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Policies and Procedures Manual

Harbourview Lodge Continuing Care Centre

Section 1 - Governance

Policy	Issued	Revision Date	Next Review	Policy
Global Commitment	2009	May-18	May-21	1-01
Risk Management	2011	May-20	May-23	1-04
Media	2013	February-19	February-22	1-06
Purchasing Policy	2016	June-18	June-21	1-08
Travel Policy	2018	February-21	February-24	1-09
Philosophy of Care	2018	September-18	September-21	1-10
Accounts Receivable (Bad Debt)	2019		May-22	1-11
Donations to Organization/Groups	2019		November-22	1-12
Recognition	2019		November-22	1-13
Access A Bus	2020		April-23	1-14

Section 2 - Administration

Policy	Issued	Revision Date	Next Review	Policy
Handling of Elder Trust Accounts (Involvement in Residents Personal Affairs)	2010	May-20	May-23	2-01
Handling of Complaints and Compliments (Receiving Investigating and Resolving Complaints)	2011	May-20	May-23	2-02
Elder Comfort Allowance	2011	June-20	June-23	2-03
Personal Directives	2011	May-18	May-21	2-04
Confidentiality All Staff	2011	June-18	July-21	2-05
Staff Orientation and Education	2011	July-20	July-23	2-06
Care of Personal Belongings (following the death of an elder)	2011	June-202	June-23	2-07
Staff Education and Development	2011	May-20	May-23	2-09
Ethical Decision Making	2012	October-18	October-21	2-10
Elder Record	2011	January-21	January-24	2-11
Witnessing of Documents	2014	June-20	June-23	2-12
Transportation of Elders to Appointments External to Harbourview Lodge	2016	March-19	March-22	2-13
Donations and Gifts	2016	March-19	March-22	2-14
Credentialing Process	2011	June-17	June-20	2-15
Employee & Volunteer Involvement in Elders Personal Affairs	2016	July-20	July-23	2-16
Recruitment Hiring and Orientation of Staff	2016	September-18	September-21	2-17
External Staffing	2017	May-20	May-23	2-18
Management/Staff Meetings	2017	May-20	May-23	2-19
Elder Council	1992	January-21	January-24	2-20
Family and Friends Council	2015	February-19	February-22	2-21

Section 3 - Elder Care

Policy	Issued	Revision Date	Next Review	Policy
Delegated Functions to Assistive Staff	2010	January-18	January-21	3-01
Clinical Procedures	2011	January-21	January-24	3-02
Daily Intake Record	2002	July-18	July-21	3-03
Hydration Policy	2002	July-18	July-21	3-04
Oral Nutrition Supplement	2002	July-18	July-21	3-05
Delivery of Clinical Nutrition Services	2002	July-18	July-21	3-06
Fluid Diets	2002	August-18	August-21	3-07
Vitamin D Supplements Program	2006	January-21	January-24	3-08
Assessments	2011	January-18	January-21	3-09
End Of Life Care	2011	August-18	August-21	3-10
Interdisciplinary Huddles (Formerly Rounds)	2011	January-21	January-24	3-11
Transfer of an Elder to an Acute Care Facility	2011	November-18	November-21	3-12
Admission Procedure	2011	October-18	October-21	3-13
Wound Management	2011	June-19	June-22	3-14
Elder Annual Blood Work	2020	January-21	January-24	3-16
Communication of Elder Diets	2016	October-18	October-21	3-17
Supporting Intimacy and Sexual Health	2017	March-20	March-23	3-18
Recreation Programming	2017	May-20	May-23	3-19
Meal Supervision	2017	July-20	July-23	3-20
Oral Health Care	2017	July-20	July-23	3-21
Bowel Protocol	2017	December-19	December-22	3-22
Applying Topical Creams	2010	November-18	November-21	3-24
Elder Plan of Care	2019	May-19	May-22	3-25
Foot Care	2019	June-19	June-22	3-26
Care of the Elder Following Death	2019	July-19	July-22	3-27

Section 4 - Quality, Safety & Risk Management

Policy	Issued	Revision Date	Next Review	Policy
Smoking Policy (Staff & Elders)	2010	May-20	May-23	4-01
Least Restraint	2009	May-20	May-23	4-02
Elders at Risk	2010	July-20	July-23	4-03
Elders Protection from Abuse	2010	August-19	August-22	4-04
Disclosure of Wrong Doing	2011	January-21	January-24	4-05
Disclosure of Adverse Events	2011	January-21	January-24	4-06
Safety Alerts	2011	January-21	January-24	4-07
Safer Needles in the Workplace	2011	October-18	October-21	4-08

Section 4 Cont'd

Extremes of External Temperatures	2011	June-20	May-23	4-09
Critical Incident Reporting	2011	June-18	June-21	4-10
Charting and Documentation	2011	July-18	July-21	4-12
Falls Prevention and Management	2012	July-20	July-23	4-14
Infection Control	2012	July-18	July-21	4-15
Waste Management	2015	July-18	July-21	4-16
Operations of Powered Mobility Devices	2013	January-20	January-23	4-17
Domestic Hot Water Temperature Readings	2013	May-20	May-23	4-18
Recreational Alcohol Use for Elders	2017	July-20	July-23	4-19
Food Safety	2017	June-20	June-23	4-20
Environmental Service Audits	2017	May-20	March-23	4-21
Companion Animals	2015	March-20	March-23	4-22
Allergy Alerting	2015	June-19	June-22	4-23
Bathing Protocol for Bariatric Elders	2011	January-21	January-24	4-24
Laundry Services for Elders	2017	March-20	March-23	4-25
Handling & Storage of Disinfectant Hazardous Products	2017	July-20	July-23	4-26
Integrated Quality Improvement (Quality Improvements)	2011	October-18	October-21	4-31

Section 5 - Pharmacy & Therapeutics

Policy	Issued	Revision Date	Next Review	Policy
Medication Administration Hours	2000	March-21	March-24	5-01
Medication Orders	2015	March-19	March-22	5-02
Medication Errors	2000	March-21	March-24	5-03
Medication Management	2011	March-21	March-24	5-04
Medication Reaction	2000	March-19	March-22	5-05
Medication Review	2011	March-19	March-22	5-06
Reordering & Receiving Medications	2011	March-19	March-22	5-07
Narcotic Control	2000	March-19	March-22	5-08
Transcribing Orders	2011	March-19	March-22	5-09
24 Hour Chart Check	2019		June-22	5-10
Administration of Medication by Elders	2016	January-19	January-22	5-11
Standing Orders	2015	December-19	December-22	5-12
Medication Administration - Catalyst	2017	March-21	March-24	5-13

Licensing Required Policy (DOHW)

