



***WE WELCOME YOU TO***

***THE CHURCH OF***

***ST. JOHN & ST. STEPHEN***

***HOME INC.***

**Our Mission**

*We are committed to provide comfort, dignity, and excellent care in a supportive, home-like environment that ensures quality of life for our residents.*

**Our Vision**

*A future in which our nursing home residents experience life to its full potential.*

**Our Values**

*Caring, Spirituality, Respect*

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# WELCOME

## FROM THE EXECUTIVE DIRECTOR

*On behalf of the Board of Directors, Management and staff, we welcome you and your family to The Church of St. John & St. Stephen Home.*

*We are a privately-owned, licensed nursing home committed to providing excellent, respectful, and collaborative care to our residents and their families. We have a teamwork approach to providing and maintaining care, integrity, trust, and quality of life for our residents.*

*Our home features the tranquil St. Andrews Lounge for worship services, a large satellite dining/multi-purpose room which was added in 1999, and beautiful shrub/flower gardens for the enjoyment of all.*

*We do everything possible to make residency here both pleasant and fulfilling. We want you and your family to feel that The Church of St. John & St. Stephen Home is your “home away from home”.*

*Shelley Wilkins, BBA  
Executive Director*

## FROM THE DIRECTOR OF CARE

*Hello and thank you for choosing The Church of St. John & St. Stephen Home as your new residence.*

*Each member of our staff is dedicated and trained to provide individual care and service to all our residents. Our goal is to ensure that your new home with us is not only comfortable and relaxing, but also, designed to enhance the quality of your life.*

*Our nursing team provides various levels of care, including special consideration to rehabilitation.*

*Should you have any questions or concerns, please do not hesitate to contact any of our staff members. I personally welcome any feedback you may have.*

*Terry Lee Martin, BNRN  
Director of Care*

## **We accomplish our Mission by implementing the following:**

### **MANDATE**

- To provide caring and professional services to our nursing home residents.
- To provide quality support services to residents and their families.
- To offer programs to the community from within the nursing home.
- To recommend legislation, regulations, strategies, policies, programs, and standards relevant to the development of the nursing home.
- To promote the vision of our organization.
- To ensure competent management of our resources (human, material, technological and financial).
- To provide a warm, comfortable, home-like environment.
- To treat residents, families, and employees equally and equitably.
- To consider the mutual interests of residents, families, and the community.
- To strive to make decisions by consensus.
- To ensure that our deliberations are confidential and to demonstrate solidarity with decisions that have been made.

### **RESIDENT RIGHTS**

- The resident has the right to be treated with dignity and in a manner that is courteous, fair, and considerate and recognizes one's status as an adult.
- The resident has the right to privacy when receiving personal, financial, and medical care.
- Each resident has the right to receive care, regardless of financial or medical status, cultural background, religion, colour or creed.
- The resident has the right to refuse medical treatment and medication, providing the refusal of such treatment/medication does not endanger the lives of others or the resident in question.
- The resident has the right to live safely and in a clean environment. They have the right to access programs that reflect their individual physical, spiritual, intellectual, social, emotional, and recreational needs.
- Each resident should feel at liberty to express themselves, participate in the development of their interests and management of their financial affairs, unless they become unable to do so.
- We encourage visitors and outings at every opportunity.
- Each resident should view their room as home and decorate their room with personal effects, in accordance with space and safety requirements.

## **PHILOSOPHY**

The philosophy of The Church of St. John and St. Stephen Home Inc. is stated on our cornerstone, "For the Glory of God in the Service of His People". This philosophy is based on the respect and dignity of each individual.

We believe that the Home must provide for the physical, psychological, spiritual, and social needs of our residents.

We believe in providing compassion, respect, comfort, and security to each resident of our Home. Our goal is to maintain and improve health, give purpose to life, and provide an awareness of self.

We believe in encouraging a sense of acceptance or belonging which can only motivate and sustain the personality of the resident under our care. To accomplish this, we believe in utilizing every employee's initiative and ability in listening, observing, encouraging, supporting, and being generally involved.

We believe in providing the best possible care, while maintaining a home-like atmosphere. We believe in providing a healthy, cheerful atmosphere. We believe that the Home has the responsibility to contribute to the development of Geriatric Theory, Pastoral Care and other programs utilized in the home and surrounding community.

We believe in the sacredness of all human life to God and ourselves.

## **HISTORY OF OUR HOME**

In the Fall of 1972, members of the Church of St. John and St. Stephen, saw the need for a home for older adults who were unable to look after themselves in their own homes. Through the untiring efforts of the Church, the Home became a reality in our community in 1977.

The Home is open to all members of the community and to those of all races and religious traditions. The Home is being operated by Christians for the purpose of bringing the warmth and compassion of Christ to the aged and infirm of the community.

Our Church Home has sixteen private rooms located in the East and West wings of the building. Thirty-two double rooms are provided for residents who enjoy the companionship of another person.

Many other components of the building allow us the opportunity to meet the needs of our residents. These include the chapel, two dining rooms, palliative care suite, two activity rooms, hair salon, community gardens, outside patio, lounge, common TV areas and boardroom.

## **ADMINISTRATION**

The administration here at the Church Home believes in an open-door policy and welcomes comments and suggestions from our residents and family members.

Office hours are from Tuesday to Friday, 9:00 am to 4:00 pm.

Executive Director	Shelley Wilkins	643-6008
Director of Care	Terry Lee Martin	643-6116
Director of Finance	Karissa Jones	643-6007
Receptionist	Valerie Farrah	643-6003

## **RESIDENT SERVICES**

### **ADAPTABLE CLOTHING**

Adaptable clothing may be required to promote the health and safety of both residents and staff. When a resident requires a mechanical lift or has mobility issues related to their limbs, the resident's need for adaptable clothing will be assessed to prevent injury to the resident and/or staff member during the change of clothing. Family members will be notified of the necessity for adaptable clothing as the need arises.

### **ADVANCED DIRECTIVES**

The Church of St. John & St. Stephen Home is a long-term care facility; many of our residents complete their lifespan under our care. The resident and the Power of Attorney (POA) make the decisions regarding medical treatment and all procedures which are fulfilled in the final stages of life. The physician and the nursing staff will provide information and, in collaboration with the POA, provide guidance to formulate difficult decisions. Family members are always notified if a resident's health deteriorates.

### **APPLICATION PROCESS**

Potential applicants and/or their family members are encouraged to visit our Home. We are very happy to take families and potential residents on a tour of our Home which can be scheduled by calling our office at 643-6003. Nursing home applications are available at our Administration Office from Tuesday to Friday between the hours of 9 am to 4 pm.

During the tour of the Home, the admission process will be explained. All applicants are placed on the "Nursing Home Waiting List" after assessment. The Department of Social Development (1-866-441-4340) can answer any questions you may have regarding this list. In addition, the waiting list is circulated to all nursing homes in our region. You and/or your family are expected to choose three nursing homes of your preference.

## **CONSENT FOR PHOTOGRAPHS**

A photograph of each resident is required for identification purposes. The resident or his/her designate must sign a photography consent form upon admission.

## **DIETARY DEPARTMENT**

We are committed to providing nutritious, well-balanced, and appealing meals to our residents in a home-like environment.

Our dietician meets with all new residents as soon as possible after admission to discuss food preferences, allergies, special therapeutic diets, past eating habits and will answer any dietary questions.

Both the first and second floors have a dining room with attractive views through large windows. Meals may be taken in comfort, and tray service will be provided for residents who are not able to use the dining room.

Menus are displayed on the board in each dining room. Mealtimes are as follows:

Breakfast	8:00 am
Dinner	12:00 pm
Afternoon Snacks	2:00 pm
Supper	5:00 pm
Evening Snacks	7:00 pm

## **DRUG REVIEWS**

On a quarterly basis, a complete review of each resident's medications is completed. At that time, the physician, pharmacist, and unit manager consider each resident's drug regime and make any changes that are required.

Any other changes that require the physician's attention are dealt with on his/her weekly visits to the unit.

## **EXTRAMURAL PROGRAM**

The Extramural Program provides The Church of St. John & St. Stephen Home with professional services in physiotherapy, occupational therapy, speech language therapy and respiratory therapy. Oxygen is made available to residents who meet the medical criteria and are referred by our in-house physician.

## **FAMILY SUPPORT**

We realize that the primary support of our residents is their families. Family members are required, whenever possible, to take residents to medical appointments and social events. We encourage family members to be involved in the lives of our residents and are welcome to attend all activities. When there are no family members available, volunteers may be asked to visit with or escort residents on specific activities.

## **FEEDBACK**

To foster the continued growth and success of The Church of St. John & St. Stephen Home, we encourage feedback from all stakeholders. Concerns can be forwarded to the manager responsible for the department. Resident concerns are formally addressed through “Resident Council” and follow-up is documented through the use of “Concern Sheets”.

## **FUNDRAISING/DONATIONS**

Our goal is to improve the quality of life for our residents and their families by enhancing the resources of our Home. To achieve this goal, we rely on the generosity of our community, dedicated staff, and volunteers. We encourage you to be involved in our fundraising initiatives.

Please consider a donation to our Home to enhance our residents’ quality of life. A memorial donation may be made through our Administration Office by completing a memorial card.

## **HAIRSTYLIST**

The Church of St. John & St. Stephen Home has a hairstylist in-house for our residents. The cost of the services will be charged to the resident’s comfort/trust account. Appointments are arranged by the Unit Manager.

The fees and services are as follows:

- Perm \$45.00
- Colour and Set \$35.00
- Cut and Set \$17.00
- Shampoo and Set \$15.00
- Curling Iron Only \$12.00
- Men’s Cut \$12.00
- Shampoo, Cut and Set \$20.00

Prices are subject to change.

## **HOUSEKEEPING**

Housekeeping services are provided seven days per week. Each resident’s room is cleaned once per day. We ask for the family’s help in removing and storing any clothing items which are no longer being worn.

## **LAUNDRY**

The residents’ personal laundry is done on-site. Clean laundry is delivered to the residents rooms daily. Any laundry requiring delicate or hand washing should be laundered at home. All clothing items brought into The Church of St. John & St. Stephen Home must be labeled. Please give clothing items to the Unit Manager and they will ensure the items are sent to the Laundry Department to be labeled. If you would like to continue to send laundry home, inform the Unit Manager.



## **NURSING**

The Church of St. John & St. Stephen Home provides 24-hour Registered Nursing coverage. We have Licensed Practical Nurses on each shift and Resident Attendants to complement our team. Each unit has a charge nurse on duty, and you are encouraged to bring concerns or questions to this individual when necessary.

## **PALLIATIVE CARE**

When the decision has been made that the resident is unlikely to recover or improve with treatments, palliative care begins. The duration of death may be long or may only last for few days, but during this time, our intent is one of comfort and dignity. The use of the Palliative Care Suite will be offered to the family at this time. This area, which is close to nursing intervention, provides privacy as well as a few amenities for the comfort of families. Close consultation with family is vital during this time.

## **PASTORAL CARE**

Church services are provided by the Presbyterian Church and other religious denominations from our community. All members of the clergy are encouraged to visit and bring spiritual comfort to residents. All residents of the Home will be treated as members of one family with respect, dignity, and affection.

## **PHYSICIAN SERVICES**

The Church of St. John & St. Stephen Home has two doctors retained to provide care to our residents. Dr. Michael Simon and Dr. Luan Le provide 24-hour coverage for residents and visit The Church of St. John & St. Stephen Home weekly to ensure that your loved-one receives appropriate medical treatment in a timely manner.

The Unit Manager arranges any medical appointments that our physicians may require for follow-up care. Any appointments, such as optical or dental, must be made by the family; and, the Home must be informed of these appointments. Please keep in mind the offices you choose should have wheelchair accessibility.

Active treatment or emergency services will be provided by St. Joseph's Hospital or the Saint John Regional Hospital.

## **RECREATION/ACTIVITY**

The Activity Department is responsible for the implementation of leisure programs at The Church of St. John & St. Stephen Home. Each month an event calendar is prepared; copies may be found on the activity bulletin board and at the reception desk.

We also have a wheelchair accessible bus to take residents out on outings.

## PERSONAL CARE

The Church of St. John & St. Stephen Home strives to provide a warm and comfortable environment. A bed, closet/wardrobe and bedside table are provided for each resident. We have a furniture policy which was developed to ensure the safety of our residents and staff. We encourage you to bring small personal effects to make the room feel more like home.

The Home provides the following care supplies:

Absorbent Puffs	Minor Medical Equipment
Air Cushions	Mouth Care Supplies (toothpaste,mouthwash)- <i>Dynarex</i>
Antiseptic & Disinfectant Preparations	Nail Care Equipment (clippers, file, etc)
Applicators, Cotton-tipped	Nebulizer Masks
Bandages- <i>Alliance</i>	Needles- <i>BD</i>
Basins (bath, emesis, solution)	Ostomy Supplies- <i>Hollister</i>
Bath oil (compatible with tub system)- <i>Arjo</i>	Packs, Hot & Cold
Bed Pans	Pads, Incontinence
Blood Pressure Cuffs	Paper, Autoclave
Blood Sampling Supplies	Pins, Safety
Blood Testing Strips	Pressure Relieving Devices
Body Lotion- <i>Gentle Rain</i>	Razors, Disposable- <i>Gillette</i>
Catheter Drainage Systems	Rectal Tubing
Catheter Solutions, Tray	Saline Solution
Catheters	Scissors
Condom Drainage	Shampoo- <i>Arjo</i>
Denture Adhesives- <i>Polygrip</i>	Sharps Disposable Containers
Denture Cleaners, Cups- <i>Freshmint</i>	Skin Barriers- <i>Arjo</i>
Diabetic Supplies- <i>One touch</i>	Skin Cleansers- <i>Arjo</i>
Douche Units	Specimen Collection Supplies
Dressing trays- <i>Alliance</i>	Spoons (disposable)
Dressing Supplies- <i>3m</i>	Sterile Supplies/Equipment
Droppers, Medicine	Steri-Strips- <i>3m</i>
Enema Kits, Disposable	Stethoscopes
Facial tissue- <i>Alliance</i>	Stockinette
Feminine Hygiene Products- <i>Tena</i>	Straws, Flexi
Fleet Enemas	Swabs (alcohol & glycerin)
Foot Care Equipment	Syringes- <i>BD</i>
Forceps, Disposable Surgical	Tape- <i>3M</i>
Gloves (Sterile/Unsterile)- <i>Alliance</i>	Thermometers & Supplies
Hand Soap, (standard size) or liquid soap- <i>Tena</i>	Tongue Depressors
Incontinence Care Supplies – Disposable	Tub (cleaner & products)
Irrigation Solution, Trays- <i>Alliance</i>	Urinals
Lubricants & Petroleum Jelly- <i>Vaseline</i>	Urine Testing Strips
Medicine Cups (paper, plastic)- <i>Alliance</i>	Water (sterile & distilled)

If the resident has a preferred personal or specialty product, we ask the family to supply it.

## **REHABILITATION SERVICES**

The Church of St. John & St. Stephen Home is pleased to offer Rehabilitation Support Services to our residents.

Rehabilitation Support Service is provided by a licensed practical nurse (LPN) who assists in the development of a treatment plan to meet residents' needs such as positioning, mobilizing, feeding, and hearing. This professional works collaboratively with an occupational therapist, physiotherapist, and speech therapist as needed. Also, this LPN collaborates with an audiologist in providing hearing aids and hearing assessment for our residents.

The Rehabilitation Support Service Coordinator will ensure that all equipment required by our residents is functioning properly. An inventory of all equipment in our facility, as well as maintenance records, is maintained.

## **VACCINATIONS**

It is our policy that all residents have a tuberculin test within two weeks of admission to The Church of St. John & St. Stephen Home.

The Church of St. John & St. Stephen Home recommends that all residents have a Pneumovax injection upon admission and every 10 years thereafter. Pneumovax increases the residents' tolerance if they should develop pneumonia or bacteremia.

Flu vaccinations are recommended for all residents unless their physician advises otherwise.

## **VOLUNTEERS**

Volunteers are an essential part of our Home and play a vital role in enhancing the quality of life of our residents. Our resources limit us to provide the basic necessities for our residents. We rely on the love and compassion of volunteers to make our Home a home. Volunteers build relationships, offer a kind word, a listening ear, and the necessary human connection that we all need. It takes only a few minutes to make a big impact. Our residents look forward to their visitors.

## **FINANCE**

### **FINANCIAL ASSESSMENT**

Prior to admission, a Notice of Financial Assessment for Nursing Home Subsidy is required. This assessment will determine the resident's monthly contribution for services. For more information contact Social Development in Saint John at 1-866-441-4340.

## **POWER OF ATTORNEY/RESPONSIBLE PARTY**

The purpose of this representative is to ensure that The Church of St. John & St. Stephen Home has a contact person who has the authority to make decisions for the resident. If the resident is unable to manage their own affairs, it is the responsibility of the POA (Power of Attorney) or the Responsible Party to ensure that all financial and medical arrangements have been made and all accounts are in good standing.

## **COMFORT ACCOUNT**

Upon residency with The Home, a resident may want to take advantage of additional services. These services include the hair salon, podiatry, clothing sales, newspaper services, external restaurant visits, and bus outings. We recommend that a minimum monthly balance of \$100.00 be maintained in a resident's comfort account.

To access the account, visit the Administration Office during regular office hours Tuesday-Friday from 9:00 am to 4:00 pm.

Other disbursements from comfort account, as applicable:

- Nameplate (required)
- Cable television, telephone and/or internet
- Taxi fares
- Outings
- Newspaper
- Podiatrist Charges (approx. \$38.00)
- Lawton's (Charges if medication not covered by NB prescription drug program.)
- Eyeglass purchase/repair (subsidized residents may have coverage for these charges.). Please have glasses labeled prior to admission.
- Hearing aid purchase/repair (subsidized residents may have coverage for these charges). Please have hearing aids labeled prior to admission.
- Dentures purchase/repair (subsidized residents may have coverage for these charges). Please have dentures labeled prior to admission.

## **SAFETY**

Our residents' safety is our primary focus at The Church of St. John & St. Stephen Home. Everyone, including family members, has a responsibility in making our Home a safe place. Immediately report any unsafe condition to the Unit Manager. The following are some of our policies which pertain to the safety of our residents.

## **BACK-IN-FORM (BIF)**

The Church of St. John & St. Stephen Home has a musculoskeletal injury prevention program known as Back-In-Form. We have five staff trainers who teach staff the different methods of transferring residents safely. Each new resident has a complete resident Admission Assessment within 48 hours of admission. If the resident is unable to weight bear consistently, they will be assessed for use of mechanical lift for transfers with reassessment if condition changes. We have a "NO LIFT" policy in the interest of keeping both residents and staff safe.

## **FALL MANAGEMENT & SAFETY DEVICES**

Restraints are used to protect a resident from injury, to maintain care, and to control disruptive behavior. Research has shown that the use of restraints is associated with increased risk of injury, skin breakdown, functional decline, loss of appetite, dehydration, constipation, disorganized behavior, and emotional distress. When restraints are used, they are a last resort in preventing harm to self and to others. Restraints are a planned short-term solution, never a long-term intervention.

We use a variety of means to ensure our residents are safe without using restraints such as seat belts and bed-check systems with an alarm attached. All residents are assessed for fall risk upon admission to The Church of St. John & St. Stephen Home.

The goal of nursing practice in nursing homes is to achieve the best possible health outcome for the resident with no unnecessary exposure to risk or harm. To protect and promote the resident's right to autonomy, respect, and dignity, the Church of St. John & St. Stephen Home supports "least restraints practices".

## **FIRE SAFETY**

We have monthly fire drills. When you hear the alarm ring, please remain with your resident until specific instructions are given. The Unit Manager is the fire captain for any emergency situation. Candles are not permitted in our Home due to fire safety reasons.

## **FOOD SAFETY/FOOD BROUGHT INTO HOME/ALLERGIES**

Please advise the Unit Manager when any food is brought into the Home so that it can be recorded. This is a government regulation. Due to specialized diets and allergies, please do not share any food which you bring into the Church Home with other residents unless approved by the Unit Manager.

## **FURNITURE & ELECTRICAL APPLIANCES**

All personal furniture and/or appliances must be approved by the Unit Manager prior to it being in our facility. This will ensure that the item is inspected as to its safety, and that we have the space available to accommodate it. Please refer to Policy #A-054 Resident Furniture for specific guidelines.

## **INFECTION CONTROL OUTBREAKS**

It is important to take extra precautions with our vulnerable residents. We ask visitors to refrain from coming to The Church of St. John & St. Stephen Home if they have any cold or flu-like symptoms. At times, we may need to close to visitors in an outbreak situation to protect residents and the community.

**MEDICATIONS**

Medications will be controlled and administered by a Registered Nurse or Licensed Practical Nurse who has been trained in giving specific medications. All medications require a written physician's order. All medications at The Church of St. John & St. Stephen Home must be labeled by our Pharmacy. Medications are never to be left at the resident's bedside, unless specifically ordered by the resident's physician.

**SCENT REDUCTION AND LATEX**

Residents and staff may suffer from allergies which are exacerbated by latex or scents. Please refrain from using perfumes when visiting. We ask families to only purchase "scent-free" or lightly scented products for our residents. Please do not bring in balloons (latex) other than Mylar balloons. Highly scented flowers, such as lilies and lilacs are also restricted.

**SMOKING**

Please be aware that this is a smoke-free facility. Smoking (including electronic cigarettes) is prohibited on all Church of St. John & St. Stephen Home premises unless a smoking area has been designated. This policy is applicable to all employees, visitors, contractors, and residents.

## TELEPHONE DIRECTORY

**Main Number (506) 643-6001**

DEPARTMENT	TELEPHONE NUMBER
Executive Director, Shelley Wilkins	643-6008
Director of Care, Terry Lee Martin	643-6116
Director of Finance, Karissa Jones	643-6007
Nurses Station, 1 <sup>st</sup> Floor	643-6002
Nurses Station, 2 <sup>nd</sup> Floor	643-6115
Food Services Manager, Ken Nice	643-6124
Plant Operations Manager, Kevin Manuel	643-6110
Activity Department	643-6113
Rehabilitation, Kim Hebert	643-6009
Pastoral Care Coordinator, Catherine Anderson	643-6118

If you cannot visit as often as you would like, we encourage you to keep in touch with residents by mail or email.

Address:

The Church of St. John & St. Stephen Home Inc.  
130 University Avenue  
Saint John, NB E2K 4K3

Email: [resident@churchhomenet.com](mailto:resident@churchhomenet.com)