



# **GOLDEN LINKS LODGE**

## **Personal Care Home**



## **RESIDENT HANDBOOK**

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# Golden Links Lodge

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## **WELCOME**

Our Board, Management and staff team would like to Welcome you to Golden Links Lodge. We recognize that moving into a personal care home is a difficult decision to make. We are committed to working with you to create a comfortable, home like environment.

Our staff team provides care in accordance with the provincial standard, and upholds our facilities vision, mission and value statements. The team works together with residents and families to meet their needs. We look forward to fostering these relationships with you and your family during your time at Golden Links Lodge.

This handbook will provide you with information regarding the care and services available to you at Golden Links Lodge. We hope that it will help guide you and provide valuable information during your transition to the home.

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## **INTRODUCTION TO GOLDEN LINKS LODGE**

### **History**

Golden Links Lodge is owned by the Independent Order of Odd Fellows, a non-profit fraternal organization that has a long history of working with elderly and distressed persons.

The official sod turning ceremony for Golden Links Lodge took place on October 13, 1980, and the doors opened on November 20, 1981.

Golden Links Lodge is an accredited, non-profit home. It is governed by a volunteer Board of Directors, and operates under provincial legislation as set out in the Manitoba Personal Care Home Standards Regulations (30/2005).

The Board of Directors and CEO set the mission, vision and values for Golden Links Lodge in 2011 and reaffirmed it in 2015.

### **Mission Statement**

Dedicated to Care, Mindful of Dignity, Embracing Life.

### **Vision**

Our resident-focused care inspires confidence through a compassionate respect for the dignity of all, which contributes to an excellent quality of life for our residents by meeting their individual needs.

We collaborate with our partners in the practice of sound financial management to ensure sustainability, while maintaining high standards of care for our residents.

Our physical environment is attractive and well maintained, providing residents and their families with spaces where they can visit, take part in recreational activities, and find spiritual comfort.

Ours is a respectful workplace, where people feel valued in a positive atmosphere, and where they cooperate as team members towards the common goal of the highest quality of care for residents.

## Values

The core values of Golden Links Lodge are:

**Compassion**- Our work is guided by compassion, our deep feeling for our Residents and their families that translates into the quality of our caring for them.

**Dignity**- We value the worthiness of the individual in the way we treat people every day.

**Respect** - We appreciate the worth of the thoughts and feelings of our Residents and each other.

**Integrity** - We hold ourselves to a high standard where we live up to our values.

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## RESIDENT BILL OF RIGHTS

It is implicit that every Resident is entitled to the following rights:

### Right to Dignity and Respect:

Every resident has the right to be treated with courtesy, dignity and respect in a way that fully recognizes the resident's uniqueness and individuality. This respect is demonstrated by honouring the wish of the resident to be addressed as he/she desires.

Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.

Every resident has the right to live in a safe and clean environment.

Every resident has the right to be free from all forms of abuse, including sexual, emotional, physical, verbal, financial abuse or neglect.

Every resident has the right to choice in food selection, activity selection and style of living, including the right to express him or herself in his or her own language, style of dress or religion.

**Right to Representation:**

Every resident has the right to designate a responsible party to act on his or her behalf in the event that conditions preclude personal representation.

**Right to Information and to Freedom of Expression:**

Every resident has the right to be informed of any issues affecting him or her in the Lodge.

Every resident has the right to be informed of his or her medical condition, treatment and proposed course of treatment and to be informed of the consequences of giving or refusing consent.

Every resident has the right to give or refuse consent to treatment, including medication, in accordance with the law.

Every resident has the right to be informed concerning consequences arising from his or her decisions pertaining to care and services that he or she accepts or refuses.

Every resident has the right to know the names of members of the personnel who work at the Lodge and the service they provide.

Every resident and/or their designated representative has the right to be informed verbally and/or in writing of any law, rule or policy affecting the operation of the Lodge and of the procedures for initiating complaints.

Every resident has the right to organize, keep and display personal possessions, pictures, and furnishings in keeping with safety requirements and the rights of other residents.

**Right to Privacy:**

Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs

Every resident has the right to communicate in confidence, to receive visitors of his or her choice, and to consult in private without interference.

Every resident has the right to be alone if he or she chooses.

Every resident has the right to confidentiality concerning personal mail.

Every resident has the right to meet privately with his or her spouse/partner in a room that assures privacy. Where both spouses are Residents, they have the right to share a room according to their wishes, if appropriate rooms are available.

## **Right to Hold Responsibility and to Participate:**

Every resident who has not been declared to be mentally incompetent is responsible for his or her actions and equally for consequences resulting from his or her actions.

Every resident has the right to retain his or her autonomy and to receive assistance towards independence consistent with his or her abilities.

Every resident has the right to choose whether or not to participate in activities and to participate at a pace appropriate to him or her. Additionally, these activities must be structured in a manner most acceptable to him or her.

Every resident has the right to organize or belong to an association, as well as to express his or her opinions, recommendations and suggestions in the form of a Resident Council.

Every resident has the right to exercise the rights of a citizen and to raise concerns or recommend changes in policies and services on behalf of him or herself or others to the Resident Council, Golden Links Lodge staff, government officials or any other person inside or outside the Lodge, without fear of restraint, interference, coercion, discrimination or reprisal.

Every resident has the right to form friendships and to enjoy relationships of his or her choosing.

Every resident has the right to pursue social, cultural, religious and other interests, to develop his or her potential and to be given reasonable provisions by the Lodge to accommodate these pursuits.

Every resident has the right to manage his or her own finances, in accordance with the law.

## **Right to Continuity:**

Every resident has the right to live in a setting that practices a daily, weekly, monthly and annual pattern.

Every resident has the right to consistent and stable interaction with the personnel from whom he or she receives care or services.

Every resident whose death is likely to be imminent has the right to have family members and/or pastoral or significant other visitors present at all times as he or she or their representative wishes.

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## **YOUR CARE TEAM**

### **Who is on the team?**

Each residents care team will consist of members of the Golden Links Lodge Health Care and Support Services team. In addition to these team members we consider Residents and their family or representative to be valuable members of their care team. We rely of your family to provide us with information about your history, likes and dislikes and health concerns. We will do everything possible to establish a trusting relationship with your loved ones.

### **Resident Care Conferences**

Individualized care plans are developed to address your needs and guide staff on a daily basis. A Resident Care Conference will be held annually, and within 8 weeks of your admission. The Care Team will meet with you and your family or Power of Attorney to discuss and review your care plan. It is also an opportunity to discuss any concerns or questions you may have, as well as provides an opportunity for families to meet the care team. The following persons contribute to the resident care conference; Social Work, Nurse, Doctor, Dietician, Rehab Assistant, Recreation, the Director of Care and/or Manager of Clinical Services. You and your family will be invited to participate in the care conference, you can receive a care conference package upon completion of a Personal Health information request.

### **Health Care Directive**

Health Care Directives or Advanced Care Directives reflect a person's wishes about medical treatment. It allows you to express your wishes about the amount and type of health care and treatment you want to receive should you become unable to speak or otherwise communicate this yourself. It also allows you to give another person, a Proxy, the power to make medical decisions for you should you ever be unable to make them yourself.

A proxy is someone you choose and name in your directive to act for you in the event you are not able to make such judgments and speak on your own behalf. Because it is not possible to anticipate every set of circumstances, your proxy has the power to make health care decisions for you based on what you have told your proxy about your wishes and the information in your directive.

Any Health Care Directives and/or documentation relating to health care proxies is required on admission. For additional information please visit:

<http://www.gov.mb.ca/health/livingwill.html>

### **Advance Care Plan**

Advanced Care Plans are discussed with the Resident and Proxy on admission, reviewed annually and as needed. The Advanced Care plan can change as your care needs change. It should reflect the Health Care Directive if you have one.

The Advanced Care Plan is sent with residents when going to the hospital as it directs their care. It is the overall process of dialogue, knowledge sharing and informed decision making that needs to occur at any time when future or potential life threatening illness treatment options and Goals of Care are being considered or revisited. This form is used to record agreed upon Goals of Care reached through full and complete ACP discussions with the Patient, Resident, Client and/or Substitute Decision Maker about the nature of the individual's current condition, prognosis, treatment/procedural/investigation options, and expected benefits or burdens of those options.

C = Comfort Care - Goals of Care and interventions are directed at maximal comfort, symptom control and maintenance of quality of life excluding attempted resuscitation.

M = Medical Care - Goals of Care and interventions are for care and control of the Patient, Resident, Client condition. The Consensus is that the Patient, Resident, Client may benefit from, and is accepting of, any appropriate investigations or interventions that can be offered excluding attempted resuscitation.

R = Resuscitation – Goals of Care and interventions are for care and control of the Patient, Resident, Client condition. The Consensus is that the Patient, Resident, Client may benefit from, and is accepting of, any appropriate investigations or interventions that can be offered including attempted resuscitation.

If you have further questions or concerns about Advanced Care Plans please speak with the Nurse on the unit or go to

<http://www.wrha.mb.ca/professionals/acp/>.

### **Cardio Pulmonary Resuscitation**

Golden Links Lodge does not support the initiation of CPR in the frail elderly. The staff will follow your directions as outlined in the Advance Care Plan. Should your directive include resuscitation, staff will call 911.

### **Power of Attorney**

A Power of Attorney is the legal authority contained in a written document that allows someone else to manage your legal and financial affairs. A person, referred to as "the donor" grants authority to another person, known as "the attorney" to handle some or all of the donor's financial affairs. A Power of Attorney may be required to produce an accounting of income and expenditures for the resident they represent.

The Public Guardian and Trustee, a government official can also be appointed Power of Attorney to operate and manage the finances and sometimes estates of mentally incompetent persons as well as personal affairs such as where they will live and consent for health care.

The team collects the Power of Attorney and the Health Care Directive information at the time of admission.

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## **HEALTH CARE SERVICES**

### **Physicians**

Golden Links Lodge has three physicians on staff that will take care of your medical needs. Upon admission a physician is assigned to you and they will complete a full physical assessment. The physicians are in once a week and see the residents according to their needs. If families or residents would like to meet with the Physician they can speak with the Nurse on the unit to make arrangements. There is always a Physician on call 24/7 for after hours and emergencies.

If a resident would like to continue to see their regular physician are able to do so as long as this physician is willing to be available 24/7 for emergency and afterhours calls, and can meet the standards set out by Golden Links Lodges Medical Director. If you require further information on this please consult the Director of Care.

### **Nursing**

Golden Links has Registered and Licensed Practical Nurses on staff 24 hours a day, all are registered through the Provincial regulatory body. Any questions or concerns in regards to resident care can be directed to the Nurse on the unit. Nurses monitor changes and symptoms, assess those that are unwell, communicate concerns with physician and families, and provide medications at regularly scheduled times.

### **Health Care Aids**

Health Care Aids (HCA) assist residents with activities of daily living, in areas related to grooming, dressing, bathing, toileting and dining assistance. HCA's also assist with transferring residents in and out of bed or chairs, they assist in transporting to and from meals and programs and encourage residents to become involved in activities of the home.

### **Pharmacy**

The physician orders all medications. Our pharmacy provider reviews all medication orders to make sure there are no interactions. Manitoba Health covers the cost of most medications ordered physician, however, some exceptions may apply. If this is the case, residents and families are responsible for payment.

To prevent drug interactions, no other medications should be taken by a Resident without prior approval of the Physician. This includes medicated creams, vitamins, and herbal preparations. Golden Links Lodge's Policy states

that residents are not keep any medications in their rooms, as this is a safety risk for all residents.

### **Recreation**

Recreation staff offer a variety of programs designed to meet the physical, social and cognitive needs of our residents. Programs run in large or small groups or are offered on a one to one basis, each resident has an individualized recreation care plan. A monthly calendar of events is distributed to Residents and is available to families in the lobby. Daily changes are made to the recreation whiteboards on each unit. If families or friends are interested in volunteering to assist the recreation program please speak with the recreation facilitators.

### **Spiritual Care**

Golden Links Lodge is not a faith based facility; however, Church services are held on a regular basis and are outlined on the recreation calendar. We encourage residents own spiritual care facilitator or clergy to visit. Contact information for residents spiritual care providers can be recorded on their care plan, if they wish to have them contacted in case of emergency, this can be set up with the nurse or social worker at any time.

### **Social Work**

The Social Worker provides psychosocial support to residents and families as well as provides advocacy, counselling and information to residents and families. The Social Worker will assist in assessing the needs of the resident, evaluates adjustment of residents to their new home, and will provide support with grief, coping with illness and caregiver support. The Social Worker can be reached directly or through the nurses.

### **Rehabilitation Aide**

The rehabilitation aide works Monday to Friday, and provides a comprehensive assessment of residents physical abilities. They work in conjunction with the Physiotherapist and Occupational Therapist to implement all exercise programs, such as walking, range of motion, sit/stand or bike programs. The Rehab Aide also assists with all equipment needs.

### **Occupational Therapist**

The Occupational Therapist, provided through Community Therapy Services, is available one day a week. They complete assessments and make recommendations about specialized seating, wheelchairs, walkers, raised toilet seats, grab bars/poles, splints, and any other assistive devices for daily living that will help maintain or improve residents functional ability. It is the responsibility of the resident, family or power of attorney to purchase any recommended equipment.

## **Physiotherapy**

Physiotherapy is available on a consultation basis only. They recommend physical therapy related to specific injury, to plan exercise programs following surgery, and to create programs that will aid in maintaining residents highest level of functioning.

## **Speech Language Pathologist (SLP)**

A speech language pathologist is available to assess residents who have difficulties with communication and/or swallowing. This service is available on a consultant basis only. The dietician or unit nurse will consult the speech language pathologist by way of a referral and arrange a visit.

## **Dental Care**

The University of Manitoba provides a visiting service, and mobile denturists can visit the home. Please see the nurse on the unit about this service. You may also continue to see your own dentist. You are responsible for any dental and transportation fees.

## **Foot Care Program**

A certified foot care nurse is available to provide specialized foot care for Residents. This service goes beyond the routine cleaning and cutting of nails and focuses on foot care for Residents with actual or potential problems (diabetes, corns, calluses, ingrown toenails, etc.). Should you choose to have these treatments, your written consent is required. Consent forms are available from the Business Office. Costs for this service may be covered by private insurance plans and is the responsibility of the Resident.

## **Laboratory Services**

A mobile x-ray and lab service is available. Specialized tests may require a visit to a clinic or hospital. Fees for transportation are the responsibility of the resident and family.

## **Geriatric Mental Health**

Geriatric mental health services are available to provide assessment and consultation for residents who struggle with mental health problems.

## **Personal Monitoring Devices**

Residents will be assessed for personal monitoring devices on admission or as needed. If a resident requires a magnetic or pull string Bed/Chair alarm or a roam alert these are available at the facility for a nominal fee.

## **Students**

Golden Links Lodge provides educational opportunities for students from a variety of health care professions. A qualified staff member is always present to supervise students.

## **Research**

On occasion, Golden Links Lodge may participate in studies related to the care of the older person. You may be asked to take part in a research study at some time during your stay at Golden Links. Your participation would be strictly on a voluntary basis.

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## **SUPPORT SERVICES**

### **Dietary**

Each resident will be seen and followed by a Clinical Dietician. All meals are prepared onsite; menus are developed and reviewed by a registered dietitian and cook. Therapeutic diets are offered as well as therapeutic consistencies in the form of minced and pureed. Dining times are: Breakfast.....09:00 Lunch.....12:00 Dinner....17:00.

Refreshments and snacks are offered between meals, and late night sandwiches are available at the nursing stations. Guests can make arrangements to have lunch or dinner with you, 24 hour prior notice is necessary. Guest meal tickets can be purchased from the Business Office Monday -Friday, or the first floor nursing station, after 16:00, weekends and STAT holidays.

### **Housekeeping**

Housekeeping staff clean rooms daily, complete room cleaning is done annually. During the annual cleaning, all furniture will be removed from your room. You will be given prior notice by the housekeeping staff when this happens.

### **Laundry**

Bed and bath linens are provided through Selkirk Linen and are washed at their site. All personal laundry is washed (in hot water) and dried at Golden Links Lodge weekly and, delivered to your room. If Families prefer to wash their loved ones personal laundry themselves this can be arranged through the Manager of Support Services. Golden Links does not have facilities for dry cleaning, ironing or for repairs / alterations to clothing.

All clothing must be properly labelled, and a nominal fee is charged for this service. 125 labels are printed upon admission for \$25.00, and each additional 25 labels cost \$5.00.

## **Maintenance**

Golden Links Lodge has two staff members who are responsible for repairs within the building and maintenance of the grounds. The maintenance team is required to check any and all electrical items for residents and will mark them accordingly. Please note, electric blankets along with a few other electrical appliances are NOT allowed in residents rooms, see page 21 for a complete list. Maintenance will assist in hanging photos and completing any repairs in resident's rooms. External companies also provide services as required.

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## **ADDITIONAL SERVICES**

### **Hair Salon**

There is a hair salon on the first floor, appointments are made directly with the hairdresser or set up on admission. Fees for services are posted in the salon, and can be charged to the residents trust account.

### **Volunteers**

Our volunteers enhance the services provided through Golden Links Lodge by assisting staff with recreation activities, escorting residents to meals, activities and special events.

### **Pet Visitation**

Golden Links Lodge is a pet friendly Facility, with trained therapy dogs that visit regularly. If you would like to bring your pet in to visit your loved one or the other residents a copy of the pets most recent vaccinations and a brief orientation is required. If you would like to bring a pet in please speak directly with the recreation staff.

### **Mail**

Incoming mail is delivered to the units, and brought directly to the residents. If a resident does not wish to receive mail, or the public trustee is responsible for mail this can be set up on admission. Outgoing stamped mail can be dropped off at the business office for mailing.

### **Newspaper**

Both the Free Press and the Sun deliver papers to Golden Links Lodge. If a resident wishes to receive the newspaper arrangements for delivery can be made by the resident or family by contacting the paper directly.

### **Television**

Cable service is provided for a monthly fee, charges will be billed to the resident trust account. Residents/family members may make arrangements at the business office or on admission. Residents are required to provide their own

televisions. Televisions must be no larger than a 40" flat screen, and are not to be mounted to the walls.

## **Telephone Services**

Telephone is provided for a monthly fee, charges will be billed to the resident trust account. Residents/family members may make arrangements at the business office or on admission. Residents are required to provide their own personal phones.

## **Resident Council**

The Golden Links Lodge Resident and Family Council provides Residents and/or family members an opportunity to express interests and concerns. Residents and families are encouraged to discuss matters affecting their daily lives. Meetings are held regularly and minutes of each meeting are posted on the resident bulletin board located across from the hair salon. Copies are also available on each floor.

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## **SAFETY**

### **Identification**

Resident photos are taken on admission and annually, these photos are used for identification on resident's door's, dietary kardex, medication boxes and MAR's. Staff and volunteers also wear name and photo badges for identification and security purposes. If you notice someone is not wearing an I.D. badge, please notify either the nurse or administration.

### **Valuables**

Golden Links Lodge makes every effort to maintain a safe and secure environment;

**Golden Links Lodge is not responsible for your personal property**, including dentures, eyeglasses and hearing aids. Valuables, jewelry, family heirlooms, cash, and important documents should not be stored in your room.

Any loss or theft of personal property is not covered under the facility insurance policy. It is recommended that you purchase your own content insurance for your personal items similar to that purchased for people living in apartments.

### **Lost and Found**

If you believe you have lost an item or have found an item, please report it to the Nurse at your nursing station. There is a lost and found on each unit as well as at the reception desk.

## **Least Restraint**

The Golden Links Lodge policy of least restraint is in concordance with Manitoba Health guidelines. Should a restraint be required, chemical or physical, the decision to do so is made by the health care team, in consultation with family. For further information see the restraint pamphlet.

## **Abuse**

Golden Links Lodge has a zero tolerance policy in regards to abuse, policies in place relating to freedom from abuse and harassment. These policies apply to residents, staff, families, students, volunteers and visitors. Golden Links Lodge follows the provincial Violence Prevention Program Act. Golden Links Lodge will investigate any allegations of abuse and take any action required, any allegations of abuse to a resident is reported to the Protections of Persons in Care Office and further investigation is completed. If you have any concerns while at Golden Links Lodge please see the Director of Care, Clinical Services Manager or the Social Worker and they will assist you.

## **Critical Incident Reporting**

Golden Links Lodge reports all critical incidents to WRHA Patient Safety. A critical incident is an unintended event that causes serious harm to a patient, Resident or client. If you witness a critical incident, notify the nurse on duty. If you would prefer, you can call the **24 Hour Critical Incident Line at (204)-788-8222** and a trained operator will help you.

## **Roam Alert System**

For the safety of residents who are considered to be at high risk for wandering, a roam alert system is in place. This system is activated by an electronic bracelet which alerts staff with a special alarm when a Resident is approaching the front door or elevator. The doors and elevators will also lock and can only be disabled with a code. Families can receive this code from the Nursing staff or Receptionist. This safety measure is provided for a monthly fee, to residents who have been assessed to require it. If you are visiting a friend or loved one at Golden Links Lodge, please ensure that no residents follow you out the front door.

## **Coded Doors**

To ensure resident safety and security, a specialized lock system has been installed on all exterior doors. When entering the building during regular hours visitors are to press the red button to the theft of the front door, the door will not open until the door behind you closes. To exit the building an exit code is required, please speak to the receptionist or nursing station for the code. For afterhours access, please speak to the nurse.

## **Fire**

Each resident room is equipped with a smoke detector. Fire drills and education are carried out on a regular basis. When a fire alarm sounds, the fire doors will close and staff will carry out Code Red procedures. If you are in the facility when the fire alarms are going off, follow instructions from staff members and stay where you are until further notice, do not use the elevators or stairways. Please familiarize yourself with fire exits.

## **Smoking**

Golden Links Lodge is a smoke free facility, smoking is not allowed in the in facility or anywhere on the property.

## **Alcohol**

The consumption of alcohol must be approved by the doctor because of potential interactions with medications. Alcohol must be kept at the Nursing Station.

## **Electrical Appliances**

All electrical appliances must be inspected by our maintenance staff before use. Any electrical appliance that contains a heating element is strictly prohibited. The use of extension cords is strongly discouraged. Electric lift lounge chairs must be equipped with a ground fault interrupter. Interrupter installation charges are the responsibility of the resident. Please see page 21 for a list of electrical items not permitted at Golden Links Lodge.

## **Scent Free**

Golden Links Lodge follows a scent free policy, as both residents and staff have allergies. Please be respectful of this when you are at the facility as many people are very sensitive.

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## **INFECTION CONTROL**

### **Flu Shots**

The facility conducts an annual flu immunization program, it is strongly recommended that the elderly receive this protection. Prior to immunization, the Resident/Family will be notified and a consent form will have to be signed. Consent forms will be reviewed annually at the Care Conference. Residents Families and staff will be notified when the flu shot clinic is running at Golden Links Lodge.

### **Preventative Measures**

Hand-washing is the most effective method to reduce the spread of disease. Visitors are encouraged to wash their hands and to use the hand sanitizers

provided in the facility. In order to prevent the spread of infection to our residents, visitors are asked to refrain from visiting when they are ill.

## **Outbreaks**

If a resident develops a transmittable infection, protocols are in place to prevent the spread of the infection. In some cases, signs may be posted on residents' doors to remind everyone about taking certain precautions. Please speak to the nurse for further direction during outbreaks.

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## **Fees**

### **Daily Rate**

All residents of personal care homes in Manitoba are charged a daily living expense. This residential charge is reviewed and set by Manitoba Health every August and based on the resident, or resident and spouses Notice of assessment. Charges are based on the Resident's previous year's taxable income (not assets) or a combination of Resident and spousal income. The Resident's previous year's income tax assessment is used to set fees for the following year. The Manitoba Government pays the remaining cost. The fee structure and rates for personal care homes is the same throughout the province. To calculate residential charge visit:

<http://www.gov.mb.ca/health/pcs/calculator.html>

The Residential charge (rent) is payable in advance, on or before the first of every month. The first payment is due on the day of admission.

The Residential charge covers:

- Standard accommodation
- Basic nursing care
- Assistance with and/or supervision of the activities of daily living
- Physiotherapy and occupational therapy consultative services
- Basic medical and surgical supplies
- Prescribed drugs & related preparations approved by MB Health
- Meals including special diets
- Laundry and linen services
- Housekeeping services

## **Trust Account**

Each resident at Golden Links Lodge has a trust account set up on admission, trust accounts holds 100-400\$ based on the resident's needs. These accounts cannot exceed 400\$, and do not accumulate funds. The Trust account is set up

for personal expenditures such as phone, cable, recreation outings, guest meal tickets, foot or hair care and any other pre-approved incidentals. A statement of this account will be sent with the monthly statements. If you would like to increase your trust account, speak with the receptionist.

## **Payment Responsibilities**

Residents (or their family/representative) are responsible for the daily rate and all expenses required for the exclusive use of the Resident.

This includes the purchase and repair of personal devices such as wheelchairs, seating cushions, walkers, canes, hearing aids, dentures, eyeglasses, slings for mechanical lifts, transfer belts, adaptive clothing or accessories, chair/bed alarms and roam alerts (monthly fee).

Residents are also responsible for costs of personal expenses or services such as dry cleaning, clothing, hairdressing, foot care, massage, recreation outings (including transportation costs), toiletries, telephone, cable, newspaper, transportation, clothing labels and insurance for personal belongings.

## **Transportation**

Ground ambulance transportation within Manitoba is NOT an insured service, unless you are being transferred for tests and return to the sending facility within 24 hours.

Manitoba Health has identified Residents as responsible for their transportation costs to routine visits to a physician / optometrist / dentist / denturist / audiologist or other clinics, or for any transports where the resident is capable of traveling using a handi-van, taxi or private automobile. Residents are also responsible for transportation costs (including ambulance) to a hospital for emergency medical service and where the resident does not return within 24 hours.

Your family is encouraged to accompany you on medical appointments; otherwise, a paid companion may be required. Many Residents arrange for social transportation needs through Handi-Transit. Information can be obtained from the social worker regarding this service.

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## **ADMISSION**

### **Preparing for admission**

Prior to admission, you and/or your family will meet with the Social Worker to complete all Pre-admission documents, any questions or concerns can be discussed at this time. The move to a personal care home can be a very stressful experience which requires a period of adjustment for both residents and families. When staff are aware of both past and present experiences and likes and dislikes, they can make the adjustment smoother.

Resident rooms are assigned based on availability, if safety or medical concerns come up during your stay your room may be moved within the facility. Golden Links Lodge provides towels, bedding, pillows, a writing desk with three drawers, chair and a double door closet with shelf. Each resident has a private washroom.

The following items must be received prior to admission or before a bed can be offered. Please use the following list to ensure that all forms are completed and returned to the Social Worker.

- Admission and Residency Agreement
- Admission Form (demographics)
- Power of Attorney paperwork
- Health Care Directive (if applicable)
- Declaration of Funeral home
- Resident Trust Account Agreement for miscellaneous expenses
- Manitoba Health - Residential Charges/Tax Information Release Form
- Manitoba Health - Application for Reduced Residential Charge
- Notice of Assessment from previous tax year
- Resident Consent - Disclosure of Personal Health Information
- Consent for Release of Medical Records
- Provision of CPR for Residents (please discuss with social worker if you have any questions)
- WRHA Advance Care Plan
- Consent form for Hairdressing Services
- GLL Telephone and/or Cable Services
- Life History

### **What to bring with you:**

#### **Clothing**

Please be sure that clothes are loose fitting, correct size, and machine washable permanent press. Clothes should be easy to get on and off, with front buttons or zippers and a loose elastic waist. Additional clothing may be required if you experience incontinence. Nursing staff may request that adapted clothing be provided if you experience difficulties with dressing. The resident is responsible for ongoing replacement of personal items such as clothing and alterations. Storage is limited in Resident rooms, so please plan accordingly. Heat press labels will be adheres to all residents clothing or personal blankets.

Suggested clothing:

- Five (5) changes of washable clothing
- Three (3) washable sweaters or fleece
- Seven (7) pairs of cotton undergarments
- Seven (7) pairs of cotton socks with loose elastic
- Two (2) pairs of washable non-skid slippers
- Five (5) cotton nightgowns or pyjamas

- One (1) robe
- One (1) sun hat, one (1) summer jacket
- One (1) pair of supportive shoes
- One (1) winter jacket, hat, scarf, pair of mitts, boots (boots are required only if the Resident is walking independently)
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\*\*All clothing, accessories, and other personal items must be labeled with the residents and facility name\*\*\*

## **Personal Devices**

Please bring with you your own walkers, wheelchairs, canes, or any other personal safety devices that you are currently using. If you require a walker, or wheelchair and do not have one we caution you to not purchase one until you are assessed by an Occupational Therapist as there are specific size requirements and styles to meet your needs. All personal equipment must be labeled with your name and room number.

## **Personal Hygiene Items**

Residents are responsible for the purchase of personal hygiene items such as comb, hairbrush, toothpaste, toothbrush, deodorant, fingernail and toenail clippers, hand lotion, shampoo and conditioner. For larger items such as shampoo and lotions bottles with hand pumps are recommended.

## **List of all Medication**

If you are coming from a hospital, personal care home or another health care setting the staff there will provide you with an envelope with your medication list and other health care information. Please give this to the nurse when you arrive. If you are coming from the community please speak with your pharmacist, they will provide a copy for you.

## **Glasses & Dentures**

Glasses and dentures should be labeled with your first and last name prior to admission, a service that can be provided by your optician or dentist.

## **Personal Items**

We strongly encourage personalization of resident rooms at Golden Links Lodge. Decide what personal items you would like to have in your room such as a leather or vinyl chair, your favourite bedspread, pictures, television or radio. If you would like to bring in your own dresser and end table please speak with the Social Worker or Manager of support Services. Furniture must be suitable size and fabrics must be washable, leather or vinyl. You may be asked to rearrange or remove furniture to allow for the safe usage of medical equipment. Televisions should be flat screen no larger than 40" and are not to be mounted on the wall. All furniture and electrical equipment must be checked by the maintenance team on admission.

Jewelry and large sums of money are not to be kept in residents rooms, trust accounts can be set up for residents use. Residents or family member/POA/SDM are solely responsible for the care, protection and well-being of all valuables, personal effects, prosthetic devices or cash. **Golden Links Lodge is not responsible for any lost or damaged personal items** including hearing aids, eyeglasses and dentures. We recommend that Residents or advocates obtain personal insurance for their belongings.

### **What not to bring with you:**

Although at Golden Links Lodge we try to make our environment as home like as possible there are items that are not permitted at our facility.

### **The following items are not permitted:**

- Any weapons
- Large Furniture
- Wall mount shelving
- Power scooters
- Window coverings
- Fabric chairs --please have a leather or vinyl cover
- Scatter rugs
- Mini fridges
- Large televisions stands
- Wall mount televisions
- (De)humidifiers
- Electric heaters or blankets
- Microwaves
- Toasters
- Electric Kettles
- Lipstick as it causes significant damage when it inadvertently goes through laundry. All lipstick must be stored at the Nursing Station, and not in your room.
- Talcum/Baby powder
- Bar soap
- Hot packs/pads
- Over the counter medications—all medications are to be prescriber by the Doctor, and no medications are to be kept in resident rooms.
- Non electric Razors- Staff are not permitted to assist residents with the use of non-electric razors for safety reasons.
- Clothing that will shrink –wool/polyester/satin/silk

### **Admission Day**

On admission day, the Nurse or Social Worker will take you to your room and you will be given a short tour of your unit. The Social Worker will go over any outstanding forms with you and your family. You may want to have a family member or close friend help you unpack and decorate your room. If you wish to

hang pictures, please ask maintenance staff to assist, this will prevent any damage to the walls. Please note, repairs resulting from excessive damage to rooms / walls will be charged to the Resident. Your clothing and other items will be picked up by the laundry department for labelling.

Your family is welcome to stay for lunch, two guest meal tickets will be provided, please let the social worker or nurse know in advance, and a table will be reserved for you.

The nurse will review your medical history and complete the required documentation. All During the first few weeks you will be introduced to and assessed by your care team, including the, doctor, dietician, Occupational therapist, Rehabilitation therapist.

**Do not keep money or valuables in your room.**

**Golden Links Lodge is not responsible for any valuables kept in your room.**

## **Visiting Hours**

General visiting hours are between 10AM and 8PM. Families may visit at any time. Golden Links Lodge does have a Respectful Noise Policy which is in effect from between the hours of 9PM and 7AM. Pets may also visit, but they must be registered with the Manager of Support Services, see page 13.

## **Social Leave**

Residents are free to leave the Lodge; they must sign in and out at the first floor nursing station and let the nurse on their unit know when they will be back. Social leaves cannot exceed twenty-one (21) consecutive days. Arrangements for a prolonged leave must be made with the social worker and nurse forty-eight (48) hours prior to departure so that medications can be ordered from pharmacy. Please inform the unit nurse upon departure and return.

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## **DISCHARGE**

When a resident is discharged, transferred to another facility, or passes away, **family is responsible to remove all personal property from the room within 24 hours.**

If a family member is unable to remove personal belongings, please notify either the Social Worker or Director of Care with the name of any person you have authorized to remove the belongings.

Please let us know if you are unable to pick up belongings within 24 hours; Golden Links Lodge will pack and secure them for you.

**Please note: Golden Links Lodge does not accept any donations of personal clothing, equipment such as wheelchairs, walkers, transfer aids or furniture.**

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## **COMPLAINT MANAGEMENT PROCESS**

The staff at Golden Links Lodge is committed to serving you. It is important that Residents and their families feel free to express their concerns, to question and to make suggestions. Please do not hesitate to share any thoughts and concerns with the appropriate staff member.

If you have a concern:

Speak to the appropriate person at the source of the issue, i.e. the Unit nurse

OR

Fill out a complaint management form, located in the family comments mailbox at the front reception desk

OR

Contact the Director of Care, Chief Executive Officer, Manager of Clinical Services, or the Social Worker.

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Appendix:

## **PROVINCIAL LEGISLATION**

Personal Care homes are governed by the following Provincial legislation:

### **Manitoba Personal Care Home Standards and Regulations**

These standards were developed by Manitoba Health to ensure that all residents in personal care receive the same standard of care. These regulations govern all aspects of care. The Standards legislation is available at:

<https://web2.gov.mb.ca/laws/regs/pdf/h035-030.05.pdf>

### **Personal Health Information Act (PHIA)**

Personal Health Information Act is legislation created to ensure the privacy of personal health information. Everyone has the right to examine, receive a copy of and/or request a correction to his or her recorded personal health information. Confidentiality, security, accuracy and integrity of the information must be ensured.

### **Protection for Persons in Care (PPOC)**

The Protection for Persons in Care Act is designed to protect older adults from physical, sexual, mental, emotional and financial mistreatment while receiving care in personal care homes, hospitals or any other designated health facility. In Manitoba, it is mandatory to promptly report suspected abuse. Anyone who has reasonable cause to believe abuse is occurring or is likely to occur **must** report these concerns as soon as possible. The **Protection for Persons in Care Office** can be reached at **(204)-788-6366**. Failure to comply with the Act, including intentionally making a false report, may result in charges being laid and fines imposed.

### **Other Available Resources**

Age & Opportunity's confidential Elder Abuse line at (204)-956-6440

Senior's Abuse Line (under Senior & Health Aging Secretariat, Province of Manitoba) at (204)-945-1884 or 1-888-896-7183

As well as the, Golden Links Lodge Social Worker (204)-257-9947 ext 239 OR Golden Links Lodge Director of Care (204)-257-9947 ext 224. They are always available to provide any form of support or assistance you might require.

### **Workplace Health and Safety**

Golden Links Lodge employees must follow the safe work policies and procedures to provide safe handling of Residents and prevent workplace injuries. One example is the policy for lifting and transferring Residents. All Residents are assessed in regard to mobility and transferring. Logos are placed in each room indicating how each Resident may be assisted to move safely. Please ask the nurse for more information.