

Fostering *independence* in a *caring* environment.



## **HARBOURVIEW LODGE**

**Elder and Family Handbook**

**P.O. Box 68, 22651 Highway #7**

**Sheet Harbour, NS**

**B0J 3B0**

**Phone (902)885-3678**

**Fax (902)885-3289**

**[www.harbourviewlodge.ca](http://www.harbourviewlodge.ca)**

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# **WELCOME**

Welcome to Harbourview Lodge Continuing Care Centre (HVL).

The cornerstone on which we at HVL base our philosophy of care is the “Eden Philosophy”. We believe that loneliness, boredom, and helplessness must be addressed for us to provide quality care to Elders. The core concept of Eden is simple and teaches us that Elders must live in habitats for human beings, not sterile medical institutions. Eden shows that companionship, the opportunity to care for other living things, variety and spontaneity can succeed where pills and therapy often fail. Eden is based on the knowledge that successful human interaction is dependent on caring relationships between Elders, their families, and their care givers.

# HISTORY

The original Duncan MacMillan Nursing Home first served the community as the Red Cross Hospital which opened in 1948. The building was renovated in 1983 to accommodate 25 Elders and named in honour of Dr. Duncan MacMillan. We moved into new 32 bed facility in December of 2011.

Previous to opening our new home in 2011, following a focus group discussion with various stakeholders, we adopted the name Harbourview Lodge. The “Harbour” is central to the community and represents the fishing and forestry industries. The “Lodge” represents our First Nations culture and a place where the community comes together. We retain both names as a way of preserving our heritage while we also reflect the whole community that we serve.

As an act of respect & to further honor Dr. MacMillan, when the new home opened in December of 2011, we named the Rehabilitation Room in his honor, the MacMillan Room.

In July of 2012, the old Duncan MacMillan Nursing Home was deconstructed, and much needed parking space was added to our site.

A memory wall was erected, built from bricks from the old building which include the last names of families in the area who contributed to its construction. The wall houses a time capsule which will be opened in the future.

# OUR VISION, MISSION AND GUIDING PRINCIPLES

## **OUR VISION**

To create a community where people of all ages thrive.

## **OUR MISSION**

By embodying the Eden Philosophy of Care, we strive to provide a vibrant environment for all Harbourview Lodge Community members.

## **OUR GUIDING PRINCIPLES**

We support our community's well-being by authentically achieving the following values in our daily operations:

- Advocacy
- Accountability
- Transparency
- Collaboration

## **ELDER RIGHTS AND RESPONSIBILITIES**

As an Elder in Harbourview Lodge, 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 an Elder, 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 Harbourview Lodge 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.

## **ELDER RIGHTS AND RESPONSIBILITIES**

### **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 Elders, families, and staff.

### **HEALTH CARE...**

#### **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 Elders and staff with the same consideration.

## ELDER RIGHTS AND RESPONSIBILITIES

### 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.



# HARBOURVIEW LODGE CONTACT INFORMATION

## Health Services Manager

Tara Rutherford  
902-885-3616

## Business Coordinator

Ronda Faulkner  
902-885-3630

## Recreation

Kayla Neville  
902-885-2562  
Sandra Carver  
902-885-3638

## Facility Secretary

Natasha Sharpe  
902-885-3678

## Lighthouse Way Care Office

902-885-3633

## Gardenview and Oceanview Care Office

902-885-3232

## Charge Nurse

902-391-0186 cell

## Clinical Team Lead

Cheryl Ackert  
902-885-5220 cell

## ELDER CARE

### Care Conferences:

- The purpose of the care conference is to review the Elder's care plan, make changes if required with input from the Elder, family and staff who are involved in the Elders care. The Elder 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 Elder's condition, an additional care conference may be arranged.
- At admission and at each Care Conference thereafter, you will be asked to review the "Pathway of Care". 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 "Pathway" at any time by speaking with the Primary Nurse or your Doctor.
- Elder care is discussed at weekly huddles by the care team.

### Availability of the authorized representative/substitute decision maker (SDM):

- It is important that the authorized representative/SDM notify Harbourview Lodge 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.

# HARBOURVIEW LODGE CARE PARTNERS

## **Elder, Family and Friends**

The Elder 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 well being of the Elder.
- Family and friends are encouraged to stay involved in the Elder's life and keep the Elder involved with their family and their community. Elders (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)/Care Team Assistant (CTA)**

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

## **Dietary Aide**

- Responsible for the delivery/serving of meals and snacks.

## **Housekeeper**

- Responsible for the cleanliness of all areas at HVL.

# HARBOURVIEW LODGE CARE PARTNERS

## **Maintenance**

- Responsible for the everyday upkeep of the building as well as ensuring compliance with preventative maintenance standards.

## **Recreation Programmer**

- Develops plans, organizes, and implements activities to meet the physical, social, cultural, spiritual, and emotional needs of Elders at Harbourview Lodge.

## **Nurse Practitioner**

- A Nurse Practitioner is available to Harbourview Lodge for education, assessments, and chronic disease management.

## **Registered Nurse (RN)**

- Responsible for assessments and coordination of Elder care.

## **Licensed Practical Nurse (LPN)**

- Responsible for delivery of professional nursing care for the Elder.

## **Dietician**

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

# HARBOURVIEW LODGE CARE PARTNERS

## **Physiotherapist**

- Assesses individual mobility needs and recommends aides and programs.

## **Physiotherapy Aides**

- Under the supervision of the Physiotherapist and RN, delivers recommended treatment programs.

## **Social Worker**

- Upon referral, assesses client, family and facility concerns and recommends appropriate interventions or strategies.

## **Volunteers**

- Enhance Elder's leisure time through assisting with various activities such as bingo, bowling, curling, games, trips, musical entertainment, and crafts program which the volunteers provide to Elders.
- Volunteers also operate the 'Sunshine Cart' that delivers treats to the Elders each day. The Elders have a choice of various refreshments and snacks. This program also helps build relationships and offers a friendly visit to those Elders who may not have family or friends close by. There is no charge to the Elder for this program.

## **Bus Driver**

- Available for planned recreational outings in the community.

# HARBOURVIEW LODGE CARE PARTNERS

## Occupational Therapist

- Assesses individuals for the activities of daily living and recommends assistive devices (seating and positional equipment) and environmental modifications which are evaluated for effectiveness.

## Family Physician

- Provides medical care to the Elders of Harbourview Lodge.

## Pharmacist

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

## Spiritual Care

Harbourview Lodge participates in the ESMH/HVL Spiritual Care Committee. Membership includes local clergy as well as staff from Harbourview Lodge and Eastern Shore Memorial Hospital.

- Church services are held every Wednesday at 2 PM at the Harbourview Lodge Heritage Room (multi –purpose room) or Elders' living room. 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 Elder or family.
- Elders may attend any church service that they wish.

# HARBOURVIEW LODGE CARE PARTNERS

## ADMINISTRATION

### Health Services Manager

- Responsible for the overall programming and operation of Harbourview Lodge.

### Clinical Team Lead

- Responsible for daily operation and coordination of the Elder Care Program.

### Business Coordinator

- Responsible for the financial operations as well as the day-to-day financial management of Harbourview Lodge.

## GENERAL INFORMATION

Harbourview Lodge is divided into 3 individual houses containing living room, dining room and kitchen space as well as private bedrooms. The Elders who live at Harbourview Lodge named their respective Houses as follows: Lighthouse Way (House "A"); Oceanview Court (House "C") and Gardenview Terrace (House "D"). Elders 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 Elders. Any electrical items must be CSA approved and for this reason must be inspected by our maintenance department prior to use by the Elder. Unfortunately, due to fire regulations, items such as kettles, toasters, irons, electric blankets, and electric heating pads are not permitted in the Elder's rooms.

Satellite TV and computers are available in each Elder shared living room. Telephone, internet, and satellite hook-ups are available in the bedrooms at a cost to the Elder. The TV mount is provided by Harbourview Lodge. The Elder is responsible to provide a flat screen TV (no larger than 36") if they wish to have TV in their room.

**The personal telephone hook-up is arranged through the Harbourview Lodge business office. The current cost is \$20.26/month for the base rate. Long distance charge is \$.04/minute. This rate is subject to change.**

**Satellite service is offered through Harbourview Lodge and is provided by Shaw. If you wish to have TV in your room, please contact the business office. The current cost is \$40/month which will appear on your monthly invoice. If you want to add a package or channels that are not included in the basic plan, please call Shaw at 1-855-874-6957 and set up an account for the additional expense.**



## GENERAL INFORMATION

Trust account service is offered through the business office. The purpose of a trust account is for the convenience of the Elders who need to have funds maintained in a safe place and readily available for use.

The daily accommodation rate is set by Dept Health and Wellness each November. The Elder will be billed at the beginning of the month for the current month's accommodation. The method of payment is pre-authorized debit. Please see the admission agreement for more information.

Medications for Elders are supplied by Lawtons Drugs-Northwood. Elders will be given a charge account form to fill out at admission and are responsible for medication charges not covered by MSI or private health insurance.

Harbourview Lodge is not responsible for the loss of Elder's personal property. When Elders 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 Elder's room.

Elder storage area is also available in each house and is kept always locked. Any seasonal items such as decorations, clothing, and personal items can be stored in these areas. Please ensure that any boxes to be stored are labeled with the Elder's name. Space in each storage area is limited.

## **GENERAL INFORMATION**

When you come here to live, you will be asked if you wish to have your name posted on the directory board at the entrance. Your name, the house name and your room number will be displayed with your consent. The purpose of this directory is to make it easy for visitors to find the Elders they have come to spend time with.

Our food is prepared in the ESMH kitchen and delivered to HVL where it is served to Elders in the dining room. You will be asked your food preferences when you move in, and you may change your mind at any time. Just be sure to let the Dietary care partner know.

### **Smoking**

- Harbourview Lodge has a designated smoking room for Elders only.
- Outside, weather permitting in the gardens.
- See smoking policy (4-01) for additional information.

### **Recreation Program**

- Elders are invited to attend the planned programs.
- A monthly calendar of events is posted in each Elder's room with special monthly social events including: celebration of Elder's birthday, entertainment, bus trips, various games, and activities. This calendar is also sent out to the Elder's designate.
- Impromptu activities such as baking, card playing, and watching movies also occur in each House.

## **GENERAL INFORMATION**

### **Visiting Hours**

- Harbourview Lodge is considered to be the Elder's home. There are no set visiting hours; however, the doors are locked at 8PM. If you should come when the door is locked, please use the intercom in the lobby.
- Family and friends are encouraged to come to visit often and participate in Elder activities. For the safety of both our Elders and young children, parents are asked to ensure appropriate parental supervision when bringing young children into the home.

### **Pets**

- We currently have 3 Resident cats. Smokey and Kimchi live in Gardenview Terrace, and Missy lives in Lighthouse Way. Pets are welcome but must be appropriately controlled. Please call before your pet's first planned visit. We require a copy of the pet's vaccination records be given to the office prior to the first visit.

### **Hairdressing Services**

- The Hairdresser provides services such as shampoo, set, cut, curl, perm, colour, and trim. Elders are responsible to pay for this service.

# GENERAL INFORMATION

## Safety Features

- There is a call bell system throughout the facility. Staff carry a portable phone that will ring when Elders pull their call bells.
- Safety handrails are present in all corridors.
- Fences surround the court yards.
- The elopement system is for Elders who would be at risk if they left the building unaccompanied. A small blue device, similar to a watch, is placed on the Elders wrist or pinned to an article of clothing. This will trigger an alarm that notifies staff when an Elder is close to an exit door.
- Smoke detectors and sprinkler systems are located throughout the building.
- Fire drills are held monthly in different areas throughout the hospital and nursing home to:
  - Ensure that everyone knows what to do in the event of a fire.
  - Ensure staff remain familiar with evacuation procedures. We expect that visitors will take part in drills and follow instructions that are given by the staff.

## **GENERAL INFORMATION**

### **Podiatry (foot care)**

- Harbourview Lodge provides foot care (at no charge) delivered by a trained RN/LPN on a regular basis.

### **Personal Mail and Newspapers**

- Mail is delivered to Elders by facility staff; family are asked to arrange all change of address notices through the forwarding post office
- Harbourview Lodge supplies one newspaper for each house to be shared by all Elders. If an Elder wishes to purchase their own paper, they may do so at their own cost.

### **Elder Council**

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

### **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.

### **Complements and Complaints**

- Complements or complaints should be directed to the health services manager or charge nurse through the site secretary.

## **MEDICATIONS**

Elder medications are supplied by Lawtons Pharmacy Burnside location. Elders are given an Elder Charge Account application upon admission.

Elders/family are direct billed monthly by Lawton's for medications and costs not covered by Pharmacare or private medical insurance.

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

All Elders 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.

Elder medications are reviewed by the Pharmacist, NP, RN/LPN and Physicians every 6 months or as required.

## CONFIDENTIALITY

At Harbourview Lodge, 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 Elders, clients, families, volunteers, and staff is respected and that privacy is safeguarded.

Personal health information includes any information we collect to help provide health care or to secure payment for the services provided at HVL. 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 Elder with whom it is shared.

## FINAL NOTES

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:

### Health Service Manager

Tara Rutherford (902)885-3616

[tara.rutherford@nshealth.ca](mailto:tara.rutherford@nshealth.ca)

### Clinical Team Lead

Cheryl Ackert (902)391-0186

[cheryl.ackert@nshealth.ca](mailto:cheryl.ackert@nshealth.ca)

### Business Coordinator

Ronda Faulkner (902)885-3630

[ronda.faulkner@nshealth.ca](mailto:ronda.faulkner@nshealth.ca)