

# EASING THE TRANSITION

at the Carveth Care Centre



A Guide for Family Members and Friends of Residents

# CARVETH CARE CENTRE - Easing the Transition

*(Updated as of 13-March-2023)*

Introduction .....	3
GENERAL QUESTIONS AND CONCERNS .....	3
SPECIFIC CONCERNS.....	3
ADMISSION TO Carveth Care Centre .....	4
ACCESS TO Carveth Care Centre .....	5
GETTING AROUND WITHIN THE COMPLEX.....	6
MEALS .....	6
BATHS/SHOWERS.....	7
PERSONAL GROOMING .....	7
PETS.....	7
OUTINGS and TEMPORARY ABSENCES .....	7
CONFIDENTIALITY .....	8
MEDICAL CARE .....	9
MEDICATIONS .....	10
PHYSIOTHERAPY SERVICES.....	10
EMOTIONAL/SOCIAL HELP .....	11
DENTAL, VISION, FOOT AND HEARING CARE/SERVICES .....	11
CLOTHING/LAUNDRY .....	12
PERSONAL SUPPLIES/TOILETRIES.....	12
ATTENDING RELIGIOUS SERVICES.....	13
KEEPING IN TOUCH / STAYING CONNECTED.....	13
RESIDENT ACTIVITIES .....	14
KEEPING INVOLVED WITH YOUR LOVED ONE.....	15
APPENDIX A – ROLES, RESPONSIBILITIES and CONTACT INFORMATION.....	17
APPENDIX B – CARVETH CARE CENTRE FLOOR PLAN .....	19

## **Introduction**

The Family Council for Carveth Care Centre has prepared the following questions and answers as a guide to help new Residents and their family members/friends ease the transition to living at Carveth Care Centre. This guide provides information that supplements the Carveth Care Centre Resident Admission Information Package and the individual Journal prepared for each Resident. This document, additional Frequently Asked Questions (FAQ), newsletters and general information, as well as details of upcoming events are all available on the Carveth Care Centre website at: [www.gibsonfamilyhealthcare.com](http://www.gibsonfamilyhealthcare.com).

## **GENERAL QUESTIONS AND CONCERNS**

**Q:** *Do you have questions about the care provided for your loved one at the Carveth Care Centre?*

**A:** Carveth Care Centre staff and Family Council have worked hard to develop effective communication channels to help address Resident and family member/friend concerns in a timely manner. If you're not sure where to direct your enquiry, you can contact the Office Coordinator, Marcie Gagnon, at the Main Entrance (phone number 613-382-4752, ext. 101). She will connect you to the appropriate Department.

## **SPECIFIC CONCERNS**

**Q:** *Need a specific answer? Got a specific concern?*

**A:** The following guidelines will assist Residents and their families in understanding what steps they should take to have their individual questions/concerns answered to their satisfaction. Here's what to do!

- 1.** Speak with the appropriate staff member, as close as possible to the time you had the concern. See Appendix A, on page 18, for a description of Roles

and Responsibilities for the Carveth Care Centre team and relevant contact numbers. Please know that PSW's are instructed not to answer any Resident care related questions, as they do not have access to Power of Attorney information which legally identifies to whom Resident information can be given. Only RN's or RPN's have this knowledge.

2. State the concern, request or question.
3. Outline your ideas or action you wish to take.
4. Give the person your contact information.
5. Make a note of the date, time and name of the person you spoke with.

If the response is not timely or adequate, you have a number of options:

1. Call the Main Office reception phone number at 613-382-4752, (ext. 101). Ask to speak to the RN in charge. Alternatively, you can ask to speak to the Director of Care, (ext. 103) or, the Assistant Director of Care, (ext. 108).

### **ADMISSION To Carveth Care Centre**

**Q: *What can the Resident and their family member/friend expect on admission?***

**A:** On admission, you will meet with staff from Nursing, Administration, Dietary and Activation. A member of the Nursing Team will be there to greet you and begin the process of getting the Resident settled into his/her room. This staff member will review a number of policies and procedures applicable to the medical care of each Resident, including any forms specific to this Resident. Staff from the Administration will gather important personal information and ask the Resident or caregiver to sign admission documentations. Dietary staff will then ask about the Resident's nutritional needs and wishes and someone from Activation will provide the Resident with information about activities that might be of interest and will also arrange to have all of the individual's clothes labeled.

**Q: *What does the Resident need to bring on admission day?***

**A:** Each room is supplied with a bed, one small dresser, and a chair. The new Resident should bring their clothes, any needed medications, and whatever personal items will make them feel comfortable in their new home. Televisions, clocks, radios and personal computers are all allowed, as are paintings and photographs that can be hung on the wall or placed on bookshelves, as long as enough space is left for the Resident and staff to move around the room safely. All belongings with electrical cords must be inspected by Maintenance prior to use. All belongings are to be labelled with the Resident's name.

### **ACCESS To Carveth Care Centre**

**Q: *During what time period is the building accessible?***

**A:** Doors open at 6 a.m. The Main Entrance Door is locked at 11 p.m. and other doors are locked at 8 p.m. You can use the doorbell at the Main Entrance Door located on 375 James Street, if entry is required outside these hours. **NOTE:** Access to all interior doors is controlled by digital keypads to ensure Resident safety and security. The code can be obtained from Main Office Reception. To open the door, enter the 4-digit code, press \* and open the door once the light on the keypad changes from red to green. Please do not exit through exit doors marked for Emergency use only for routine visits.

**Q: *Can family members/friends visit the Resident at any time?***

**A:** Normally, yes. However, in order to protect the health and safety of all the Residents, we would ask you to refrain from visiting if you are sick yourself. In addition, we would ask you to check upon entering our home for any notices of restrictions due to infectious disease outbreaks.

**Q: *When does the front door Main Office receptionist leave?***

**A:** The receptionist at the Main Entrance leaves at 4:30 p.m.

### **GETTING AROUND WITHIN THE COMPLEX**

**Q: *Where are the Dining Rooms, visitor spaces, and activity areas?***

**A:** Please refer to Appendix B, for a floor plan of the Carveth Care Centre.

**Q: *Is there a wheelchair that I can borrow to take a Resident around the complex, or outside to the garden?***

**A:** Yes, if the Resident does not use a wheelchair but needs one for an outing, a wheelchair can be borrowed at the Main Office Reception Desk, or by arranging with the Activation department.

### **MEALS**

**Q: *What hours are the Dining Rooms open?***

**A:** The Dining Room is open each day at the following times: 8:30 a.m., 11:30 a.m., and 4:30 p.m. The meal is served a half hour later.

**Q: *How are a Resident's special dietary needs addressed?***

**A:** Upon admission, each Resident is evaluated for his/her individual dietary requirements (e.g. diabetic, gluten-free, etc.) as well as their food likes/dislikes and need for assistance while eating. All residents are followed for three months following their admission. An alternative choice is offered at each meal. If you have any concerns about your Resident's diet, please contact the Dietary Supervisor, Teresa Running, at 613-382-4752, (ext. 109).

## **BATHS/SHOWERS**

**Q: *How often will a Resident receive a bath or shower?***

**A:** A Resident is offered a choice of bath or shower, with a choice of once or twice a week.

## **PERSONAL GROOMING**

**Q: *Can a Resident get a haircut on site?***

**A:** There is a privately-run hairdressing salon(Cindy's Hairdressing) in the North East wing. You may arrange for these services through Marcie Gagnon at the Main Entrance (phone number 613-382-4752, ext. 101).

Cindy is only here on Tuesdays.

## **PETS**

**Q: *My Resident misses their dog/cat. Can animals be brought into Carveth?***

**A:** Pets are welcome to visit Residents provided they are healthy, have up-to-date vaccinations, and are kept under control on a short leash or in a carrier. Please see Activation staff to register your pet as an approved visitor to Carveth Care Centre. If need be, and as a courtesy to others, please pick up any waste products that occur. A vaccination form is provided by Activation that needs to be completed before the pet visits. Please be aware that only designated service dogs are allowed in the Veterans Garden.

## **OUTINGS and TEMPORARY ABSENCES**

**Q: *If I am taking a Resident outside of the building, do I need to notify anyone?***

A: **Yes**; there is a sign-in/ sign-out register located at the Nursing Station on each wing, to record the time the Resident will be leaving, with whom they are leaving with, and the time when the Resident returns. When taking a Resident out, it is advisable to pick up that person's Health Card from the Nurses Station in case of a medical emergency. Please ensure that the Health Card is returned when the Resident is brought back to Carveth Care Centre. There is also an identification tag that can be borrowed through Activation for the Resident to wear, if the visitor feels this would be prudent (e.g., if something happened to the visitor and/or Resident while out, and the Resident could not speak for themselves).

**Q: *What options are available if a Resident has an appointment, and a family member or friend cannot drive/accompany them?***

A: For those Residents who have transportation mobility limitations, Wheels of Care offers transport for a nominal fee. All residents going out of the home must be accompanied by a family member or an attendant. Wheels of Care 1-800-465-7646 ex. 2034.

Attendant service for a fee - Browntree Community Service 1-613-766-4008

**Q: *What happens if a Resident leaves Carveth Care Centre, i.e., in the case of a needed hospitalization or to visit family or friends for a short period?***

A: For absences of short duration, the Resident's room will be retained. Vacation, medical and psychiatric leave is provided. As each case is unique, please contact the Administration to discuss the situation.

**NOTE:** If a resident is transferred to hospital, it is up to the family/ POA to arrange transportation back to Carveth Care Centre.

## **CONFIDENTIALITY**



**Q: *Who will the staff communicate with if there is a problem or concern with a Resident?***

**A:** When a Resident is admitted, staff will also document who is the Power of Attorney(s) (POA(s)) for Personal Care and/or Financial, for that individual. POA papers need to be provided to the home. This is the person who will be contacted depending on whether the concerns relate to Resident Care or Resident Finances. This is the person who will be contacted. It is then up to the POA to share information with others if they wish.

Note that there are two types of POA:

- POA-Property: for Finances and all Financial related issues
- POA-Personal Care: for all Care-related issues

It is important to ensure that both types of POA have been prepared for the Resident. You can find more information on how to establish a POA, on the Ontario Ministry of the Attorney General website at:

<https://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.php>

## **MEDICAL CARE**

**Q: *Can the Resident keep their family doctor when they enter Carveth?***

**A:** Several local doctors are registered to work with the Residents at Carveth. If your Resident's current family physician is not on the roster, a new doctor will be assigned to him/her. The name and a photo of the Resident's doctor is included in the individual Journal prepared for each Resident upon admission.

**Q: *How do I contact the Resident's doctor if I have concerns about my Resident's health?***

**A:** Concerns should be raised through the RN in charge, who will assess the situation and contact the Resident's doctor as required. If you are the designated POA for Personal Care, the doctor and the Carveth Care Team

(nursing, dietary, physio, social) will meet with you to review the Resident's overall health and the recommended care plan for that individual. The initial care planning meeting should take place within the first six weeks of Admission, and annually thereafter. Ad hoc reviews can be requested at any time there is a significant change in the Resident's health.

## **MEDICATIONS**

**Q: *Who will be notified if there is a change in medication for my Resident?***

**A:** Medication changes are discussed with the Resident (if deemed competent), or with the Resident's Power of Attorney(s) (POA) for Personal Care.

**Q: *My Resident is taking a lot of medication. I am concerned that in the move to this facility there may be an oversight and the medication may be changed or not given at the same time of day as before. How can I be reassured that there will not be any problems with administering medications?***

**A:** Meet with the RN in charge, to address your concerns.

## **PHYSIOTHERAPY SERVICES**

**Q: *How do I arrange for my Resident to have a physiotherapy assessment and treatment?***

**A:** Physiotherapy is available on-site Monday - Friday, and is provided by a contracted Physiotherapy Service, Achieva. All residents are assessed on Admission and a plan of care is developed. Contact the RN in charge, to address any concerns. Or contact the Physio Department at 613-382-4752 ex. 238.

The Physiotherapist Assistants are here Monday- Friday 8:30-4:30, and the Physiotherapist is here Tuesdays 8:30-6:00 & Fridays 8:30-12.

**Q: *How does my Resident access a physiotherapy appointment?***

**A:** The Physiotherapy Aide will come to the Resident's room and take the Resident to the appointment and return the Resident to their room or work with the Resident in the Resident's room.

### **EMOTIONAL/SOCIAL HELP**

**Q: *The transition to Long Term Care can be stressful for the Resident and members of the family. If emotional/social issues arise, who can I talk to?***

**A:** Contact the Director of Care, or the Assistant Director of Care for assistance.

### **DENTAL, VISION, FOOT AND HEARING CARE/SERVICES**

**Q: *Are these types of health care available within Carveth Care Centre, or does a Resident need to go outside the facility to access these services?***

**A:** An independent company, Roving Dental Hygiene, provides dental cleaning services. They can be reached at 613-770-3801. For denture related care, please contact Smile Again Denture Clinic 613-417-3453.

Their staff use a mobile unit to visit Carveth Care Centre on a regular schedule. For information on how you can arrange on-site Foot care please speak to the RN in charge or contact Kelly Pritchard @ 343-363-5798. For hearing care, contact the Gananoque Hearing Clinic at 613-382-2121. Be sure to inform the RN in charge of any booked appointments. Optical services are currently not available on-site.

## CLOTHING/LAUNDRY

**Q:** *How is a Resident's clothing labelled to ensure clothes are returned after laundry?*

**A:** Carveth Care Centre has staff (Mary at the main entrance) who can label Residents' clothing. This labelling includes all items: underwear, socks, pajamas, nightgowns, and indoor and outdoor wear.

**NOTE:** *The labelling of clothing must be done before clothes are sent to be laundered. Even if you plan to wash your loved ones clothing, it is still recommended to have them labeled.*

When a new Resident arrives, family or friends can prepare the clothing to be sent for labelling. It is advisable to keep some clothing for a couple of days to ensure that the resident has clothes to wear while the labelling process occurs. For more information, speak to the nursing staff on your Resident's wing.

*Helpful Tip:* *Purchase socks in only one or two colours, to allow for ease of matching when laundering.*

## PERSONAL SUPPLIES/TOILETRIES

**Q:** *Does the Resident need to purchase personal supplies/toiletries?*

**A:** Residents are provided with supplies and equipment for personal hygiene and grooming such as skincare lotions, shampoos, soap, deodorant, toothpaste, toothbrushes, denture cups and cleansers, toilet tissue, facial tissue, hairbrushes and combs, razors/shavers, shaving cream and feminine hygiene products. A Resident may purchase their own products if they want a brand different from that provided by Carveth Care Centre.

## **ATTENDING RELIGIOUS SERVICES**

**Q:** *Are there volunteers available to take a Resident to religious services?*

**A:** Yes. Contact the Activation Department (ext. 107) to make arrangements.

**Q:** *What religious services are available on-site?*

**A:** Our Chapel of Joy is in the NE Wing, and offers services shared by our local ministries throughout the month. Please follow the monthly calendar.

**Q:** *What about other Spiritual Needs? Will someone visit Residents?*

**A:** All ministries are available to be called in upon request to the Charge Nurse or the Activities Department.

## **KEEPING IN TOUCH / STAYING CONNECTED**

**Q:** *What options are available to assist a Resident in staying in touch with family and friends, who may not always be able to visit in person?*

**A:** Carveth can arrange to have a private phone line installed in the Resident's room, at his/her expense. Please see Marcie Gagnon. In addition, wireless internet (Wi-Fi) is available throughout the facility, including in each room.  
**Wifi Username:** Carveth Residence **Password:** CarvethRes2019!

This enables Residents to use a PC or a tablet to communicate by email or video-conference with contacts outside the complex using *SKYPE* or *FaceTime*. There's also multiple iPads that can be borrowed for a 15 minute session if the Resident can't access one on his/her own.

## **RESIDENT ACTIVITIES**

"Recreation's purpose is not to kill time, but to make life, not to keep a person occupied, but to keep them refreshed; not to offer an escape from life, but to provide a discovery of life" - Author Unknown

**Q: *What recreation and leisure opportunities are available in the home?***

**A:** There are a number of activities offered, including Home-wide special events, entertainment, and Resident Home Area specific programs. Programs are designed to meet the physical, social, emotional, spiritual and intellectual needs of Residents, while aiming to incorporate a wide variety of individual interest areas.

Our programs range from 1:1 interactions, music, exercise, outings, to community events, seasonal programs, and much more!

Every Resident is welcome to attend activities as a participant, or a spectator.

**Q: *What are some specific programs, special events, and outings you offer?***

**A:** Special events include Mother's Day & Father's Day events, the Strawberry Social, Family Summer Day, Yard Sales, Christmas Bazaars, and Fundraisers, just to name a few! Bus Trips range from scenic country drives, boat cruises, shopping trips, lunch outings at the local restaurants, to light tours at Christmastime, as well as outings to special events in the community.

**B.** Regular Programs include Bingo, manicures, men's lunches, Pet Therapy, competitive games, entertainment, Birthday dinners and Intergenerational Programs to name a few.

Residents Council is a monthly meeting of all Residents: it is an excellent forum for Residents to have their voices heard.

All Residents are welcome and encouraged to attend.

The Activities Department is prepared to offer programming that meets the individual needs and interests of all people.

The newsletter is mailed out monthly or can be picked up in Activation. Our newsletter and calendar are available online at [gibsonfamilyhealthcare.com](http://gibsonfamilyhealthcare.com)

If you have any ideas for programs, please contact the Activities Coordinator at 613-382-4752 (ext.107)  
or email: [CarvethActivation@gibsonfamilyhealthcare.com](mailto:CarvethActivation@gibsonfamilyhealthcare.com)

### **KEEPING INVOLVED WITH YOUR LOVED ONE**

**Q: *What is the best way for me to assist in ensuring an optimal quality-of-life for my Resident?***

**A:** Above all, keep in touch and visit as often as you can. If you can afford the time, you could combine visits with some volunteer activities as the Activation Department is always looking for more volunteers. Other suggestions are to encourage your Resident to participate in the Carveth Resident Council, and consider getting involved yourself, in the Carveth Family Council. We are: **"Families Supporting Families"**.

**Q: *Who can be on the Family Council?***

**A:** A family member of a Resident or a person of importance to a Resident, can join the Family Council.

We will:

- ✓ Listen to your concerns
- ✓ Help you get answers and the best care for your loved one
- ✓ Inform you of your rights and obligations
- ✓ Provide advice and information
- ✓ Advocate for changes and improvements
- ✓ Support you through new or difficult times

### You Are Invited

*You are invited to complete a Contact Information Form, and the Family Council will let you know about new developments and events and get your input about important issues. Ask for the form from the Main Office Receptionist, or from the Activation Dept.*

*Join us at our monthly meetings on the* third Sunday of the month at 3:00 p.m. *in the Family Dining Room, Joyce Faye Court* (except for December, July, and August when there are *no meetings*).

If you have a question that has not been answered, and you think it should be added to this *Easing The Transition Guide*, please contact: Family Council c/o Activation at 613-382-4752 (ext. 107)

or email: [CarvethActivation@gibsonfamilyhealthcare.com](mailto:CarvethActivation@gibsonfamilyhealthcare.com)

Carveth Care Centre Family Council

*(This document is adapted with gratitude from a similar one at Providence Manor, 2017)*



## **APPENDIX A - ROLES, RESPONSIBILITIES and CONTACT INFORMATION**

### **CARVETH CARE CENTRE TEAM**

Main Phone #: 613-382-4752

ROLE	RESPONSIBILITIES	PHONE EXT.
Main Office/Reception	General inquiries, reception, mail distribution, etc.	101
Administration	General administration and management of Carveth Care Centre	102
Activation	Design and deliver programs to meet the physical, social, emotional, spiritual and intellectual needs of Residents, including housekeeping	107
Dietary	Resident nutrition	109
Maintenance	Building and equipment maintenance and assistance in room set-up for Residents	117
<i>Resident Care:</i>		
Director of Care (DOC)	Plan, organize, direct and supervise the activities of the Nursing Department to provide quality Resident care in compliance with regulatory requirements. Liaise and consult with families/Residents, government officials, company resources and professionals in relation to Resident care needs and department activities. Assume responsibility for the facility in the absence of the Administrator.	103
Assistant Director of Care	Oversee Resident care, in-service education with nursing staff and orientation of new staff. Liaise with families and Residents alongside the DOC. Assume responsibility of DOC in her absence.	108

<b>Nursing:</b>		106
Registered Nurse (RN)	The leader of the Nursing Team most visible to the Residents and families. They supervise all direct nursing care. They have direct contact with all the physicians.	
Registered Practical Nurse (RPN)	Administration of medications and treatments, based on a Resident's care requirements and prescribed interventions. Supervise and oversee PSW direct care delivery to the Residents in their nursing area.	Nursing Station: 1-106 2-115 3-112
Personal Support Worker (PSW)	Assist a Resident with activities of daily living (i.e., eating, toileting, transferring, bathing, dressing, activities, and visitation).	
Physio	Physiotherapy services	238

## APPENDIX B - CARVETH CARE CENTRE FLOOR PLAN

### CARVETH CARE CENTRE FLOOR PLAN

JAMES ST.

