



Boyne Lodge

Personal Care Home

Resident and Family Handbook



120 4th Ave SW, Box 910, Carman, MB R0G 0J0

Phone: 204-745-6715

Fax: 204-745-6152



WELCOME to the Boyne Lodge!

This booklet has been prepared to help you and your family adjust to the lifestyle within the Boyne Lodge. We offer a supportive, caring environment and would like your time with us to be as comfortable, home-like and stress free as possible. We hope that the following information will assist you in adjusting to your new home.

If you have any questions that are not answered in this booklet, please feel free to contact the Boyne Lodge for assistance. We believe in caring for our residents with an approach that stems from the essence of human kindness and respect; an approach that provides our residents with a quality of living experience.

History

Boyne Lodge evolved in 1963 when Margaret Burnett saw the need for a combined hostel and personal care home in Carman. At that time, Margaret Burnett was a member of *The Young Citizens Group*. She soon realized that she could not accomplish much without the help of others. While contacting Carman and Dufferin Councils and trying to make others see the demand for this type of housing, she asked *The Young Citizens Group* to contribute to this project. Meanwhile *The Elderly and Infirm Housing* section of the Manitoba Government was most cooperative.

A Committee consisting of John Smith, Marjorie Shaw, James Kitching, Norman King, and Margaret Burnett arranged public meetings in Carman and surrounding area to make the need for senior housing known to the community at large. Mr. Anton Meuli offered to donate seventeen choice lots for this project.

Four citizens at large were added to the Committee so that a corporation could be formed. The new members were outstanding and interested business men: Lyle McCutcheon, Robert McKenzie, James Nisbet, and Allan Sprott. The Committee of nine members formed Boyne Valley Hostel Corporation and soon gained the support of Carman town council and councils of surrounding towns. The involvement of each municipality was based on population equalized assessment.

The official opening of Boyne Lodge took place on November 24, 1967. It was a forty-five bed hostel and a twenty-five bed personal care home. Individuals of *The Young Citizens Group* were named life members of Boyne Valley Hostel Corporation.

In August of 2021 the first phase of the new Boyne Lodge opened, featuring clusters of single resident rooms with washrooms and showers that form a local neighbourhood of nine to 10 resident rooms. Each neighbourhood includes kitchen, dining and activity spaces, as well as private lounge areas, storage, utility and resident-use laundry. The overall facility includes large, multi-purpose gathering spaces offices, staff areas, maintenance and housekeeping service areas and exterior patios, walkways and parking. This marks the opening of the first of two phases for the new personal care home. The new, 79-bed Boyne Lodge is located next to the original 70-bed personal care home and the Boyne Towers. Owned and operated by Southern Health–Santé Sud, Boyne Towers is a seniors' apartment complex (elderly persons' housing), juxtaposed to the current PCH. The new facility accommodates residents with general dementia or other special needs. For the second phase, the current building will be renovated to add 26 beds and modern resident support space.

Our Goal

At Boyne Lodge, our team of professionals, support workers, and volunteers strive for excellence. Our staff is committed to remaining sensitive to individual physical, emotional, psychological and spiritual well-being. This commitment is manifested in accordance with the Southern Health/Santé-Sud Health Region values of integrity, excellence, respect, and compassion.

Admission Day

Boyne Lodge staff will be here to welcome you. This will be your new home and we encourage you to add your own personal touch to your room. Please, take your time to settle in and meet other residents. The day of your admission is a time when you and your family will meet with us to exchange information about what matters to you and your well-being. The information gathered will be a guide to provide more personalized care in the areas of health, diet, recreation activities, and laundry services.

What You Should Bring

Private Bed Room

All bedrooms in Boyne Lodge are private with a private bathroom (including shower). Each resident room comes equipped with 1 dresser with a hutch, 1 wardrobe for hanging clothing, a nightstand and a TV wall mount. T.V's can be up to a maximum of 42" or 44 LBS. Recliner chairs are allowed in rooms, ensuring that they do not swivel or rock, and are made of a wipe-able material (Vinyl/leather).

Personal Clothing

You and your family will be responsible to purchase all of your personal clothing. All items must be clearly labelled with name tags to ensure prompt return of your clothing and personal linens. You may want to consider the following:

Male

7 pairs socks	2 pairs non-slip slippers/shoes
7 sleepwear	7 t-shirts
10 pairs underwear	7 slacks
7 shirts	4 sweaters
2 housecoats	2 pairs of suspenders and/or belts

Female

7 pairs stockings and/or socks	2 pairs non-slip slippers/shoes
7 sleepwear	4 bras
10 pairs underwear	2 slips
8 different outfits (i.e., dresses, slacks, sweatsuits, blouses, etc)	2 house coats
	4 sweaters

All clothing must be machine washable. All linens will be provided by the facility. If you prefer, you may bring your own bedspread or other blankets/linens. Please ensure these items are labelled. Preferably, all clothing should be labelled prior to admission day. The social worker, in collaboration with the Support Services Department, can order labels for you and arrange to label all your items for a fee.

Personal Items

Please note that the Boyne Lodge does not assume responsibility for any loss or damage of valuable items. It is recommended that you purchase insurance for valuable items.

Other Items

Razors	Hairbrush/comb	Mouthwash
Kleenex	Special shampoo	Toothpaste
Cosmetics	Toothbrush	Moisturizing cream

Heating pads/magic bags are not permitted in Boyne Lodge due to safety risks such as skin burns and potential fire hazard. Boyne Lodge is also a powder-free and scent free facility.

Electrical Appliances

Small electrical appliances such as toasters, kettles, coffee makers, fridges, humidifiers and other similar appliances are not allowed. If you have any question regarding specific items please speak to Support Services Manager or the Social Worker. All electrical devices must be inspected by maintenance staff. Electric wheelchairs and scooters are only allowed upon approval by the Occupational Therapist depending on resident needs/abilities/etc. Please see agreement and consent to be signed on page .

Television and Telephones

Boyne Lodge has several televisions located within common areas for the residents. You may also choose to contact MTS (204-225-5687) to arrange for television in your room. Costs associated with the installation, use and disconnection of cable is your responsibility. Unfortunately, satellite TV is not available at Boyne Lodge. If you wish private telephone services in your room, please contact MTS to install service. Costs associated with the installation, use, and disconnection of private phones is your responsibility. If you should decide to move from a semi-private room to a private room, any cost associated with MTS is resident and/or family's responsibility. Only when a professional health caregiver recommends a room change, then the cost is paid by the facility.

Rugs

Scatter rugs are the leading cause of falls in the elderly; therefore we do not permit rugs in residents' rooms.

Furniture

Each resident room comes equipped with 1 dresser with a hutch, 1 wardrobe for hanging clothing, a nightstand and a TV wall mount. T.V's can be up to a maximum of 42" or 44 LBS. Recliner chairs are

allowed in rooms, ensuring that they do not swivel or rock, and are made of a wipe-able material (Vinyl/leather).

Please see Checklist included in the Handbook on page last page.

Mobility and Comfort Aides

It is important to maintain your mobility independence. In an effort to avoid misplacement of equipment by staff and or residents, we suggest you label your wheelchairs, walkers, canes or any other items.

Newspaper

The Winnipeg Free Press newspaper is delivered every morning at Boyne Lodge. If you wish you may subscribe to the newspaper, and the Winnipeg Free Press will accept automatic debit. Winnipeg Free Press: **1-800-542-8900**

Alcoholic Beverages

Residents are permitted alcoholic beverages unless medical reasons otherwise indicate. We strongly suggest that alcoholic beverages be stored in the medication room and dispensed by nursing staff upon the request. If this presents a safety issue for another resident, you may be asked to remove the alcoholic beverage from your room.

Mail

Upon admission, you will be responsible for changing the address on all your correspondence. Your new address will be:

Name
c/o Boyne Lodge
Box 910, 120 4th Avenue SW
Carman, Manitoba
R0G 0J0

Resident Bill of Rights

1. Every resident has the right to be treated with courtesy and respect that fully recognizes the resident's dignity and individuality.
2. Every resident has the right to be sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs.
3. Every resident or their legal representative(s) have the right to give or refuse consent to treatment, including medication, in accordance with the law.
4. Every resident has the right to communicate and meet with their representative as often as necessary and in private if desired.
5. Every resident, subject to the safety requirements and privacy of other residents, has the right to exercise their freedom of choice whenever possible, including the freedom to:
 - a) exercise their choice of religion, culture, and language;
 - b) communicate with, and have contact with, and visits to and from friends, family and others in private if desired;
 - c) have time alone in their room;

- d) choose recreational activities;
 - e) choose the personal items to be kept in their rooms when space permits;
 - f) select the clothing to be worn each day.
6. Every resident has the right to have treatment and care provided with sensitivity and respect for privacy.
 7. Every resident has the right to be provided with a safe and clean environment.
 8. Every resident has the right to die in peace with dignity and comfort, with family and friends present.
 9. Every resident has the right to information and freedom of expression, including the right to:
 - a) continue to exercise the right to vote as long as able;
 - b) have the opportunity to participate in Resident Council;
 - c) expect staff/visitors to identify themselves and the role they serve;
 - d) express feelings, preferences, criticisms and grievances to staff without fear or reprisal discrimination;
 - e) be informed of all that concerns them in the facility and of the process for initiating a complaint;
 - f) be fully informed of their medical condition and have the opportunity to participate in any proposed treatment.
 10. Inherent in the Resident Bill of Rights is the recognition of the resident's responsibility to take into consideration the rights and needs of others.

Resident Care

Resident Care begins with a pre-admission visit. From the time of your admission and throughout your stay, our team will be assessing, planning, implementing and evaluating your care. Resident and family participate in the planning which usually includes the following:

- Participating in initial and annual Care Conferences. The initial Care Conference is scheduled 6-8 weeks post admission and is a time to discuss the transition into Boyne Lodge. The annual Care Conference reviews the progress, discusses changes and/or concerns and confirms ongoing care.
- Communicating openly with staff members is important to help us meet your needs, likes and dislikes on a daily basis
- Completing Resident Satisfaction Surveys when circulated.

Resident Council

Resident Council is a forum where residents and family members provide concrete feedback that has an impact on improvements to the facility, making plans and developing new initiatives. It is held at least five (5) times per year. We encourage all residents and families to participate. The Recreation Manager or the Social Worker arrange and lead the Resident Council meetings. We will be happy to hear your ideas, and provide you with a meeting agenda and meeting minutes. Resident Council minutes will be sent via Email and shared with each home.

Services

Companion Services

This service allows the opportunity for more outings and interactions, such as walks, playing games, visits etc. Companion services offer social interaction which in turn enhances well-being. Should you wish to hire a one to one companion, arrangements are set up by the family. The cost is the responsibility of the resident/family and payments are made through the resident's facility trust account, or the companion can be paid directly by the family.

Food Services

A dietitian is on site on a weekly basis to design an individual nutritional care plan. Meal times are: Breakfast 8:00 am, lunch 12 noon and supper 5:00 pm [2nd floor meals are served half an hour later]. We welcome resident, family and friends to dine with us. Catering services are also available to celebrate special occasions and events. Day Room, Sunroom and Activity Room can be booked in advance. Meal tickets can be purchased at the business office during week day office hours. In the event that a resident decides to participate in an outing that includes a restaurant meal, the cost of the meal is paid by the resident.

Transportation and Outings

The Southern Health/Sante-Sud Health Region will provide transportation to medical appointments referred by a physician. Transportation not referred by a physician is covered by the resident, i.e., dental, optometrist etc. Recreation Department uses the Boyne Lodge van for resident entertainment. When the weather permits, outings are arranged to various locations that can be as far as Winnipeg. Outings can include visits to different sites, gardens, restaurants, museums, malls and drives around town etc. Van fees for outings vary according to distance. Boyne Lodge van is not available for private use or rentals.

For more information contact Recreation Department.

Volunteers

Boyne Lodge has the privilege of having a number of devoted volunteers from the local community at large. Volunteer presence mainly expands and enriches recreation services such as crafts, music, reading, decorating, animal therapy, sewing, outings and special event days or evenings. If you are interested in volunteering, please contact the Volunteer Co-ordinator at 204-745-6715 ext. 47222.

Hairdressing

Qualified hairdressing services in a salon located in Boyne Lodge are available two days per week. Salon services include haircuts, perms, shampoos, and hairstyling. Resident's trust account covers hairdressing costs.

Laundry

Laundry is done in the industrial washer/dryer located in each home. Family or staff will have the opportunity to assist you in doing laundry. Family members play an important role in ensuring clothing is in good repair and adequately provided. Please, purchase clothing that washes well and will not shrink or crease easily. For any laundry and housekeeping questions, please contact the Support Services Management. (204-745-ext. 47221)

Pharmacy & Medications

Carman Memorial Hospital Pharmacy provides pharmacy services to Boyne Lodge residents. Pre-admission arrangements provide information so that all medication ordered by a physician continue to be covered by MHSC. Any prescription medication brought in with the resident upon admission must be given to the nurse to be re-packaged by Pharmacy if the medication is to be continued. For safety reasons, residents are not allowed to keep over-the-counter medications in their rooms. The resident and/or family are encouraged to notify the nurse of specific needs and exceptional circumstances so that a doctor's order is obtained.

Visiting

Visiting in Facility

Boyne Lodge does not have set visiting hours, however visitation can be restricted during exceptional circumstances (example; an influenza epidemic.) During 9.00 pm and 8.00 am the automatic doors are locked restricting entrance to the building, so visitors must use the doorbell to enter the facility. Exit is always monitored and restricted to all. At the end of your visit, please ask staff to assist you with exiting the facility. Please ensure that wet footwear is well wiped before entering the facility.

Visiting Outside the Facility

Residents who wish to visit family outside the facility are advised to notify the nursing station in advance so that medication packages are ready for you to take while away. Family/friends are requested to sign residents out when leaving the facility with the expected time of return.

Extended Visiting

Social leaves can be as long as three days. A resident who goes on an extended leave that exceeds 21 consecutive days is discharged. Extended hospitalization beyond 42 consecutive days leads to readmission as a priority.

Virtual Visitations

In addition to in-person visitations, we offer virtual visitations through an APP called 'Zoom' on an IPAD. You can use any electronic device in your home that is able to connect to Wi-Fi. If you or a family member are not able to visit in-person, this option is available to you. Contact the Recreation Manager, Val Hildebrand at 745-6715, ext. 47222 for further details. Thank you to Boyne Valley Hostel Corporation for providing IPADs.

Consultative Services

1. **Occupational Therapy** - A designated Occupational Therapist visits Boyne Lodge bi-weekly (twice a month) and develops ambulation and exercise programs.
2. **Geriatric Assessment** - This referral is forwarded to Regional Seniors Health Services with a request for either Geriatric or Mental Health, or assessments for the Behaviour Treatment Unit at Salem Personal Care Home eligibility.
3. **Diagnostic Services** - Lab tests are done frequently under the supervision of Carman Memorial Hospital Lab Technicians (nurses at Boyne Lodge draw blood); Diagnostic services are provided by technicians. For more specialized tests, residents are referred or transferred to the appropriate centre.

Nursing

Twenty-four hour nursing care is provided. Nursing staff receive ongoing education in the field of geriatric nursing care. We offer a range of services including health maintenance, disease prevention, health promotion, rehabilitation, and palliative care. Our Clinical Resource Nurse will meet with you to discuss your needs and expectations.

Music Therapy

A professional Music Therapist provides programs twice a month. The Therapist and Recreation Worker provide music programs focusing on enhancing and stimulation residents' social emotional, cognitive, and physical abilities.

Foot Care

Foot care is provided by Licensed Foot Care Practitioners. Residents are responsible for all associated costs. Please speak with Social Work for a list of qualified practitioners.

Financial Services/Income Tax

Residents may choose to oversee their own finances or designate a family member or close friend to assist them. If you have questions regarding Powers Of Attorney, please speak with Social Work who can provide further information on financial matters.

Social Services

Social Services are provided by Boyne Lodge Social Worker. 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 and Resident Council Meetings. Social Work Services works with the Boyne Lodge interdisciplinary team in order to ensure resident's physical, social, psychological, and spiritual needs are met.

Trust Account

For your convenience, we have a small internal banking system that we refer to as the Trust Account Services. We encourage each resident to have a Trust Account. The account allows you quick access to your money when you need it and permits the Boyne Lodge to pay, on your behalf, for services you choose to purchase such as hairdressing, handivan, and canteen costs. We recommend an initial \$200.00 deposit. The account can then be maintained at approximately \$100.00. There is a one-time initial fee of \$25.00 to administer your trust account. Cheques are made payable to "Boyne Lodge." Accounting statements are available upon request.

Income Tax

You and/or designated Power of Attorney are responsible for completing your own income tax return annually.

Daily Residential Charge

Monthly residential rent/charges are collected on the 1st day of the month via automatic bank withdrawal. Residential charges are based on income and are set by the Government of Manitoba. A yearly statement will be issued for income tax purposes. If you need help with any of the financial services, please contact the finance clerk (204-745-6715 ext. 47238).

Pastoral Care Programs

Family and friends are always welcome to join the residents for religious services. If you have any questions, please contact the Activity Manager. Church services (non denominational) are offered every Tuesday at 11 A.M. and Sunday afternoons. Catholic Mass is held Friday mornings at Boyne Towers.

Maintenance

Maintenance staff maintain the grounds and building. If there is a personal repair which is requested by a resident and/or family, there may be a nominal fee, which will be discussed prior to initiating the repair. Questions and/or concerns regarding the physical environment should be directed to Manager of Support Services.

Palliative Care

In consultation with you and/or your family, Boyne Lodge staff will request a Palliative Care Coordinator, to provide support, comfort and resources. Boyne Lodge and Carman Memorial Hospital have a joint Palliative Care Coordinator. The Coordinator is notified by nursing staff to provide family members assistance and resources they may require. Nursing staff will contact the Funeral Home that was indicated by family at the time of admission and make the necessary arrangements.

Medical Care

A nurse practitioner will provide medical care for you in consultation with the Boyne Lodge Medical Director or a physician of your choice. There is 24 hour medical care and a doctor on call for continuous

communication between our staff, the resident and/or assigned family members. You may consult specialists, however we kindly request that you inform us of any scheduled appointments.

Activities

Recreation programs are designed to meet the needs and abilities of every resident. Programs are provided for large and small groups as well as individuals. Each home enjoys activities separately except for music events and some other activities. Each resident is provided a monthly calendar with scheduled activities for their home. Your family and friends are invited to join you for any of the scheduled recreation programs.

Protection for Persons in Care

The Protection for Persons in Care Act is a law in place in Manitoba to help protect adults from abuse while receiving care in Personal Care Homes, Hospitals, or other designated health care facilities. It is mandatory that suspected abuse be reported promptly to the Protection for Persons in Care Office. Pamphlets and information are found in the pre-admission package and are posted in the elevators and at the front entrance.

Leaving Boyne Lodge

When a resident no longer requires personal care home services or has deceased, the resident's belongings must be removed within one business day of moving out or death. This allows the personal care home to prepare the space for a new resident who needs personal care services.

Concerns about Care and Services

At Boyne Lodge, our staff are committed to provide the best possible care and service. Our staff continually strives to provide improved quality of care to the residents. Any comments, concerns and complaints may be directed to the Department Head regarding the particular area of concern. We also encourage you to contact our Client Services Manager or Director of Health Services with any serious concerns regarding any aspect of your care.

We hope that this handbook has been helpful to you and your family. We appreciate that it can be a difficult transition from home and/or hospital to a personal care home. That is why our experienced and trained staff will make every effort to ensure the transition is a positive experience both for you and your family.

Contact Information

Boyne Lodge phone number: 204-745-6715

Boyne Lodge address: Box 910
120 4th Avenue SW
Carman, Manitoba
ROG OJO

Client Services Manager-ext. 47231

Nurse Practitioner- ext. 47236

Social Worker- ext. 47219

Activities Manager- ext.47222

Reception- ext. 47200

Accounts/finance –ext. 47238

Support Services Manager- ext.47221

Wild Rose House Nursing station – ext. 47201

Woodland House Nursing station – ext. 47202

Sunflower House Nursing station – ext. 47203

Lake House Nursing station – ext. 47204

Crocus House Nursing station – 47205

Beach House Nursing station – 47206

Tiger Lily Nursing station – 47207

Prairie House Nursing station – 47208

Boyne Lodge - Admission Information

This information to be shared with resident and/or family prior to admission.

- Offer tour of facility and pre-admission meeting
- Admission will be into a private room with private bathroom (including shower).
- Resident's clothing must be labelled
- Family is responsible for purchasing clothing and toiletries, including a comb or brush
- We discourage the use of any products that are labelled "keep out of reach of children" as these products can be a safety hazard to some residents (we recommend alcohol free mouthwash) – If you require these products we encourage that these items are stored in a locking cabinet in the resident's bathroom
- Boyne Lodge will provide a small basket for a fee of \$10.00 that includes a nail care kit. This basket and nail care kit remains the property of Boyne Lodge and cannot be removed from the facility if the resident leaves Boyne Lodge
- Family is responsible for transportation on the day of admission
- Boyne Lodge requires the Power of Attorney document, Healthcare Directive and most recent Notice of Assessment from Revenue Canada on the day of admission
- Resident's using any Boyne Lodge owned mobility aid equipment (ie. Wheelchair, walker etc.) will be charged for equipment services
- Residents are allowed 1 recliner chair – vinyl or leather covering *only*; not cloth, swivel or rocker
- Each resident room comes equipped with 1 dresser with hutch, 1 wardrobe and 1 nightstand
- The top drawer of the resident's dresser will need to remain empty for staff to have easy access to daily care products
- Single or twin bedspread/comforter can be brought in for bedding. Boyne Lodge supplies the linens. One or two extra blankets or afghans can be brought in if needed
- Family is responsible for T.V. (maximum 42" or 44 LBS) and phone set-up with BELL MTS. T.V.'s will be mounted on the wall mount supplied and maintenance will mount for families

- All electrical items will need to be inspected by our Maintenance staff – including radios, shavers, etc.
- NO items are to be placed at foot of bed
- Pictures/drawings/cards etc. can be hung on the display rails provided in each room. Items hung on walls with nails will be removed and families will be charged if damage to the wall.
- Extension cords and scatter rugs are not allowed due to tripping hazard (**power bars may be used, please do not purchase from Dollar Store**).
- Cork boards are not allowed (cannot be cleaned properly). A magnetic whiteboard will be supplied in every bedroom.
- Seasonal items are to be removed from resident's room when not in use
- Resident and/or family need to be mindful of the quantity of knick-knacks displayed, albums, books, clothing et.; Family is responsible for maintaining personal items. A display box will be mounted outside each resident door to showcase personal achievements/accomplishments of resident.
- Bed placement will be determined by staff based on the resident's care needs
- Windows in each resident room will have black-out blinds and light-filtering blinds installed. We ask that no extra window coverings be added to personal windows.

Please note:

- item(s) placed in the resident's room are conditional to the resident's care needs
- as per Workplace Safety & Health Guidelines, if furniture in a resident's room is preventing employees from providing care safely, resident/family will be provided with 7 days notice to remove the item(s) from the room

Your cooperation is appreciated by Boyne Lodge Staff.

Updated March 2021