



**Musquodoboit Valley Home for Special Care (Braeside)
Resident and Family Handbook**

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Welcome

Welcome to Musquodoboit Valley Home for Special Care (Braeside). Braeside is a 29-bed facility offering Level I and II nursing care. We have 15 single rooms and 7 double rooms. Resident preference will be honored whenever possible. The nurse practitioner visits the home weekly to assess residents and provide any medical care as needed. Should needs arise between these visits the attached hospital has a physician available from 8 a.m. to 8 p.m. as part of the Collaborative Emergency Centre (CEC) model of care.

Collaborative Emergency Centers Mean:

- Access to emergency care around the clock through a partnership with Emergency Health Services.
- Appointments with a doctor or nurse practitioner quickly— in most cases, the same day or next day.
- Care provided by a team, keeping you and your family well and treating you when you are ill.

Contact Information

Director of Community and Rural Sites	Roberta Duchesne	902-885-3616
Health Services Manager	Tara Rutherford	902-384-4130
Assistant Manager	<i>vacant</i>	902-384-4109
Finance	Ronda Faulkner	902-885-3630
Recreation		902-384-4118
Braeside Reception Desk		902-384-3007
Department of Health & Wellness		1-800-225-7225

History

The Musquodoboit Valley Home for Special Care (Braeside) is located in the beautiful Musquodoboit Valley, overlooking the Musquodoboit River. The Prescott Holman house was donated in 1949 to the Canadian Red Cross and the first healthcare facility was opened in the Musquodoboit Valley. In 1976 the current Musquodoboit Valley Memorial Hospital was built near the original building with 12 beds, an emergency department, ambulatory services and eventually the community family practice offices. The hospital Board of Trustees recognized the need for long term care beds in the community in the late 1980s so plans were started toward the construction of a new facility to be built attached to the hospital and jointly administered. The Musquodoboit Valley Home for Special Care opened in June 1991 with 28 permanent beds and one respite bed. This respite bed was changed to a permanent bed in 2011. The two adjoined facilities share some staff and services as well as many building systems.

Around the time that the new facility was opened, a community consultation was held to name the entire complex that would include both facilities. However, since the new home was opening at that time, the name “Braeside” was informally adopted by the community and staff as the name of the new facility and remains so to this day.

In 1997, the hospital became part of the Central Regional Health Authority while the home remained a community governed facility. Subsequently the hospital was managed under the Capital District Health Authority and today is part of the Nova Scotia Health Authority (NSHA). The home is managed by the Nova Scotia Health Authority under the governance of a local Board of Trustees.

In 2016 Braeside celebrated 25 years of service and continues to deliver high-quality long-term care services to our Residents.

Braeside = Gaelic meaning “on the hillside overlooking a river”

Vison, Mission, Guiding Principles

Our Vision

Musquodoboit valley home for special care will adapt to the changing needs of the community by ensuring appropriate programs are in place to maintain a high quality of life for all those we serve.

Our Mission

To provide resident-centered care which maintains dignity and maximizes independence.

Our Guiding Principles

- Excellence
- Partnership
- Respect
- Collaboration and autonomy
- Advocacy
- Participation
- Health promotion
- Equity
- Maintenance of Resident's identity and individualization

Confidentiality

At Braeside, we believe that all people deserve to be treated with dignity, honesty and respect. That belief extends to our use of personal information. We are committed to ensuring that all personal information related to Residents, clients, families, volunteers and staff is respected and that privacy is safeguarded and only shared with those within the circle of care.

Personal health information includes any information we collect to help provide health care or to secure payment for the services provided at Braeside. This includes:

- Your name, address, Social Insurance Number and Nova Scotia Health Card number
- Information about your health, health care history and the care you have been given
- Information about payment for your health care.

We will use this information in keeping with our obligation as a health service provider and notify the Resident with whom it is shared.

Resident Rights and Responsibilities

As a Resident who lives at Braeside, you have both rights and responsibilities.

Quality Care

Right:

You have the right to receive quality care delivered by professional staff who have access to proper training.

Responsibility:

As a Resident, you work as a partner in the care that you receive. This means that you are responsible to be an active, involved and informed member of the care team.

Information

Right:

You have the right to ask for and receive information about your care at Braeside in terms that you understand. You have the right to know who provides your care and you have the right to access your medical and personal files except in limited circumstances.

Responsibility:

We are committed to providing the care and service you expect. You can help by providing our caregivers accurate information about your health and asking questions when you don't understand.

Confidentiality

Right:

You have the right to confidentiality of your personal, financial and health information as defined by the Personal Health Information Act (PHIA). For your ongoing care your health information is shared among the care team. With your consent, your information can also be shared with others. You also have the right to as much privacy as we can provide.

Responsibility:

We ask that you appreciate the limitations on privacy based on need to provide care and we ask that you respect the privacy of other Residents, families, and staff.

Health Care

Right:

You may choose to accept or refuse any procedure or medical treatment, to leave the facility at any time and to know the consequences of your decision.

Responsibility:

You accept responsibility for decisions you make about your own health care and treatment.

Recognition and Dignity

Right:

You have the right to be treated with dignity, respect and consideration. You have the right to be addressed by the name you prefer, to share your views, observations and concerns with staff and to receive appropriate responses to your requests.

Responsibility:

You have the responsibility to treat other Residents and staff with the same consideration.

Designation

Right:

You have the right to designate an individual to act on your behalf.

Responsibility:

It is your responsibility to designate an individual to act on your behalf and to ensure that individual knows and understands your wishes.

Explanation of Fees

Right:

You have the right to an explanation of any fee for service not covered by a provincial or private health care plan.

Responsibility:

You are responsible to promptly pay any fee for service charged.

Resident Care

Care Conferences

- The purpose of the care conference is to review the Resident's care plan, make changes if required with input from the Resident, family and staff who are involved in the Residents care. The Resident and their authorized representative will be notified of the meeting date and time.
- Care conferences are held approximately 6-8 weeks after admission and yearly thereafter. If there is a change in the Resident's condition, an additional care conference may be arranged.
- At admission and at each Care Conference thereafter, you will be asked to review the Advanced Care Directive. This document, which you will be asked to sign, tells us what your wishes are in the event you become very ill. You may change your Directive at any time by speaking with the Charge Nurse or a member of the medical team.
- Resident care is discussed at weekly rounds by the care team.

Substitute Decision Maker (SDM)

- It is important that the authorized representative/SDM notify Braeside of any change of phone numbers, addresses or other personal information.
- If the authorized representative/SDM will not be available for any reason, we would ask that they designate another person to act in their place in case of emergency.

Least Restraint Policy

Braeside has a least restraint policy. This means that no resident is restrained by physical or other types of restraints – i.e. drugs, except in unusual situations and then only for a short period of time and under close supervision.

Door Alarms

All doors of this facility are alarmed to prevent confused residents from wandering outside. If you, or a resident, wish to go outside, please tell a member of the nursing staff.

Braeside Care Partners

Resident, Family and Friends

The Resident is the main source of information for the care partner team.

- Family and friend care partners are needed to support the team and one way to assist us is by providing us with personal information such as likes, dislikes, hobbies, family history, meaningful stories, and anything that would contribute to the wellbeing of the Resident.
- Family and friends are encouraged to stay involved in the Resident's life and keep the Resident involved with their family and their community. Residents (or their substitute decision makers) may decide to go out as often and as long as they like. Please let the RN or LPN know prior to leaving so they can provide you with medications and anything else you may need while you are out.

Continuing Care Assistants (CCA) / Personal Care Worker (PCW)

Provide direct care and assist with the daily living of the Resident. CCAs do this with the direction of the LPN or RN.

Food Production Worker

Provides meal services and meals, including three meals daily, afternoon and bedtime snacks, therapeutic diets, dietary supplements and, with prior approval from the Department of Health, specialized formula, supplies and equipment required for tube feeding.

Housekeeper

Responsible for the cleanliness of all areas of Braeside.

Maintenance

Responsible for the everyday up keep of the building as well as ensuring compliance with preventative maintenance standards.

Recreation

Develops, plans, organizes and implements activities to meet the physical, social, cultural, spiritual, and emotional needs of Residents at Braeside, including supplies and equipment for the activities.

Registered Nurse (RN)

Responsible for assessments and coordination of Resident care as well as care delivery.

Licensed Practical Nurse (LPN)

Responsible for delivery of professional nursing care for the Resident.

Dietitian:

- Provides individual assessments, therapeutic diets, and nutrition counseling for Residents.
- Serves as internal resource for team members on a variety of nutritional issues related to the Resident.

Rehab Aide

Rehabilitation Support Aide promotes independence for the resident by maximizing mobility/ability through individualized physical activities including walking, exercises and passive/active range of motion according to the physical tolerance of each resident.

Volunteers

Enhance Resident's leisure time through assisting with various activities such as bingo, bowling, curling, games, trips and musical entertainment.

Medical Care Team

Medical care will be provided to residents by one of the practitioners (physician or nurse practitioner) from Musquodoboit Valley Family Practice. (Note: Charges for services that are not covered under Medical Services Insurance, MSI, are the responsibility of the resident).

Pharmacist

Provides education, participates in medication reviews and Pharmacy Committee meetings and acts as a consultant for staff.

Spiritual Care

- Church services are held one day a month at Braeside in the Common Lounge. Clergy carry out services on a rotational basis.
- On occasions such as Christmas and Easter, special services may be held.
- Pastoral visits are available on the request of the Resident or family.
- Residents may attend any church service that they wish.

Administration

Health Services Manager

Responsible for the overall programming and operation of Braeside.

Assistant Manager

Responsible for daily operation and coordination of the Resident Care Program.

Operations Coordinator

Responsible for the financial operations as well as the day-to-day financial management of Braeside. If you ever have an address change or phone number change, please make sure you let the Operations Coordinator know of the change.

Making Choices

Frequently Asked Questions

Can I speak for myself?

Yes, we prefer you do speak for yourself. If you wish, you can ask someone you trust to speak for you (and with you).

Can I refuse treatment? Or disagree?

Yes. For example, if you are asked to follow a special diet, you can refuse. But we would like to explain the pros and cons to you before you decide.

Can I change my mind?

Yes. For example, you can refuse to take a medicine even after you have been taking it for awhile. Simply let us know you have changed your mind and we will work with you to stop this medication.

Can I tell it like it is? And will you tell me like it is? I listen to you; you listen to me/us.

Yes. We want you to tell us what you need and what you expect from us. We want you to tell us about yourself so we will know you better. We will tell you the good and the bad. This means you will be included in decisions that could make a change in your life. We will share information with you and we ask you to do the same.

What if I disagree?

You can make your own choices as long as it will cause no harm to others. For example, lighting candles in your room is not permitted as it is a fire risk.

Will you treat me as “unique” or will you treat me like everybody else?

You ARE an important person here. We will care for and about you as a person with special wants and needs.

Will you explain things in a way I can understand?

Yes we will. Please remind us if we forget. We want to be sure that you understand. Please ask questions. If you still do not understand, please ask again.

Do I decide how to spend my day?

Yes, with limits. This is your home. It is also the home for other people. Like all homes, we have to learn to give and take. For example, you can have a TV in your room but if it is too loud for others, we may ask you to use earphones. At times, we may need to discuss what is best for you and those around you. Keep in mind that we are open to creative and new ideas that may resolve issues as they come up and help meet the needs of you and those around you.

Financial Responsibilities

- The resident / family member agrees to pay the annual assessed daily accommodation charge to the home that is determined and set by Department of Health and Wellness.
- The daily rate is charged beginning on the day that the bed is accepted.
- Daily rates are reviewed annually by the Department of Health and Wellness (DHW). You will be notified when this is done by the DHW, usually in October as new rates are effective November 1st each year.

Basic Services

Each long term care facility resident pays an accommodation charge that is authorized by the Department of Health and Wellness. The following is a list of the basic services that a long term care facility provides at no additional charge to the resident. These services are available to meet the basic requirements of the resident. This list does not necessarily constitute a complete inventory of the services available at no additional charge to the resident.

- Nursing and personal care on a 24-hour basis, including care given by or under the supervision of a licensed nurse, the administration of medication and assistance with the activities of daily living.
- Supplies and equipment necessary for the care of residents, including the management of skin care, the management of incontinence and standard precautions for infection control.
- Supplies and equipment for personal hygiene and grooming, including skin care products, shampoos, soaps, toothpaste, toothbrushes, denture cups, toilet tissue and facial tissue.
- Equipment for the general use of residents, including portering wheelchairs, geriatric chairs, walkers for temporary use, mechanical lifts, shower chairs and raised toilet seats. This does not include items that are individualized for specific resident.
- Laundry, including labeling, machine washing and drying of personal clothes.
- Bedding and linen including mattresses, pillows, bed linen, washcloths and towels.
- Bedroom furnishings including beds, bedside tables, chairs, drawers and wardrobes or closets.
- Standard semi-private or private accommodation with or without private washroom. Facilities are prohibited from charging extra for private accommodation and rooms are assigned on resident care need first.
- Suitable space, both indoors and outdoors, for the relaxation of residents and for resident council meetings.
- Resident trust account services.

Appointment Transportation

Family members are responsible for the costs associated with transportation to outside appointments. Should the resident require an attendant, families will be responsible to accompany the resident on the appointment. If this is not possible, a staff member may be able to accompany the Resident. The hourly wages of the staff member will be added to the monthly invoice.

Hairdressing Services

Hairdressers Visit the Home Weekly Offering Shampoo/Cut/ Set for Ladies; Men's Cuts As Well As Ladies Perms. Appointments May Be Made In Advance. Prices are set and subject to change by the stylist.

Hip Protectors, Bed Alarms, Chair Alarms and Transfer Belts

The facility has a few on hand that we can trial with the resident to see if it is something that would be beneficial. Once it is determined that it would be beneficial, it will be the families responsibility to purchase the required items. Most often Braeside would order them on the Resident's behalf and charge back to the Resident on their monthly bill.

Personal Mail and Newspapers

- Mail is delivered to Residents by facility staff; family are asked to arrange all change of address notices through the forwarding post office
- Braeside supplies one newspaper. This is shared by all Residents. If a Resident wishes to purchase their own paper, they may do so at their own cost.

Foot Care

Braeside provides basic foot care (at no charge) delivered by a trained RN/LPN on a regular basis. Advanced foot care can be provided with a possible additional cost to the resident.

Telephone

Telephone hook-ups are available in the bedrooms at a cost to the Resident. Bell telephone is ordered directly from Bell.

Television

Satellite hook-ups are available in the bedrooms at a cost to the Resident. Braeside has negotiated a rate with Shaw for satellite services. This fee will be added to the monthly bill that comes out with the Resident's Care and expenses.

Failure to pay for two (2) months of service will result in removal of the satellite receiver from the individual's room. The receiver can be returned to the individual's room once you are in good financial standing with the home.

Wheelchairs

It is the resident's responsibility to provide a wheelchair for themselves if it is something they use daily. There are a couple options for wheelchairs:

- Red Cross Program:
- Rentals:
- Braeside to purchase and charge back on bill.

Medications

Resident medications are supplied by Haverstock's Pharmacy. Residents are given an *Account and Payment Agreement* upon admission that must be completed and returned to Haverstock's Pharmacy. Resident/Family are direct billed monthly by Haverstock's for medications and costs that are not covered by Pharmacare or private medical insurance.

Medications are dispensed to the Residents by RN's or LPN's.

All Residents are asked if they wish to participate in our Vitamin D supplementation program as recommended by Department of Health and Wellness. If you do not wish to participate, please let the RN know.

Resident medications are reviewed by the Pharmacist, NP, RN/LPN and Physicians every 6 months.

Prescription drugs are the responsibility of the resident. Residents may be eligible for Nova Scotia Pharmacare Benefits.

Select over the counter medications are provided for occasional use on an as needed basis.

Medication Safety

Residents and family member are encouraged to ask the nurses, doctor or pharmacist, any questions you may have about medications that the resident is receiving.

Residents and family members are asked to check with staff before bringing in any "over the counter" medications or any other type of medication. They may be harmful when taken along with the other medications and foods that the resident is taking at Braeside.

List of Covered Over the Counter Medications

These stock medications are provided to Residents at no charge on a PRN (when necessary) basis.

1. Acetaminophen 500 mg PRN
2. Acetaminophen 325 mg PRN
3. Acetaminophen Suppositories 650 mg PRN
4. Almagel
5. Diphenhydramine Caps 50 mg
6. Gravol Injectable 20 mg
7. Gravol Tablets 50 mg
8. Gravol Suppository 50 mg
9. Vitamin D 1000 IU
10. Mineral Oil Heavy
11. Glycerin Suppositories 3 mg
12. Polytopic Cream
13. Zinc Oxide Cream 15%
14. Fleet Enema

If the above list of medications is prescribed on a regular basis, the resident will be financially responsible for the cost of the medications.

General Information

Residents are encouraged to bring personal items, such as radios, clocks, bedspreads, plants, afghans, lamps, and pictures so your bedroom will feel like home. Consideration must be given to the space available and to ensure the safety and comfort of all Residents. Any electrical items must be CSA approved and for this reason must be inspected by our maintenance department prior to use by the Resident. Unfortunately, due to fire regulations, items such as kettles, toasters, irons, electric blankets and electric heating pads are not permitted in the Resident room.

Braeside is not responsible for the loss of Resident's personal property. When Residents come here to live, we ask that any items of value, such as jewelry, be locked up when they aren't being used, or removed from the premises for safe keeping. Locked storage space is available in each Resident's room.

Call bells

Call bells are available in every resident's room to call staff when needed. Emergency call bells are located in every bathroom and tub room. Please ensure your call bell is always within reach.

Family Council

Family Council meetings are held quarterly. The Council serves as a way to hear Family's input regarding policies, concerns and preferences. All family members are invited to attend. See appendix for Family Council Terms of Reference.

No-Scent policy

In consideration for those who have allergies or breathing problems, Residents, Visitors and Staff are not permitted to use heavily scented products including perfumes, colognes, soaps and deodorants. Flower arrangements may also be a concern. Please check with the staff on the unit before bringing in very perfumed flowers such as lilies, lilacs, etc. Notify the staff if you have allergies / sensitivities.

Pets

Braeside is the home of Tigger the Cat, our adopted companion animal. Tigger is an indoor cat who loves snuggles and his quiet place. (Please check before bringing in plants or any other potentially harmful items for cats.)

Pets are welcome, but must be appropriately controlled. Please call before your pet's first planned visit, as there is a screening process that must occur before the pet is brought in to

visit. Contact the Clinical Supervisor / Charge Nurse if you wish to bring in a pet and he / she will provide you with the necessary information. We do require a copy of the pet's vaccination records be given to the office prior to the first visit. Pets are to visit their own resident and are not permitted to go into the dining areas during meal hours.

Recreation Program

- A staff member from the Activity Department will complete an assessment to find out what the resident interests are.
- Residents are invited to attend the planned programs.
- A monthly calendar of events is posted in each Resident's room with special monthly social events including: celebration of Resident's birthdays, entertainment, bus trips, various games, and activities. Copies of the calendar are available at the front entrance.

Resident Council

Resident council meetings are held monthly. The council serves as a way to hear Resident's input regarding policies, concerns, and preferences. All Residents are invited to attend.

Resident Room Requirements

Any items that need to be hung on the wall are done through our maintenance department. Please see the nursing station and ask for post it notes. Label all the items you wish to have hung with a number and then place a sticky note on the wall, with the corresponding number, as to where you would like the item hung. Maintenance will then ensure that all items are hung appropriately. Personal items brought to the home are the responsibility of the resident and/or their family. The nursing home cannot accept responsibility for theft or damage to personal items. Items must not cause a risk of injury and electrical items must be inspected by maintenance before use.

Visiting Hours

- Braeside is considered to be the Resident's home. There are no set visiting hours.
- Family and friends are encouraged to come and visit often and participate in Resident activities. For the safety of both our Residents and young children, parents are asked to ensure appropriate parental supervision when bringing young children into the home.
- Braeside's Common Lounge can be booked for families at their request for Anniversary or Birthday Parties. Please contact the Activity Coordinator at (902) 384-4118 to book this room.
- Each resident may have guests for meals during the week. There will be a cost to the family for the meal.

Smoking

Braeside has a designated smoking room for Residents only. Smoking is permitted in the smoking room for residents ONLY. For safety reasons, residents are not permitted to smoke in their rooms or other common areas. Visitors and staff DO NOT SMOKE ON THE PROPERTY.

Electrical Devices

Any item brought requiring electricity must be inspected before use by the maintenance department to ensure it is CSA approved.

Air conditioners are **not** allowed in resident rooms.

Complaint & Compliment Process

Concern:

- The Health Services Manager and/or Clinical Services Supervisor will acknowledge receipt of a concern
- The details of the expressed concern will be documented.
- Details of the incident will be investigated and documented as required.
- Communication with the resident and/or family member will occur throughout the process to keep them informed of what is being done to resolve the matter.
- Feedback on the process will be requested from the resident and/or family member.
- If the complainant is still unsatisfied, the complaint will be forwarded to the Director of Community and Rural Hospitals by the Health Services Manager.

Compliment:

- Acknowledge receipt of the compliment.
- Communicate the compliment to the named persons, services, programs, or areas.
- Document the compliment.

Safety Information

Safety is everyone's responsibility. The purpose of the following is to make Residents and their families aware of the role that they play in terms of safety within Braeside.

Infection Control

Hand Washing

Hand washing with soap and water is the best infection control strategy for you, your family, visitors and staff. Please wash your hands before and after meal times and after going to the washroom. Encourage anyone entering your room to remember to practice good hand hygiene as well. You will also find alcohol hand sanitizer stations throughout the unit and building to support good hand hygiene practice.

Immunization

The flu season generally runs from November to March. The influenza vaccine is offered to all individuals in the facility. We encourage family members, staff and volunteers to receive the vaccine.

Respiratory Etiquette

Coughing and sneezing into your sleeve or a tissue is the best way to keep from spreading germs. Wash your hands after putting the tissue in the garbage.

Responsible Visiting

Residents, family members and other visitors should not visit residents if they are feeling ill (vomiting, diarrhea) or have symptoms of the flue (fever, cough, sore throat, generalized aches and pains).

Falls Prevention

Our goal is to balance personal safety with your independence and mobility. We try our best to reduce the risk of falling. Preventative Measures include:

- Keeping hallways, rooms and care areas clear of clutter or hazards.
- There are some hip protectors available for use if appropriate.
- Some beds are equipped with bed alarms.
- Please use the handrails in the halls.
- Get up slowly if you have been sitting or lying down.
- Get daily exercise, good sleep and eat well to lessen your risk of falling.
- Turn on the light when going to the bathroom at night.
- Calling for assistance.

Proper Footwear

It is important to wear proper footwear. When shoes fit well and provide good ankle and foot support, balance and stability is better. Wear shoes both on and off the unit. Please do not go about in your bare feet or sock feet.

Personal Furniture

To help you feel at home, residents are encouraged to bring in personal items such as small pieces of furniture, pictures, radios, television, etc. For safety purposes and comfortable movement, please keep in mind that space is limited. Please do not clutter up the room so that it is difficult to get out easily in an emergency.

Tripping Hazards

Secure cords to prevent a tripping hazard. Scatter mats are not permitted.

Food Safety

Our food is prepared at the MVMH kitchen and delivered to Braeside where it is served to Residents in the dining room. You will be asked your food preferences when you move in and you may change your mind at any time; be sure to let the Dietary staff know.

Personal Fridges

Personal fridges are permitted in your room; however, the regular cleaning and maintenance is the responsibility of the Resident or the family. This includes making sure that food items are not expired. If you/your family are unable to maintain the fridge as required, you may be asked to remove it from your room.

Bringing food from home

Food that is brought in from home may not be shared with other residents. Other residents may have problems with some food or drinks. The resident or their family is responsible for heating / preparing any food brought in from home.

Unsupervised Eating

Residents are encourage to eat their meals in the dining room. This ensures that someone is with them if they have a problem such as choking.

Sign Out When Leaving Facility

Please sign out before leaving the building for any length of time. Staff must be able to account for all residents' whereabouts 24 hours a day in the event of an emergency.

Assisting Other Residents (Falls, Feeding, Leaving)

For your safety and the safety of other residents, please do not try to assist another resident to move from their bed or wheelchair. Please ask staff for help. This also applies to helping other residents to eat their meals. Some residents are not safe to leave the unit alone. Please check with staff if a resident is trying to leave with you.

Some exits and stairwells are alarmed or secured. Outside doors are locked at night. There is a doorbell at the front door.

We appreciate your help in following these safety measures that will help keep not only yourself, but the other resident's staff and volunteers safe.

Fire Safety

Fire Drills

Braeside has a Fire Safety Plan. Fire drills are conducted monthly. During these drills, you will hear the fire alarm sounding. It is very important to remain calm and follow the directions of the staff.

Fire Alarms

If the fire alarm sounds, the nurse in charge will give you instructions. The staff are instructed in proper procedure to deal with fire emergencies.

Evacuation Routes

Resident and family should check for the location of the fire alarm stations and the emergency exits. Fire alarm stations are located near exit doors.

Equipment Inspection

If you notice anything that may be a safety hazard or cause some level of concern or risk, please speak with the staff.

All electrical items brought in for a resident's room must be CSA approved and checked by facility maintenance staff before using. Please tell the nurse so she / he can arrange for the items to be approved for use. Electric blankets, extension cords, heating pads and small space heaters are not permitted. Please use power bars rather than extension cords.

Limitation of Liability

The Home's liability to the Resident and the family of the Resident resulting from the performance of, or failure to perform any service is limited to direct damages to the extent

caused by the negligence or willful misconduct of Home in the provision of the service. In no event shall the Home be liable to the Resident or the family of the Resident for incidental, consequential or special damages.

The Home shall not be liable for any delay, failure in performance of this Agreement, or interruption of Care Services, resulting directly or indirectly from acts of God, civil or military authority, civil disturbance, war, strikes, fires, other catastrophes, shortage of supplies or labour or other events beyond its reasonable control.

The Home shall have no obligation to perform services hereunder in the event and so long as the Resident fails to pay charges when due.

The Resident agrees that the Home is not responsible for any valuables (including but not limited, to lost or damaged clothing, hearing aids, glasses, dentures, personal effects, prosthetic devices or cash) except for monies on deposit in the Resident's trust account.

While the Resident is off the premises of the Home, the Resident assumes full responsibility and liability for his/her welfare and care requirements and hereby releases the Home and its staff from any liability.

Final Note

We realize that this can be a very difficult time for you and your family. If there is anything that we can do to make this transition easier for you, please let us know. After reading through this booklet, we invite you to bring any questions or concerns to the Admissions Meeting.

The following Appendices will need to be filled out and left with the staff.

Appendices

MVHSC Resident Profile

Financial Forms

MVHSC Declaration of Resident's Legal Representative

MVHSC Responsibility for Payment Agreement – Care

MVHSC Responsibility for Payment Agreement – TV

MVHSC Pre-Authorized Debit (PAD) Agreement

Haverstock Medications Forms

MVHSC Email Authorization Form

MVHSC Resident Consent for Media Contact Authorization Form