swivel chairs are allowed.** The cushion must be in good repair and made of vinyl or leather that can easily be wiped and cleaned.

**Other Furniture which is not allowed:**

Foot stools	Folding chairs	Throw rugs/mats
Stacking stools	Chairs without armrests	Room heaters
TV tables	Humidifiers	Heating pads
Glass tables	Hot/Cool mist steamers	Wheat bags
Coffee Machine		

**In the event that your care needs change, staff will inform you and your family to remove and/or rearrange items to ensure your safety as well as the safety of our staff. When furniture is moved into the Facility there is a safety check completed by staff in accordance with the Regional Falls Prevention Program.(See “Falls management” pamphlet in the Welcome Package) and some items may need to be removed. We ask that these items be removed immediately due to storage issues.**

**Telephones/Cable TV**



Each resident room has an outlet for both cable TV and telephone. Only cordless phones are permitted. To have a private phone line and/or cable TV connected, please call MTS (1-204-225-5687) and let them know the facility and room number. The cost of telephone and cable TV is your responsibility. Due to limited space, only wall mounted TV's are permitted in the designated area of the resident room.

### **Room Changes**

Administration reserves the right to move a resident to another room for medical or social reasons or upon recommendation of Nursing staff. All residents should be made aware of this policy on admission to the Pembina Manitou Health Centre. Family assumes the cost of cable and telephone transfer charges.

### **OTHER PERSONAL ITEMS**

Please bring the following items as they apply, and please note that the maintenance of these is the responsibility of the resident or the family. All should be marked or labeled.

- Cordless Razor
- Toothbrush
- Hairbrush / Comb
- Cosmetics
- Special Soaps

The facility will supply general personal hygiene and skin care products e.g. body lotion, denture cups, shampoo, body cleanser including soap, perineal cleanser, and barrier products. Only facility brands are supplied.

Residents are responsible for deodorant, mouthwash, toothbrush and paste, denture cleaner, facial tissue, non prescription lotions, creams,

sun screen, ointments, and personal hygiene products where the resident prefers a type not supplied by the facility. These items are stocked at the facility and items will be charged to the Resident Trust Account on a monthly basis. Powders are not allowed as they can cause damage to equipment and do not comply with proper skin care practices.

Please be advised that this is a “scent free” facility therefore residents are asked not to bring perfumes with them. Lotions and personal hygiene products should be scent-free. Items such as potpourri, air fresheners, and flowers such as Easter Lilies, Hyacinth etc. should be avoided.

All electrical devices must be CSA approved and will be checked by the Maintenance Department before use in the Facility.

## EQUIPMENT

Pembina Manitou Health Centre may provide equipment as needed on a temporary or emergency basis as long as the particular item needed is available.

**Residents requiring continual use of equipment will be required to pay a rental fee (if equipment is available) or purchase their own.**

Any equipment agreed to verbally and or by signing of a resident agreement form will be charged to the resident on a utilization basis through the Resident Trust Account.

The Fees are as listed in the Fees document in your Welcome Package.

It may be necessary to purchase special equipment. Occupational Therapy is consulted for measurements before specialty items are purchased to ensure safety and optimum comfort. The cost of specialty equipment is the responsibility of the resident/family. Repair of mobility aides is the responsibility of the resident/family.

***Mechanical Lift Slings:*** As per the Provincial Long Term Care Policy Manual

- Lift slings must be labeled with the name of the client and dated upon receipt.
- Lift slings will be removed from circulation if loose stitching, fraying, or tearing of the fabric is noted.
- Lift slings will not be reinforced or mended.
- All lift slings will be removed from circulation and replaced upon four years of use.
- A documented monthly inspection is conducted by the nursing staff.

***Sliders:*** Sliders are used for clients who need assistance to reposition themselves in bed. The nursing staff will determine whether or not such an item is required. As per Manitoba Health guidelines regarding the responsibility for payment of goods and services for clients awaiting placement, sliders are for the exclusive use of the resident and the resident is therefore responsible for payment of this equipment.

**SAFETY**

**Fire Drills**

To ensure adequate preparation for an emergency, the staff practice fire drills. A detailed fire prevention and evacuation plan is in effect for residents and staff safety.

**Smoking**

Pembina Manitou Health Centre is a smoke-free facility. There are designated smoking areas outside of the Facility. A smoking assessment will be completed on smoking residents on admission, annually and when concerns arise. Any assistance and/or supervision required by residents to smoke will be the resident's

family responsibility. The Pembina Manitou Health Centre and its staff are not responsible to assist and/or supervise smoking residents. Residents who wish to quit smoking may have access to smoking cessation resources.

### **Safe Client Handling & Injury Prevention Program (SCHIPP)**

The Safe Client Handling & Injury Prevention Program (SCHIPP) has been developed to ensure both resident and staff safety for situations such as assisting a resident to move in bed, helping him/her walk or sit in his/her wheelchair. Our staff, and at times the regional Occupational Therapist, will determine what type of assistance a resident needs based on what the resident is able to do. Our staff members are required to follow the Program's guidelines to ensure our residents' safety as well as their own.

### **Code Alert/Wanderguard System**

Our Facility is equipped with an alarm system that allows for 24 hour monitoring of residents who have a tendency to wander. Residents who have this tendency will be asked to purchase a code alert transmitter. This prohibits the resident from wandering outside of the undetected area, therefore ensuring their safety. Please see the Nurse in charge for more information.

### **Restraints**

The Pembina Manitou Health Centre strives toward a non-restraint environment and our goal regarding the use of restraints is always to discontinue their use. Restraints are only to be used in circumstances where there is the risk of serious harm to the resident or others, and only after all other means of support to promote safety and comfort have been explored, tried and exhausted.

Should a restraint be necessary, you and your family will be contacted to review the initial assessment and care plan. When a

restraint is used, the client is closely monitored and assessed for comfort and safety.

### **Infection Prevention Control Program**

The Pembina Manitou Health Centre has an active Infection Prevention & Control program.

Pneumococcal vaccinations are offered at time of admission provided you have not already received one.

Flu Shots are offered and administered yearly. All clients and staff are encouraged to receive one.

#### *Hand Hygiene*

Hand Hygiene is the most important measure to avoid the transmission of harmful germs and prevent infection.

#### **Use Soap and Water**

- When your hands look dirty
- After you use the bathroom

#### **Use an Alcohol-based Hand Sanitizer**

- Before and after meals
- Before and after group activities

## **COMPLAINTS**

The Regional Health Authority – Southern Health – Santé Sud. has a consistent and responsive process in place to manage complaints.

A complaint can be brought forward by or on behalf of a resident. All verbal and written complaints related to resident care or safety will receive acknowledgement of receipt within two working days.

The initial complaint will be managed at a facility level. Serious complaints must be referred to the appropriate regional supervisor.

Complaints or concerns may relate to any aspect of care received or services provided by Pembina Manitou Health Centre for clients, families, community members, staff and other concerned parties. Complaints will be managed in a client centered and timely manner.

- Minor issues should be resolved as close to the source of the complaint as possible.
- More serious issues that cannot be resolved by the front line employee and/or manager are directed to the Client Service Manager / Director of Health Services.
- Any complaints or issues concerning abuse will be referred to the Protection for Persons in Care Office.

## PLANNING END OF LIFE CARE

### Taking the First Steps:

- Sit down with a health care professional and get information about your health, any known medical concerns and future treatment that may need to be made.
- Take to your family and medical staff about any suffering you may be experiencing and what is important to your quality of life.
- Consider completing a Health Care Directive – This is a document that you indicate your wishes about future treatment and care. If you become unable to speak for yourself this document is consulted and the people you have named there will make the health care decision for you. For more information on Health Care Directives speak to your medical professionals.

If you are making decisions for someone else, it is important to remember to focus on what that person has said he or she wanted – NOT WHAT YOU WANT. If you do not know what his or her wishes

might have been, what do you think he or she would have wanted? What would the person's wishes be if he or she could tell you today? Did the person ever express opinions about someone else's medical treatment at the end of life? If there is not a way to know what the person would have wanted, decision should be made in the person's best interest.

**Some important things to find out in order to make health care decisions:**

What is the diagnosis and prognosis? What is good or bad about certain types of medical treatment? Does it prolong life? Does it ease suffering? Does it make quality of life better? What is the duration of the treatment? What are the risks? Will the benefits outweigh the burden and stress of a treatment? What are the known values and preferences? Are there aspects of my culture or religion that should be considered when making a treatment decision? Do I want reversible conditions treated if the treatment would cure acute conditions? i.e. antibiotic treatment for infection

CPR (Resuscitation) is not always the answer:

Cardiopulmonary resuscitation (CPR) is a life saving technique used to restore breathing and restart a heart. It was developed in the early 1960's for use in the cardiac care units and in emergency situations. Today, however, CPR is a misunderstood technique that may prolong death rather than save life. It is a last attempt to bring a person back to life.

The success of CPR in an emergency situation is based on the age and health of the person involved and the speed with which CPR can be implemented. People who are elderly and have complex health conditions often do not respond well to CPR. For those that do respond, it may be only temporary respite from a terminal condition and the burdens of CPR may outweigh the benefits for a person.

If you have requested CPR, you may receive CPR from nursing staff, if trained, or ambulance personnel (EMS) that must be called in. Please note that our nursing home does not have advanced life support equipment, medication and human resources necessary to respond to respiratory or cardiac failure. Unless specifically trained, staff can only make sure the breathing passage is open. They will

call for EMS who are skilled in CPR and have necessary equipment with them. As soon as the resident's condition allows, the EMS staff will transfer to a hospital.