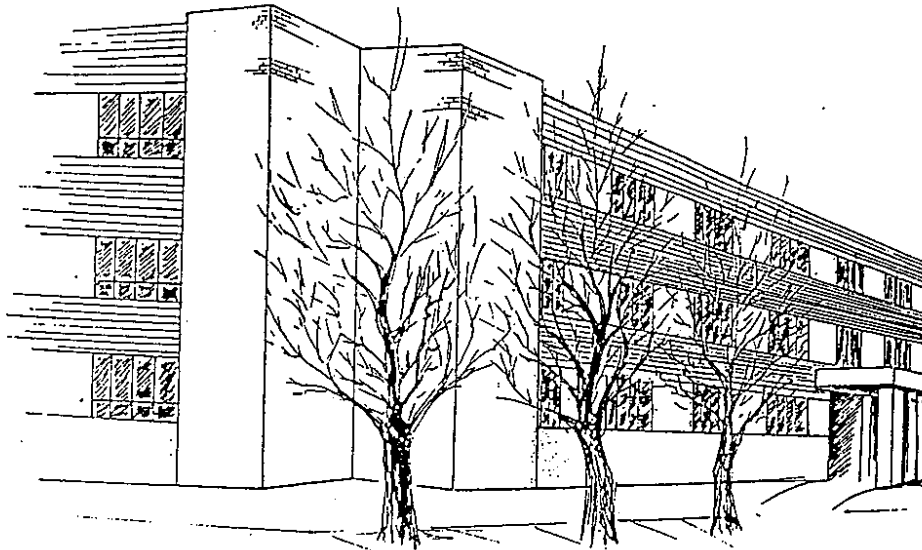


Resident/Family Information Booklet

Saskatoon Convalescent Home



A Caring Community Where Everyone Matters

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Contact Information

Address: 101 – 31st Street West, Saskatoon, Saskatchewan, S7L 0P6

Web site: www.saskatoonconvalescenthome.com

Main phone number: (306) 244-7155. Direct extensions are listed below.

Main fax number: (306) 244-2066

Position/Department	Extension Number	Areas of Responsibility
Chief Executive Officer	130	Board of Directors, All SCH Operations
Director of Care	159	Resident Care including Nursing, Personal Care, Recreation, Community Adult Day Program, and Volunteers
Director of Support Services	122	Environmental/Laundry and Housekeeping Services; Food Services, and Maintenance
Business Manager	124	Purchasing; Financial Information, Education, HR
Administrative Assistant	121	Reception, Resident Accounts, Payroll
Occupational Therapy	123	Occupational therapy Services
2 nd Floor	131	Nursing staff will respond to resident care issues for those residents who reside on this floor
3 rd Floor	132	Nursing staff will respond to resident care issues for those residents who reside on this floor
Laundry	161	Laundry Services; Environmental or Housekeeping Services; lost clothing or belongings
Community Day Program (CDP)	127	Recreation/CDP staff will answer questions regarding CDP
Recreation/Spiritual Care	128	Recreation/CDP staff will answer questions regarding recreational programs; spiritual care services; booking rooms
Hair Salon	125	Messages can be left for hair stylist

The HOME can email information to any family member with an email address. This information includes such things as: various meeting minutes, Quality Improvement reports, monthly recreation activity calendar and pertinent memos. Please inform the Business Office if you wish to be added to this list.

Vision / Mission / Values

Vision

A caring community where everyone matters.

Mission

To foster a community where residents, families, staff and volunteers are engaged in creating an optimal quality of life.

Values

- ❖ **Compassion** – We are empathetic and responsive
- ❖ **Inclusiveness** – We respect, value and appreciate each person
- ❖ **Integrity** – We are professional, honest, fair and open
- ❖ **Collaboration** – We work in partnership with residents, families, staff and volunteers
- ❖ **Excellence** – We will pursue quality in all that we do.
- ❖ **Accountability** – We are accountable for our decisions and actions.

Saskatoon Convalescent Home (referred to as the HOME)

The original Saskatoon Convalescent Home was situated on the corner of 31st Street and Idylwyld Drive. It was owned by the Commonwealth and Continental Church Society, and was used as a residence for single women attending normal school. In 1942 the building was rented for the purpose of establishing a Nursing Care Program. In May 1959 the Saskatoon Convalescent Home Society was formed as a charitable non-profit organization entitled to government grants and charitable donations. The Society purchased the HOME in 1963 and encouraged interested persons to purchase a membership. These members were given the opportunity to elect a Board of Directors yearly to oversee the operations of the HOME. After years of planning the current Saskatoon Convalescent Home was constructed on adjacent lots to the original building and residents moved to the new building the fall of 1983.

The Saskatoon Convalescent Home is an Affiliate organization of the Ministry of Health Authority. There are fifty nine permanent residents and one respite room in the HOME.

A Community Day Program (CDP) is available Monday through Friday for individuals who reside in the community. Meals, socializing, programming, and bathing services are available for those who attend. The program usually runs from 11:00 a.m. until 3:00 p.m.

CPAS is responsible to assess eligibility of potential Residents and CDP clients. All requests for admissions go through CPAS 306-655-4346.

Saskatoon Convalescent Home Foundation Inc.

The Saskatoon Convalescent Home Foundation is a non-profit charitable organization that was established in 1992 to raise funds for special needs of the individuals who live in the Saskatoon Convalescent Home (HOME). The Foundation provides funds for renovations and the purchase of needed equipment to enhance quality of life for residents, and to foster a safe, comfortable and cheerful environment.

The Foundation is managed by a volunteer Board of Directors dedicated to serve the needs of the residents. Board Members for the Foundation are the same volunteers that make up the Board of Directors for the Saskatoon Convalescent Home.

The generosity of residents/families, friends, donors and supporters has helped the HOME enhance the quality of life of residents. Although Saskatoon Health Authority provides the majority of funding for operations, it is necessary for the Saskatoon Convalescent Home Foundation to raise funds for equipment and capital costs.

The Foundation has generously helped to provide the HOME with a second elevator, renovations to the second and third floors and for the Resident Kitchen on the main floor, as well as various transferring lifts, specialized chairs, electric beds, mattresses and other equipment and furniture.

The Foundation is governed by the Saskatchewan Non Profit Corporation Act and has a charitable donation number. Charitable receipts are provided for donations received.

Memorial donations and donations to celebrate special occasions such as holidays, birthdays and anniversaries are gratefully received. For further information on how you may support the HOME please contact the Business Manager at (306) 244-7155 ext. 124, or check out the website at www.saskatoonconvalescenthome.com.

Board of Directors

The Saskatoon Convalescent Home is a non-profit organization governed by a volunteer Board of Directors. The Board of Directors, along with our various stakeholders, established the Mission, Vision, goals and objectives of the organization. Board Members are members of the community of Saskatoon. The Governance Committee is responsible for recruiting board members based on identified needs to ensure the board is comprised of individuals with a wide variety of skills and experiences. At least one board member has or had a family member in the HOME. Board meetings are generally held monthly with a break over the summer months. Once meeting minutes have been approved, they are available at Reception.

Volunteers

Volunteers are essential to us for providing Residents with social interactions. The Saskatoon Convalescent Home welcomes youth and adult volunteers. Potential volunteers can set up an appointment with the Director of Care to explore options available for a volunteer experience that meets their needs. Our Volunteers make a big difference to quality of life for our Residents and Staff Members.

All volunteers must complete an application form. Volunteers over 18 years of age require a criminal record check from local police services.

Information for Residents and Family

Building Layout

Maps of the facility are at the end of this booklet. Resident living accommodations are on the second and third floors.

Main Floor

Offices for the Chief Executive Officer, Director of Care, Director of Support Services, Business Office, Recreation, Community Day Program and Spiritual Care are located on the Main Floor as are the Community Day Program room, the main Kitchen and Dining area, the Resident Kitchen, Laundry, Staff Break Room, Chapel, Hair Salon, and the Fred Davies room (currently being used in Namasté program). There is a public washroom across from the elevator by the kitchen. During the summer months, there is access to our beautiful outdoor courtyard and gardens through a side door by the elevator in the dining room.

Second Floor (Sunshine Place)

The Occupational therapist's office and the Heritage Room are located on Second Floor.

Third Floor (Prairie Place)

There is a Family Comfort Room on Third Floor.

Residents and family may use any common area of the facility. For private functions it is recommended that space is booked through Recreation staff to ensure that it is available.

Communication

Good communication is essential for resident and family satisfaction. Residents and family members are encouraged to ask questions and to voice their concerns to staff regarding any aspect of their care. If issues are unable to be resolved at the staff level, Residents and Family members can refer them to the Chief Executive Officer or the Director of Care.

The HOME will communicate information regarding changes in resident condition and treatment plans to the resident's key contact that has been identified. The HOME asks that this individual be responsible to forward necessary information to other family members.

Changes to contact information should be given to the Nurse in Charge and the Business Office. The designated family contact is asked to inform the nursing staff when they will be away and unavailable to be called.

The HOME emails information to any family member who has registered their email address. This information includes such things as: newsletters, various meeting minutes, Quality Improvement reports and pertinent memos. Please inform the Business Office if you wish to be added to this list.

Moving Out

The HOME asks that when it is necessary to remove the resident's belongings, they be removed within **twenty-four (24) hours**. If more time is required, please discuss this with the Director of Care.

Financial Information

Monthly statements are sent out at the end of each month to the person responsible for financial affairs. Payments must be made by direct debit. A void blank cheque is required upon admission. Any errors or omissions from monthly statements will be corrected the following month. Receipts for payments will be included with the following month's statement.

Regular Expenses

- Ministry of Health establishes a basic monthly charge for each resident. This may be adjusted quarterly. If there are changes to the resident's income at any time during the year, written requests to Ministry of Health for a reassessment of charges may be requested from Ministry of Health.
- Each month there will be a sundry charge (currently \$22.75) to cover expenses such as soap, tooth brushes, toothpaste, lotions, deodorants, shampoo and Kleenex. This rate is set by the Health Authority and is subject to change.

Other Expenses (not covered by Ministry of Health)

Additional expenses added to the resident's monthly statements include:

- Incontinent products.
- Special foot care services provided by CBI Home Health, a private service. A consent form must be completed by the resident/designate prior to this service.
- Personal hygiene items not covered under the sundry charge.
- Transportation costs for use of Access Transit and taxi.
- Hair stylist services. A hair stylist is available two days each week. Prior to receiving services a consent form must be signed by resident/designate.
- If cable television is utilized, a monthly charge will be added to the monthly statement. The rate is dependent on the number of users.

Other Expenses (Billed directly from Provider)

- Ambulance bills are not included with the monthly statement and are forwarded to the resident or family member responsible for financial affairs by the Ambulance Service.
- Telephone bills are mailed directly to the resident or family member responsible for financial affairs. Residents or family are responsible to make arrangements with SaskTel to have the phone connected.
- Earls Pharmacy sends charges directly to resident or family member responsible for financial affairs. A form for direct billing will be available upon admission to HOME.
- If residents wish to receive the local paper, they or their family must contact The Star Phoenix. Bills are sent from The Star Phoenix to the responsible individual.

General Information

Ambulance Transports

The family member responsible will be contacted should a resident require transportation to the hospital or treatment center. Costs will be billed to the resident or family member directly by the Ambulance Service.

Booking Rooms

Residents and families may book rooms for private functions through the Recreation/CDP department. There is no cost to use the room, although there are costs if refreshments, meals or dainties are requested.

Immunization

Residents are offered immunization for Influenza each fall and Pneumovax if they have not had it previously.

Leave of Absences

Overnight visits, car rides, shopping and other excursions are a welcome change and contribute to social and emotional wellbeing. Whenever a resident leaves the HOME, staff must be notified at the nursing station.

Mail

Incoming mail may be picked up at the Business Office, or it will be delivered to the resident's room. Outgoing mail can be processed through the Business Office. Family should do the mailing of larger items.

Meals

Resident meals are served in the main dining room and on both 2nd and 3rd floors.

Breakfast is from 07:45 a.m. until 10:00 a.m. on both floors. Lunch is served between 11:45 a.m. and 12:15 p.m. and supper is served between 4:45 and 5:15 p.m. If changes are required, please inform Nursing or Food Service staff. Special diet or nutritional concerns should be discussed with Nursing Staff.

Visitors wishing to dine with residents may do so. Arrangements can be made with the Food Services department. There is a charge for the meal and payment may be made at the Business Office or charged to the resident's account.

Notification by poster or newsletter will be provided for special events such as the annual Christmas party, monthly birthday parties, etc. Family members/visitors are welcome to attend the events with the residents. Prior notification to the HOME may be required.

Newspapers

The Star Phoenix can be delivered to the resident daily if desired. The Star Phoenix sends out the bill directly to the responsible individual. The resident or family must contact the Star Phoenix to set up delivery.

Overnight Guests

A cot is available which may be set up in a resident's room if required. For further information please contact the Director of Care.

Parking

Visitor parking is available on the street in the front of the building and in the parking lots to the East and West of the building. Note that all on street parking within several blocks of the HOME has a two hour limit. This is monitored by the City of Saskatoon.

Telephones

Telephones may be installed in individual rooms. Installation and monthly charges are the responsibility of the resident/family and bills will be sent directly from the provider of your choice.

Television

Televisions are located in the Resident lounges. Residents may choose to have their own television in their room. Shaw Cable is available upon request. Inform the Business Office if interested in being connected. A monthly charge will be added to the monthly statement.

Internet Access

SHAW Wi-Fi is available for anyone who currently has a SHAW account with password. Residents who wish to have other internet connection can contact provider of their choice.

Transfer Requests

Resident or Family may ask to transfer to another facility if they desire. All requests are submitted to Client Patient Access Services (CPAS) at 306-655-4346.

Vending Machine

A vending machine is available in the west hall way on the main floor.

Valuables

Although staff make every effort to ensure belongings are safe and secure, things have been lost or broken. It is recommended large amounts of cash not be left in the resident's room. If a resident is going on an outing and requires cash, there is cash available at the Business Office. All withdrawals will be charged to the Resident's account. Every effort will be taken to locate lost items; however the HOME is not responsible to replace them. It is suggested that items that are very precious or valuable not be brought in. It is the Resident or Family's responsibility to obtain insurance for their belongings.

Visiting

Visitors of all ages are encouraged and always welcome at the Home. Children must be supervised. Pets are welcomed but must have up to date vaccinations and be on a leash.

Other than for out of the ordinary events, visitors are asked to restrict their visits to the hours of 8:00 a.m. and 10:00 p.m.. Visitors coming after these hours will be asked reason for visit and the resident (if able) will be asked if they wish to have a visitor. The front doors are locked after 5:00 p.m. and are re-opened after 08:00 a.m. each day. A doorbell is available to notify staff of your presence when the doors are locked in the front entrance. For security reasons staff will request to know whom you are visiting.

General Policies

Concern Process

All staff will attempt to resolve concerns. When a satisfactory resolution to a concern is not achieved, approach the appropriate manager:

- Nursing care/Therapies – the Director of Care
- Housekeeping/Laundry – the Director of Support Services
- Recreation/Spiritual Care – the Director of Care
- Food Services – the Director of Support Services
- Maintenance – the Director of Support Services
- Business/Financial – the Business Manager
- Director of Care/Director of Support Services – the Chief Executive Officer

If the manager is not available, feel free to contact an alternate member of the management team.

Your concern will be addressed in a timely manner and an action plan developed.

If you feel your concern requires further intervention, please speak to the Chief Executive Officer who is made aware of all concerns.

Respect and Dignity Policy

The HOME promotes mutual respect and dignity for all individuals. Inappropriate conduct or abusive physical or verbal behaviour towards residents, families, visitors, physicians, volunteers or staff will not be tolerated. Everyone is asked to show courtesy and respect for all. Should abuse or harassment occur, a policy and procedure is available for correct response under Saskatchewan law.

Scent Free Environment

The HOME is a scent free facility. This includes not only perfumes and other personal products but also some plants such as Easter Lilies, which are heavily scented. If highly scented flowers are brought to a resident, they may be bagged during a shift if a staff member with severe allergies is on duty. The bag will be removed at the end of the shift.

Smoking Policy

Residents, staff and visitors are not allowed to smoke in the building or on the Saskatoon Convalescent Home property including the Garden area.

Maps

Refer to the attached maps for facility details.

Meetings

Care Conferences

Care Conferences are held approximately two – three months after a resident moves into the HOME, and then at least annually. Staff members meet with the resident and family to discuss care the resident is receiving or wishing to receive. Plans and goals are determined and the Care Plan (“My Plan”) is updated.

Menu Meetings

Residents, and staff meet seasonally to review the menu.

Resident Council

Residents meet regularly to discuss various areas of interest and concern in an attempt to improve quality of life for all residents of the HOME.

Family Council Meetings

Meetings are scheduled once a month with the family council to share information on events taking place and to foster good communication and mutual problem solving when issues are identified.

Moving In

When individuals are advised by CPAS that they may move into the Saskatoon Convalescent Home, they or their family will be contacted by the Director of Care to make arrangements for moving in and to advise if the Resident’s physician will continue to oversee their medical needs. Not all physicians provide service to Residents of Special Care Homes so a change in physician may be required.

Rooms are usually set up prior to moving in. The usual time for moving in is before noon. If this time is not suitable, alternative arrangements can be made in discussion with the Director of Care.

The Family or hospital is responsible to make travel arrangements to the Saskatoon Convalescent Home.

Furnishings

The Saskatoon Convalescent Home provides a bed, bedside table, lamp and dresser for residents. Bedding, towels and face cloths are also provided.

Bedspreads are provided although residents may choose to have their own. All personal linens must be taken to the laundry department to be labeled. Other personal furnishings are allowed if they do not affect the staff's ability to safely care for the residents. Staff may be asked if unsure what is appropriate.

Private insurance to cover replacement value of all valuables is the responsibility of the resident/family.

Suggested Furnishings:

- Family pictures, paintings etc. that can be wall mounted using nail picture hangers
- Easy chair appropriate to resident's functional needs
- Television and Radio
- Clock
- Lamp (table and floor lamps)
- Washable quilts or bedspread

Assistance may be requested from the Maintenance Department to move furniture or hang pictures etc.

Electrical equipment like televisions, radios, etc. must be checked for safety by the Maintenance Department before they are used. Electrical extension cords are not to be used. If cords do not reach, power bars are required.

Clothing

It is important to keep the normal activities of daily living for the residents at the highest possible level. Each person is requested to bring and maintain an adequate supply of suitable clothing and personal items. Clothing must be washable and not require ironing. For example 100% cotton, wool and acetate materials are not suitable. Comfortable fitting clothing is recommended.

Labeling

Environmental/Laundry Service staff will label belongings using a heat seal machine, when the resident moves in. Any future items should be dropped off at the laundry room once it is determined that the resident will be keeping the clothing.

Reasonable precautions will be taken with all clothing however the HOME cannot take responsibility for unmarked clothing or for clothing that requires special care or laundering. If a resident's item of clothing is missing, please contact the Environmental/Laundry staff or the Director of Support Services.

Family/Resident Laundering

Laundry services are available, but if the family chooses to do laundry for the resident, please inform the Director of Care upon moving in. It is still recommended that all clothing be marked. There is a washer and dryer located in the resident kitchen on main floor for those residents who choose to do their own laundry.

Adaptive Clothing (wheelchair, open backed)

Frequently, special consideration must be given when purchasing clothing for disabled persons. It should be a size larger for ease when dressing. When necessary, the family might need to consider specially designed clothing such as open backed clothing. These are retailed through companies such as Easy Living or Silverts. Catalogs are available from Nursing and Laundry staff. They will be happy to provide information on options. Residents/Families are responsible for all costs.

The following is a suggested list of personal items and clothing, which should be considered for admission. The amount needed will depend on individual preference and needs.

Ladies	Men
<ul style="list-style-type: none"> ▪ 4 – 6 dresses or pant suits ▪ 4 – 6 slips ▪ 4 – 6 sleeveless undershirts or 2 – 3 bras ▪ 4 – 6 panties ▪ 4 – 6 nightgowns ▪ 4 – 6 stockings, socks or pantyhose ▪ dressing gown ▪ 2 sweaters ▪ 2 pair of slippers (washable and with non-slip soles) ▪ shoes (If worn) ▪ coat and hat if resident is able to go out ▪ brush, comb, hairpins, and personal choice toiletry items ▪ makeup (if used) ▪ If using a razor, an electric razor is required 	<ul style="list-style-type: none"> ▪ 4 – 6 pants ▪ 4 – 6 shirts ▪ 4 – 6 underwear - 2 piece ▪ 4 – 6 night wear ▪ 4 – 6 pair of socks ▪ dressing gown ▪ 2 sweaters ▪ 2 pair of slippers (washable and with non-slip soles) ▪ shoes (if worn) ▪ coat and hat if resident is able to go out ▪ electric razor, brush, comb, unscented after shave and personal choice toiletry items ▪ toiletry items

Health Insurance and Identification Cards

At the time of admission the following current medical and identification cards are required:

- Personal Health Number (PHN) card
- Old Age Security number
- Social Insurance number

It is suggested that the PHN card be left with the Business Office for safekeeping.

Renewal of these cards is the responsibility of the resident, family, or party responsible for the resident's affairs.

Programs and Services

Dental Services

Dental Services may be arranged. Ask Nursing staff for further information.

Foot Care Services (CBI Home Health)

Special Foot Care Services, provided by CBI Home Health, are provided upon request. A consent form must be completed prior to receiving this service. Cost will be added to the resident's account.

Hairdressing Services

Hairdressing services are available for residents as requested. A consent form is required prior to service being provided. Appointments can be made in person, through the Nursing staff, or by calling 306-244-7155, extension 125. Regularly scheduled appointments can be arranged. Payment may be made directly to the hair stylist or charges may be included in the monthly statement.

Library Services

Large print books and a variety of reading material are available in the Recreation Department. The large print books are made available through the generosity of the Saskatoon Public Library and are changed every three months.

Occupational Therapy and Speech Language Pathology

Occupational Therapy is available on a weekly basis. Speech language Pathology referrals are available for consult only.

Oxygen Services

Residents requiring oxygen choose the oxygen company they wish to receive supplies from. Options should be discussed with the RN who will make arrangements with the company for the necessary supplies and equipment.

Pharmacy Services

Earls' Pharmacy is contracted to provide pharmacy services. Earl's bills directly to resident and/or responsible party. Information is provided at time of admission.

Physician Services

Residents are allowed to retain their family physician providing that physician is willing to provide services and has long term care privileges at the Saskatoon Convalescent Home. Eye, hearing and other appointments are the responsibility of resident or family to make.

Recreation Programs

The Recreation/Community Day Program Department organizes the recreational programs for the facility. Programs include such things as exercises, musical entertainment, visitations, games, gardening, special occasion activities, art and crafting. New ideas and suggestions for activities are welcome and appreciated. Calendars are posted on the bulletin board in each of the resident's room and in the elevators. Families are welcomed and encouraged to join the activities.

Spiritual Care Services

At various times residents may wish the presence, support and prayers of a Minister/Spiritual Care Worker. Please contact Recreation/Spiritual Care 306-244-7155 ext. 128 if further information is required.

Volunteer Services

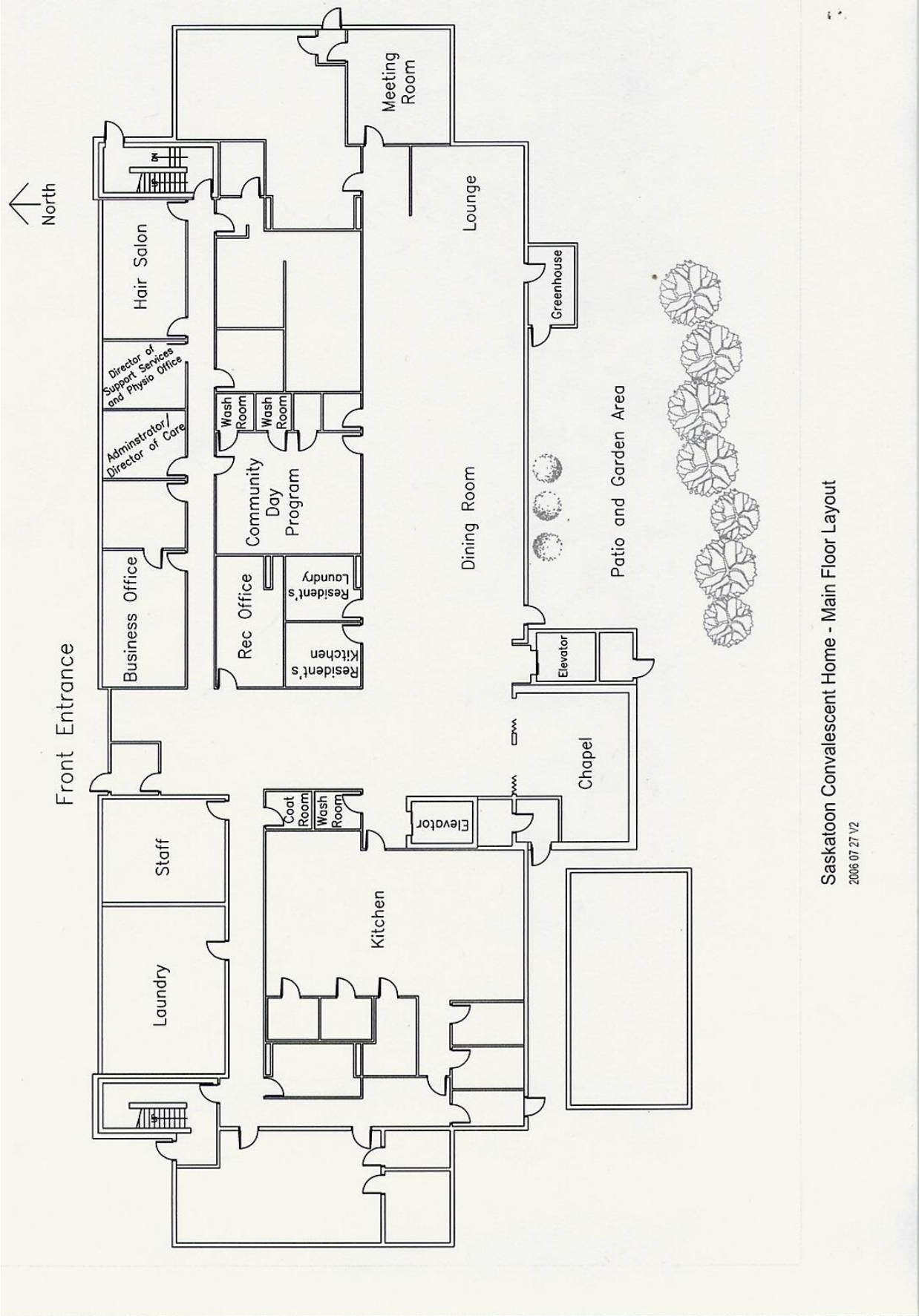
Volunteers are essential in providing residents with personal interactions. The Saskatoon Convalescent Home welcomes youth and adult volunteers. Potential volunteers can set up an appointment with the Director of Care to explore options available for a volunteer experience that meets their needs. Our volunteers make a difference.

All volunteers must complete an application form. Volunteers over 18 years of age require a criminal record check from local police services.

Worship Services

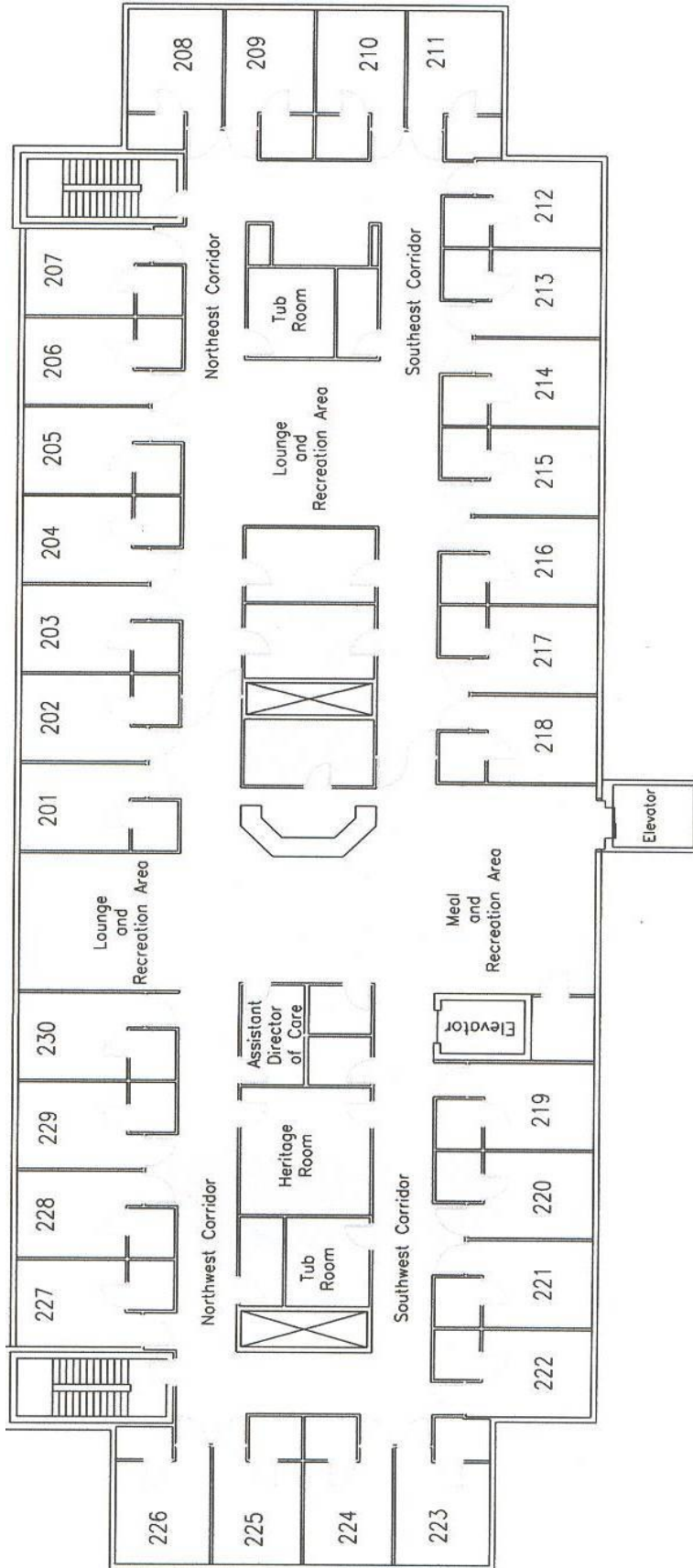
Interdenominational services are conducted in the Chapel on main floor. Ministers of various faiths take services on a rotational basis, as arranged through our Spiritual Care staff. Catholic Communion is offered weekly and Mass once a month.

We welcome you and your family to Saskatoon Convalescent Home.

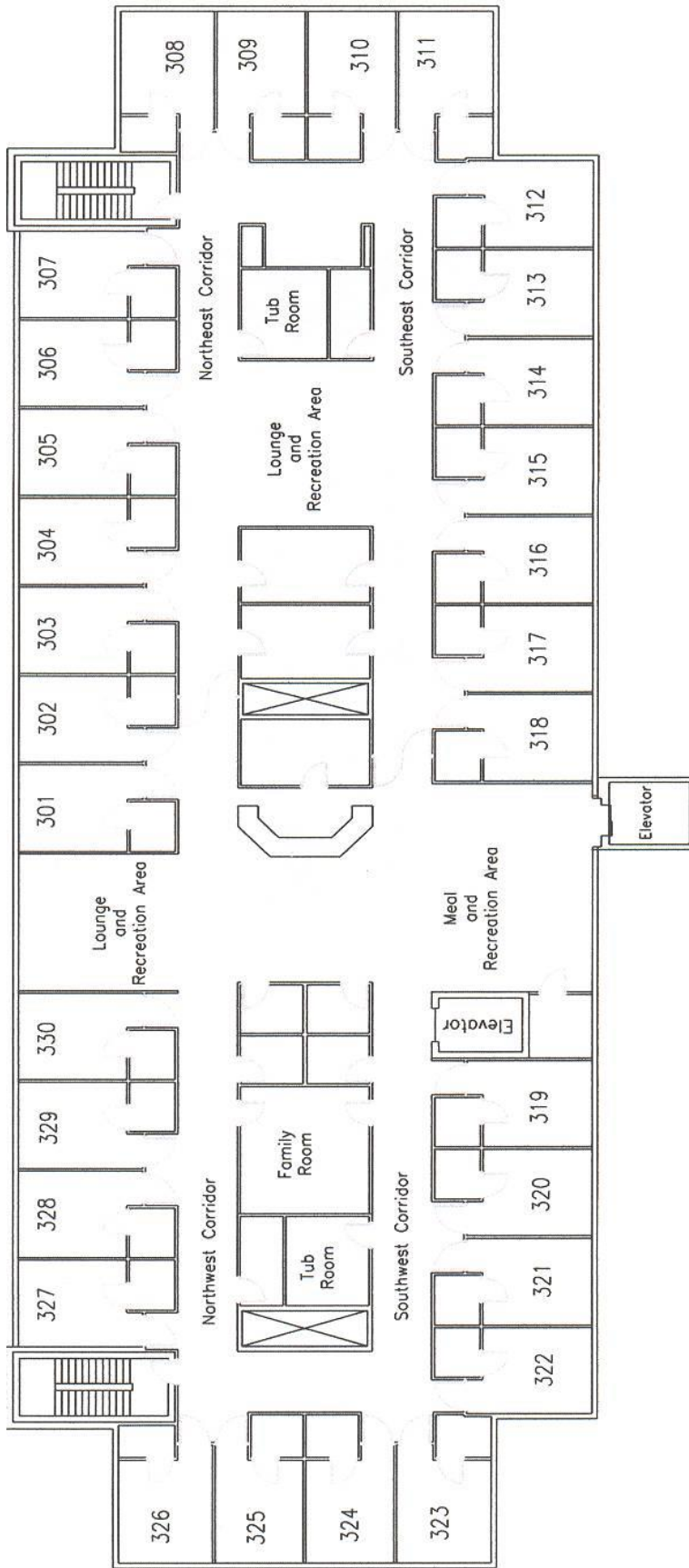


Saskatoon Convalescent Home - Main Floor Layout

2006.07.27.V2



Saskatoon Convalescent Home – Sunshine Place (2nd Floor) Layout



Saskatoon Convalescent Home – Prairie Place (3rd Floor) Layout