

EASING THE TRANSITION



A Guide for Family Members and Friends of Residents
at **Carveth Care Centre**

24-hour nursing care
In the heart of the 1000 Islands
375 James Street, Gananoque, ON



CARVETH CARE CENTRE - Easing the Transition

(Updated as of 22-Aug.-2019)

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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/carveth-care-centre.html.

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 at the Main Entrance (phone number 613-382-4752, x 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 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 phone number at 613-382-4752, x 101. Ask to speak to the RN in charge. Alternatively, you can ask to speak to the Director of Care, x 103 or the Assistant Director of Care, x 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 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 the individual's clothes labeled for Housekeeping staff.

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

A: Each room is supplied with a bed, a 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 Door Bell at the Main Entrance Door 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 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 on entering our home for any notices of restrictions due to infectious disease outbreaks.

Q: *When does the front door 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 floorplan 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 Reception Desk or by arranging with the Activation department.

MEALS

Q: *What hours is the dining room open?*

A: The dining room is open each day at the following times: 8:30 am, 11:30 am and 4:30 pm. The meal is served $\frac{1}{2}$ 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 3 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 at 613-382-4752, x 109.

Q: Can a family member or friend have a meal with a Resident in the Resident Dining Room or Family Dining Room?

A: Sharing meals with your family member/friend is welcomed and Carveth offers a variety of options for this purpose.

1. A family member/visitor may bring in their own food and sit at the dining table and eat with the resident at a meal time as long as it is not crowding other Residents at the table. Staff will be pleased to offer the visitor tea/coffee, when pouring for others.
2. If a family member/visitor or more than one visitor wishes to share a Carveth-prepared meal with the Resident, the visitor **must** notify the Activity Department prior to the meal service, at least **24 hours in advance**. There is a modest fee for this service: \$7 for lunch and \$9 for dinner. The Activity Staff will then set up dining in an alternate location from the Resident Dining Room. This will usually be the Fire Place room or Family Dining room. Staff will be made aware prior to the meal service and the expectation is that staff will serve the resident and visitor in the alternate location (coffee, tea, meals, dessert).
3. If a family member/visitor requires cutlery, dishes, bowls, napkins etc., the unlocked cupboard in the Joyce Faye activity room beside the Family Dining room has a supply of disposable products above the sink which they can access. This supply is meant for visitor and family use only. This cupboard will be restocked weekly and is specifically for visitor use, so that staff do not have to stop what they are doing and provide dish service.
4. If a visitor brings in food which they wish to share with the Resident they are visiting, they are welcome to do this providing the food is the right texture and allowable on the Resident's diet.
5. If a visitor wishes to share the food with other Residents, the visitor must check with the RN in Charge to ensure that the other Residents are allowed the specific treat and texture. Visitors are not required to provide "special treats" for everyone in the dining room when bringing in treats for some. If

the food treat is something that requires cutting or individual serving, the nursing staff will either do this or give the item to the dietary staff to do. This will ensure resident food safety is monitored and infection control guidelines are practiced.

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 in the NE wing. You may arrange for these services through the nursing staff or by calling 613-929-7157 directly.

PETS

Q: *My family member/resident misses his 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 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 the building, do I need to notify anyone?*

A: **Yes;** there is a sign-in/out register located at the nursing station on each wing to record the time the Resident will be leaving, with whom 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 medical emergency. Please ensure that it 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 for transportation if a Resident has a personal or medical appointment?*

A: The Resident and/or their Power of Attorney (POA) for Personal or Financial Care can arrange transportation either using their personal vehicle, Wheels of Care, Patient Transfer, taxi, etc. The activation department/staff act as organizers and dispatchers for all Wheels of Care bookings and can be contacted in person or by telephone at 613-382-4831.

NOTE: *All Wheels of Care services are provided on a cash / cheque basis.*

In accordance with long-term home regulations, all Residents must be accompanied by a family member or responsible person for all community, appointments. The Resident or their POA for Personal or Financial Care will be responsible for arranging this as well.

The Resident or their POA for Personal or Financial Care will be responsible for informing the RN in Charge of the Resident's appointment location, date and pick up time and the name and telephone # of the person who will be accompanying the Resident on their outing.

The RN in Charge will then be responsible for documenting the Resident's appointment/outing details on the appointment calendar outside the medication room at nursing station # 1. This will ensure that the nursing staff are aware of the appointment and can prepare the Resident for the consultation as needed (e.g. ensuring the Resident is fed and clothed properly, making copies of medication records, progress notes to be sent with the Resident at the time of the appointment, etc.).

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 Administration to discuss the situation.

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

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 (POA) 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 of 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 2 types of POA:

- POA-Property: for Finances and all financially-related issues
- POA-Personal Care: 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 his/her 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 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 6 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 family member/friend?*

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

Q: *My family member/friend 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?*

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

PHYSIOTHERAPY SERVICES

Q: *How do I arrange for my family member/friend to have a physiotherapy assessment and treatment?*

A: Physiotherapy is available on site and is provided by a contracted Physiotherapy Service. All residents are assessed on admission and a plan of care is developed. Contact the RN in charge to address any concerns.

Q: *How does my family member/friend 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, Multigen Healthcare, provides dental services. Their staff use a mobile unit to visit Carveth Care Centre on a regular schedule. For more information on how you can arrange for onsite Multigen dental services, you are encouraged to call Multigen Healthcare (877-459-3273) or speak to the Charge Nurse. Foot care can also be arranged by speaking to the RN in charge. 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 labeled to ensure clothes are returned after laundry?*

A: Carveth Care Centre has staff who can label Residents' clothing. This labeling includes all items: underwear, socks, pajamas, nightgowns, and indoor and outdoor wear.

NOTE: *The labeling of clothing must be done before clothes are sent to be laundered.*

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

Helpful Tip: *Purchase socks in only 1 or 2 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 skin care lotions, shampoos, soap, deodorant, toothpaste, toothbrushes, denture cups and cleansers, toilet tissue, facial tissue, hair brushes 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 (x107) 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 each Sunday. The monthly calendar will state which ministry is in each Sunday.

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 dept.

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. In addition, wireless internet (WiFi) is available throughout the facility, including in each room. 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 is also a Resident computer in the Activity Room 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 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, to music, to exercise, outings, community events and 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 Tea & Father's Day events, the Strawberry Social, Family day/Summer/Christmas, Easter Tea, Veteran's lunch, Christmas Bazaars, Fund raisers, just to name a few! Bus Trips range from scenic country drives, to Boat Cruises, to shopping trips, to lunch

outings, at the local restaurants, to light tours at Christmas time, as well as outings to special events in the community.

- B. Regular Programs include Bingos, 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 also 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 on line @ gibsonhealthcre.com

If you have any ideas for programs, please contact the Activities Coordinator at 613-382-4752 X 107 or email:

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

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

To complete a Contact Information Form and Family Council will let you know about new developments and events and get your input about important issues. Ask for the form from the Receptionist or from the Activation Dept.

Join us at our monthly meetings on the second Tuesday of the month at 2:00 p.m. in the Fireplace Room (except for December, July, and August when there are no meetings).

If you have a question that is not answered here and you think it should be added to this guide, please contact: Family Council c/o Activation at 613-382-4752 X 107 or email: CarvethActivation@gibsonfamilyhealthcare.com

Prepared by: Carveth Care Centre Family Council

APPENDIX A - ROLES, RESPONSIBILITIES and CONTACT INFORMATION

CARVETH CARE CENTRE

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

Nursing:		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.	9
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)	
Beauty Salon	Professional grooming services 613-929-7157	

APPENDIX B - CARVETH CARE CENTRE FLOORPLAN

