



ROSEDALE HOME FOR SPECIAL CARE

REFERENCE GUIDE

TO

**FREQUENTLY ASKED QUESTIONS (FAQ's)
2022**

Please note: The information contained in this document is subject to change.

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The staff of Rosedale Home for Special Care is committed to a high standard of professional and technical excellence and will provide your loved one with the best care possible in a comfortable and supportive environment.

Our team will strive to meet individual needs. We believe all residents deserve to be treated with dignity, compassion, integrity and respect.

This guide contains important information we hope you will find helpful. However, never hesitate to ask us a question. We are here to support you in any way we can.

Rosedale Home for Special Care is a 39 bed Long Term Care facility licensed by the Department of Health and Wellness. Our organization is governed by volunteer Board Members.

Rosedale Home's Mailing Address Is:



Rosedale Home for Special Care
4927 Hwy # 10
New Germany, N. S.
BOR 1E0

For additional information you may contact the Executive Director, at 902-644-2008 or admin@rosedalehome.ca.

MISSION

Our mission is to enrich lives. That begins with every life we encounter.

It includes creating a homelike environment for each person entrusted to our care and to inspire each of them to achieve their highest level of physical, psychosocial, and spiritual well-being.

VISION

To deliver the best possible experience to our residents every time. To be recognized as a leader in the delivery of long-term care services, within Lunenburg County, where residents choose to live and staff choose to work.

VALUES

While our mission and vision guide us towards where we are going, and the strategic plan determines what we will do, it is our values that set expectations on how we do it.

Integrity: We hold ourselves accountable to the highest ethical standards demonstrating honesty, professionalism, and sincerity. We will always act in the best interest of our residents and their families.

Partnerships: We will leverage strategic resources and relationships to enhance the care we offer to our residents while always seeking opportunity to evolve and grow.

Employee Wellness: We value and recognize that our employees are our greatest asset. Thus, we will continually strive to provide a healthy workplace, free of harassment. Everyone is committed to maintaining a positive and productive working relationship.

Excellence: We demonstrate excellence by striving for continuous improvement through education, attention to detail, and putting forth our best effort. We assess and review our performance against benchmarks and always seek to raise the bar.

Respect: We set a standard for courteous dialogue with each other, the residents, and our community partners. We seek to understand each person's unique needs, dreams, and perspectives.

Teamwork: We are tenacious in our belief that teamwork is critical for holistic and quality care. We commit to our individual roles with an understanding of the connection and dependence on one another's dedication to common goals.



WHAT ARE THE ROOMS LIKE?

All rooms are private or semi-private with ensuite washrooms. Keeping in mind space and safety, residents are welcome to personalize their room (for example – dressers, chairs, TV, pictures, bedspreads, and other mementos). For safety reasons, rugs and mats are not permitted as they are a tripping hazard. A bedside table and adjustable electric bed with side rails are supplied.

Daily rates are predetermined by an Eligibility Review Officer from Continuing Care and adjusted annually in October. Fees are due the first day of each month; invoices are distributed on the 15th of each month. Method of payment is by electronic funds transfer. **Regular business hours are from 9:00 AM to 3:00 PM Monday to Friday, excluding holidays.**

The resident or their legal representative will be required to sign our Responsibility for Payment and Declaration of Resident's Legal Representative forms. We will review Rosedale Home's Basic and Optional Services at the time of admission.

CAN ROSEDALE MEET SPECIAL DIETARY NEEDS?

The Dietitian sees all residents on admission, completes a nutritional assessment, and welcomes any input from family members. She/ he evaluates the resident's specific needs, and we provide them. Family members are welcome to bring food from home with the understanding that staff cannot microwave those food items. If items remain in the resident's room, they must be labelled and in a sealed container.

The Nutrition Services Staff prepare and serve a variety of nutritious meals for residents. A four-week cycle menu is developed by our Registered Dietitian and meets the therapeutic and texture modification needs of our residents. Nutritional status and weights are monitored regularly.

We have a small canteen which sells chips, pop and chocolate bars for a fee. The Tuck Shop is in the main kitchen. Dietary staff or the nurse in charge can access the Tuck Shop for residents.

Family members are welcome to join residents for meals at a nominal cost.



HOW OFTEN DOES ROOM CLEANING AND LAUNDRY OCCUR?

Rooms are cleaned daily by a member of the Environmental Services team. If you have any specific questions concerning this service, please contact the Director of Environmental Services.

Personal laundry is washed, dried, folded and returned to rooms by our Laundry

Services staff. Our policy is to label clothing to eliminate ownership discrepancies. All clothing brought into Rosedale Home, either upon admission or throughout the stay, must be labelled prior to being placed in a closet or dresser.

WHAT ADDITIONAL SERVICES ARE PROVIDED?

The Director of Therapeutic Services is responsible for planning and organizing social programs as well as leisure activities. On admission a member of the team will ask about personal interests and hobbies.

Occupational Therapy and Physiotherapy assessments are arranged following admission. Occupational Therapy services include special seating and mattress prescription; functional, perceptual, developmental, and cognitive assessments. Physiotherapy services include assessment and treatment of mobility and strengthening challenges.

Our Restorative Care Aide works 4 days a week under the direction of the Occupational Therapist and the Physiotherapist.



DOES ROSEDALE HOME PROVIDE SPECIALIZED EQUIPMENT?

There are several equipment loans programs available to residents. These items include special mattresses, wheelchairs and walkers. Residents are assessed by the occupational therapist and physiotherapist on admission for these needs.

HOW ARE MEDICATIONS STORED AND DISTRIBUTED?

Medications will be reviewed by the Physician on admission. Pharmacy services are provided by Shoppers Drug Mart, New Germany. Residents are responsible to pay for all medications not covered by a drug plan.

- Medications will be stored in the medication cart in the medication room.
- Medications will be administered by a licensed nurse.
- Medications are not permitted to be kept at the bed side as per the Homes for Special Care Regulations unless otherwise ordered by the Physician.

Let the nursing staff know about any drug allergies your loved one may have. Remember to include prescriptions, over the counter medicines, herbal remedies, and vitamins when identifying the medications your loved one takes.



WHAT SAFETY PRECAUTIONS ARE IN PLACE?

Resident Safety:

We encourage everyone to report any suspicious activity to staff. Surveillance cameras are in common areas throughout the building to monitor safety and security. There are no cameras in resident rooms, washrooms or the tub room.

Windows are restricted from opening more than 8 inches.

Resident Abuse:

Policies and procedures are in place that protect residents from abuse and maintain safety and ensures compliance with the Protection of Persons in Care Act (PPCA). All incidents are investigated, and actions are taken in accordance with policy.

Emergency Codes:

Rosedale Home has a series of codes to communicate specific situations that could arise. Should you hear one of these codes, please remain calm and allow our trained staff to deal with the situation.

Fire Safety:

Staff members are trained in fire prevention and safety procedures. If you hear the fire alarm, please remain calm and stay where you are. Staff will immediately begin safety procedures; it is important that you follow their instructions.



Fire Drills:

Fire drills are held regularly to ensure staff is prepared to respond to fire emergencies. Drills may be held at various times during the day and evening. When you hear the fire alarm, please stay where you are unless you are otherwise instructed by staff. Visitors are also asked to stay where they are until further instructions are given. As a fire safety precaution, resident room doors normally close when the fire alarm rings. Please remain calm. Staff will come to check on you.

Inspections:

At the minimum; annual inspections are conducted by Department of Health and Wellness, Department of Labour and Advanced Education (including Occupational Health & Safety), Office of the Fire Marshal and Department of Agriculture.

Infection Prevention and Control

Hand washing is the “Best Way to Prevent the Spread of Infections!” Please remember to wash your hands often. It is also okay to remind health care providers to wash their hands.

When visiting at Rosedale Home, there are a few simple things visitors can do to help protect themselves and their loved ones from illness:



- Stay away if you are not feeling well.
- Wash your hands and use the hand sanitizer gel found throughout the Home before you enter and after you leave.
- Cover your cough or sneeze and be sure to wash your hands afterward. A good hand wash means using the soap and water for at least 10 – 15 seconds. (Sing Happy Birthday twice while washing).
- Keep hands away from your eyes, nose and mouth.
- Use paper towel to shut off the taps after washing hands.

Falls Prevention Program:

Falls occur more frequently in Long Term Care due to resident frailty, muscle loss and physical weakness. Cognitive impairments and other health related problems may also present challenges. Residents are assessed on admission to determine their current level of mobility and risk for falls. At minimum, reviews occur annually.

In addition, Rosedale Home has an active Falls Prevention team that includes the Physiotherapist, Occupational Therapist, Physician and staff in all departments to promote safe mobility and meaningful exercise and identifies strategies to reduce the risk of injury from a fall.



HOW CAN RESIDENTS AND/ OR FAMILY MEMBERS PRESENT IDEAS?

Family Council:

This is an organized group composed of family and friends which place emphasis on mutual support, empowerment, and advocacy. The council is dedicated to the promotion and improvement of the health, welfare, and happiness of all residents in this home.

Resident Council:

All residents are members of Council and are encouraged to attend monthly meetings. Through Council, residents have an active voice in all aspects of life at Rosedale Home.

WHAT DOES PRIVACY AND CONFIDENTIALITY MEAN?

Our Confidentiality Policy is designed to protect the privacy of residents and staff. During visits all observations noted about residents are confidential! We ask all visitors to respect the privacy of the other residents.



How is resident privacy maintained?

Residents, or the Substitute Decision Maker (SDM) are requested to sign a Medical Request Form which authorizes us to obtain medical information from other healthcare professionals that provided care in the past. Residents or the SDM will also be asked to sign a consent form before the release of any specific information related to medical condition(s) for legal, promotional or educational purposes. The information contained in health records is privileged and confidential. Our policy related to the access and release of health information is designed to protect the confidentiality of all health information.

Our Privacy Policy is compliant with:

- Personal Health Information Act (PHIA)
- Personal Information Protection Electronic Documents Act (PIPEDA)
- Freedom of Information and Protection of Privacy Act (FOI/POPA)

WHEN CAN FAMILY MEMBERS VISIT?

Visitors are welcome at any time Rosedale Home deems to be reasonable based on circumstances. All visitors are asked to use the main entrance when entering and exiting the building. The entrance is unlocked at 6:00 am and locked at 9:00 pm. Access to the building is obtained by using the doorbell or by entering a key code combination in the Main Entrance. There is a doorbell for use after hours located in the foyer.

For emergency purposes we require visitors to sign in and out of our logbook at each and every visit.

CAN PETS COME TO VISIT?

Pets are welcome, must be well behaved, and on a leash during visits.



IS THERE A FEE FOR PARKING?

Parking is free. Please do not block the main entrance or the service delivery entrance. These areas are to remain open for emergency vehicles and those wishing to pick up or drop off supplies and/or visitors. Wheelchair parking is located adjacent to the main entrance.

HOW CAN I BECOME A VOLUNTEER?

Within Rosedale Home, volunteers give generously of their time and talents to improve quality of services to residents. To become part of our volunteer team, contact the Director of Therapeutic Services at 902-644-2008.

CAN I MAKE A DONATION?

Donations to our home are used to purchase extra special items for the residents that are not funded in our regular budget. Your contribution is greatly appreciated. All donations are tax deductible and official income tax receipts will be issued. We currently have 3 tax deductible donation accounts – resident recreation fund, bus fund and regular donations.

WHAT ELSE DO WE NEED TO KNOW?

Physician Visits:

Our physician makes rounds regularly. If a family member wishes to see the physician regarding a condition, a meeting can be arranged through the nursing department. To co-ordinate communication to all family members, we request that one person be appointed as spokesperson. The spokesperson will be informed of any pertinent issues.



Scent Sensitive Policy:

Exposure to perfume and other scented products has become a major health problem for many, and may trigger asthma attacks, migraine headaches and severe allergic reactions. All staff, volunteers, residents, and visitors are asked to refrain from wearing perfume, scented aftershave lotions, perfumed hair spray and other scented personal care products.



Smoking:

Cigarette smoking is Canada's number one preventable medical problem. To provide a healthy environment for everyone, a resident smoking room is located on South Rosedale and in the back garden. Visitors are NOT permitted to smoke on the premises. This includes e-cigarettes and cannabis.

Pastoral Care:

A service, led by local clergy, is held on North Rosedale each Tuesday at 2:00 p.m.

A Celebration of Life Service for residents that have passed away is held in conjunction with the regular service, usually the first Tuesday after a resident's funeral service. This service is primarily for the residents to attend and to say their good-byes; however, family members are also invited to attend.

Personal Care Directives:

We respect our residents' right to make informed decisions about their health care and treatment options. Residents are encouraged to discuss their wishes with family and staff.

Advanced Directives: (example: “Living Will”)

An advanced directive can be a “living will”, and/or a document appointing someone to make decisions. This document must be signed by the resident and witnessed by someone other than the person chosen to make decisions. Staff members **are not** permitted to act as witnesses.

As per the Personal Directives Act, all residents are required to designate and consent to a Substitute Decision Maker (SDM). This is completed while the resident is still capable.

As a last resort and if there is no one to designate, the Executive Director of Rosedale Home will make application to the Office of the Public Trustee to act on behalf of the resident.

End of Life Care:

Care is available to comfort and support individuals and families facing a life-threatening illness, or those who are grieving. Services include pain and symptom management; social, emotional and spiritual support. Our Palliative Care (Family) Room is located on South Rosedale.

Code Status:

During the admission process, residents are asked to consider the question of code status and goals of care. This relates to their wishes regarding the use of emergency life saving measures. Residents are encouraged to discuss their wishes regarding this very important choice with family members.

Rosedale Home for Special Care
Your home away from home!