

A Handbook for Residents & Family Members



Saint Vincent's Nursing Home
"Promoting quality of life for over 40 years."



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SECTION 1

Message from the Executive Director

Welcome to Saint Vincent's Nursing Home!

We know that moving to a new place and new surroundings can be quite an adjustment. We want to make your move as positive and easy as possible!

There are probably a number of questions running through your mind. That is why we have prepared this booklet as a guide for your use. Hopefully, you will find the answers to the many questions you have. If not, please feel free to ask.

On behalf of all of us at Saint Vincent's I would like to welcome you, your family and friends. We will do all we can to make you as comfortable as possible. I look forward to meeting you personally in the very near future.



Kristin Schmitz
Executive Director

Saint Vincent's Nursing Home

"Promoting quality of life for over 40 years."

Vision

Quality of life for residents through compassionate and innovative care; building on our legacy of health and home-like environment.

Core Values

Respect

We set a standard for courteous dialogue with each other, the residents and our community partners. We seek to understand each person's unique needs, dreams and perspectives.

Dignity

We work together to provide care that honours the inherent dignity and worth of each person. We hold ourselves accountable to provide services and care based on residents' choices.

Compassion

We demonstrate compassion through our kindness and empathy for residents and one another.

Home

We strive to create an environment that is welcoming and reflects the feelings of home.

Teamwork

We are tenacious in our belief that teamwork is critical to providing holistic and quality care. We commit to our individual roles with an understanding of the connection and dependence on one another's dedication to common goals.

Mission Statement

Saint Vincent's Nursing Home is an accredited private not-for-profit Home for the Aged founded by the Roman Catholic Archdiocese of Halifax.

Our mission is to provide quality care and services in a home-like atmosphere.

We are dedicated to fostering a nurturing environment for residents, family, employees, physicians, volunteers and students; one that recognizes their physical, psychological, emotional, social, spiritual and cultural needs. We respect the aging process and support our residents' right to make choices.

In keeping with this mission and the expressed needs of the community, promoting quality of life is the cornerstone of all care, services and programs.

Statement of Values

AT SAINT VINCENT'S WE BELIEVE:

- In the resident's *quality of life* being our priority
- In the *dignity, worth, and uniqueness* of every person
- In the *respectful and individual treatment* of each resident
- In *compassionate care* in a home-like and nurturing environment
- In the *value* of our *employees, students, and volunteers* and their *contributions* to life at Saint Vincent's
- In providing a *supportive work environment*
- In *family members and friends* being an integral part of life at Saint Vincent's and we appreciate and support their contributions
- In the importance of encouraging and supporting *community relationships*

Commitment to Residents

- To provide the resident with appropriate information regarding his/her diagnosis, prognosis, treatment and treatment alternatives in order that he/she may make informed decisions affecting his/her health.
- To promote resident involvement in his/her care plan and to promote independence.
- To provide all residents with equal access to health care regardless of economic status, sex, race, colour, creed, disease process, national origin, religion, source of payment or ethical or political beliefs.
- To provide for the spiritual well-being of the resident.
- To provide for the spiritual needs of the resident that nourishes, strengthens and expresses faith.
- To treat all residents with consideration and respect.
- To respect the privacy of all residents.
- To encourage the resident to retain his/her individuality and not be judged for his/her decisions.
- To provide sensitive and knowledgeable caregivers who will maintain a sense of hopefulness and who will attempt to understand resident needs when discussing illness, injury and/or facing death.
- To provide all residents with standards of care which meet accreditation standards and professional standards of the respective health care providers' professional associations.
- To maintain the confidentiality of the health care records and any other information relating to the resident.
- To focus on the quality of life in providing support and care to the resident.
- To accept that all residents are unique and that their unique needs must be identified, recognized and understood.
- To assist and encourage the resident to exercise his/her rights as a citizen: this may include grievances and/or recommended changes in policy and services of the Home, free from restraint, interference, discrimination or reprisal.
- To be informed of his/her legal rights upon request.

- To be encouraged to manage his/her own personal finances and affairs or delegate this responsibility to a person of his/her choice.

Privacy Policy

Saint Vincent's Nursing Home has implemented a privacy policy which is designed to protect the privacy of its residents, employees, families and volunteers. For further information contact the Social Worker at 429-0550 ext. 113 or visit our website at www.svnh.ca.

Protection of Persons in Care Act (PPCA)

Saint Vincent's Nursing Home has always had a strong anti-abuse stance; the Protection for Persons in Care Act provides further safeguards for residents. The Act requires health facility administrators and service providers (including staff and volunteers), and encourages all others (**including family and visitors**), to promptly report all allegations or instances of abuse to the Department of Health. You may contact the Department of Health directly or bring your concerns to a member of the management team who can assist with the process.

Under this Act, abuse may be physical, psychological, emotional, sexual, medical, or related to neglect or theft and may be caused by staff, volunteers, family members, visitors or others.

When a report is made an inquiry and/or investigation will be performed by the Department of Health. In addition, Saint Vincent's will conduct an internal investigation.

For more information or to report abuse:

1-800-225-7225
www.gov.ns.ca/health

SECTION II

Admission Procedure

Day of Admission

On the day of admission the resident and their family should arrive at approximately 10:30 AM (unless another time has been previously arranged). You will be oriented to your room and introduced to the Clinical RN/LPN and other members of the nursing staff. Family members are invited to stay with the resident for as long as they wish.

What to Bring

During the pre-admission interview, the social worker will discuss what items you should/may bring with you. It is very important that you bring your current medications and your Nova Scotia Health Card and give these to the nursing staff directly upon admission. All rooms are equipped with cable and telephone outlets and residents may have their own television and telephone. Residents or a family member must make arrangements with Aliant or Eastlink to have a telephone connected. Pictures, ornaments or any other decorative items will make your room more home-like. It is suggested that a new resident not attempt to bring everything at once; but rather add to the room as he/she becomes more comfortable with the surroundings and as space allows.

If you are considering purchasing a new chair for a resident or bringing one from home, our physiotherapist has developed the following guidelines: avoid rockers, or swivel chairs, soft seats and oversized chairs as they all make standing up very difficult. Recommended are firm yet comfortable seats with full-length arms and high backs for head support, such as recliner chairs with feet swells. The chairs should be made of durable fabric or with “stain guard”, and the seat should be at least 18” from the floor. The seat should be only a few inches wider than the resident.

We request that the resident bring sufficient undergarments for a minimum of seven complete changes. Additional clothing items should be chosen based on the resident’s day-to-day needs and the storage available. It is important for all residents to bring slippers or walking shoes that fit properly, with non-slip soles. Please ensure that all clothing is given to the seamstress for labelling with name and room number – that way apparel is less likely to get lost.

Accommodations

Saint Vincent's offers both private and semi-private accommodations. If a resident wishes to move from a semi-private room please notify the social worker who will place the resident's name on a transfer list. Please note that medical necessity will be given priority over personal preference when assigning private rooms.

Finances and Related Information

Payment of Rates

On the day of admission the accounts officer will review our admission, payment and pharmacy agreements with you and answer any questions you may have about payment for costs of care. Business office hours are 9:00 AM to noon and 1:00 PM to 4:30 PM, Monday to Friday.

Personal Use and Trust Accounts

A monthly personal use allowance is provided to residents admitted prior to January 1, 2005 and who receive financial assistance with their costs of care. These funds are kept in a personal use account which was established upon admission. Residents who wish to withdraw funds from their personal use account must go to the business office and complete a withdrawal slip for the amount of cash requested. A resident who withdraws cash on their own is not required to provide receipts for purchases. A designated third party who purchases items for a resident must provide receipts before any funds will be reimbursed. Any expenditures over \$50.00 will be reimbursed by cheque within 48 business hours.

Saint Vincent's will provide Trust Account Services for all residents. This account is established and used for a variety of financial purposes as outlined in the admission agreement. The accounts officer will review the Trust Account Agreement with you upon admission and answer any questions you may have.

For safety reasons, it is recommended that residents not keep more than \$20.00 in their room at any given time.

Special Needs

Residents admitted prior to January 1, 2005 and who receive financial assistance with their costs of care are eligible for special needs. Special needs are supplies or services that are not normally provided by the facility. Examples of these are: dentist or denturist; eyeglasses; hearing aids; etc. Residents are required to apply personal resources over and above the designated threshold set by the Department of Health, and which are held in their personal use/trust account towards the cost of the required item. Funds up to \$1,000 are not required to be used **EXCEPT** in the case of an application for assistance with funeral costs. Any request for funds that exceed the designated threshold but do not cover the full cost, will be absorbed by the Department of Health. In **all** cases, permission to purchase the required service or article **MUST** be obtained from the Department of Health **prior** to placing the order. Any special need for which prior approval has not been obtained will be the financial responsibility of the resident. The social worker is available to assist with the pre-approval process.

Over Cost Fund

All residents admitted to a long term care facility after January 1, 2005, may be eligible for specific items/services under the Department of Health Over Cost Fund. The two most common are occupational therapy assessments and/or the provision of specialized equipment, e.g. wheelchairs or geri chairs. The staff of Saint Vincent's will normally identify the need for such services or items and the appropriate request forms will be submitted to the Department of Health on behalf of the resident. Items or services that are ordered on behalf of the resident without prior approval from the Department of Health will be the financial responsibility of the resident. Questions about the Over Cost Fund may be directed to the social worker.

Income Tax and Care Costs

Residents in long term care facilities are not required to pay for the medical care portion of their care costs. These costs are paid by the Department of Health. The resident pays a predetermined accommodation cost (room and board). As residents can deduct their room cost as a medical expense on their tax return, a letter identifying the annual care cost is issued by the business office by February 28th of each year.

Specialized Equipment Program

Following an assessment by an occupational therapist or physiotherapist, if deemed necessary, specialized equipment can be accessed through HELP (Health Equipment Loan Program). Such items include specialized bed/mattress, wheelchair, scooters, customized two-wheeled walkers, etc.

Approved residents may be required to pay a monthly fee as determined by the Continuing Care Specialized Equipment Program and collected by the Red Cross.

SECTION III

General Guidelines

Visiting Hours

We believe family members and friends are an integral part of life at Saint Vincent's and we appreciate and support their contributions. As such, we encourage visiting by family and friends and ask that any concerns or questions over visitation (appropriate hours, time of day, and length of visit) be discussed with the registered nurse on the unit. Each resident and the care team will set individual guidelines as required.

Possession of Food and Alcohol

Family members may bring residents small quantities of non-perishable foods. Since many of the residents are on special diets, please see the nursing staff to determine the best choices.

If a resident wishes to have alcoholic beverages, and/or requires it for medical reasons, written permission must be received from the resident's attending physician. All alcohol is kept in the medical room and is dispensed by our nursing staff. Alcohol purchases for personal use are the financial responsibility of the residents and/or their family unless ordered for medicinal purposes.

Leaving the Premises

If a family member plans to take a resident out of the building for an extended period of time (overnight visit, vacation, etc.) the unit staff RN or LPN must be notified at least 24 hours in advance in order to ensure medications are available for the time required. Please inform the nursing staff of the approximate length of the outing, expected time of return and contact phone number.

Parking

Saint Vincent's provides parking on a first come first served basis for families, staff and visitors. Those using our parking facilities require a visitor's parking pass, which may be obtained from the business office. Cars not displaying a parking permit may be ticketed or towed.

Meal Cards

Family members are asked to inform the Nutrition Services Department if they plan to join their relative for a meal. In lieu of cash a meal card must be purchased from the business office during regular office hours, or from the receptionist after 5:00 PM and on week-ends. The meal card costs \$15.00 and does not have an expiry date. A full meal with dessert costs \$3.50; therefore a meal card is good for approximately four complete meals. Items may also be purchased 'a la carte'. A weekly menu is posted outside the Windsor Room. Coffee and tea are available in the Windsor Room at a small cost during the mornings and afternoons.

Purchases

Saint Vincent's supplies basic furnishings for resident rooms as well as items for personal hygiene such as toothpaste, soap, etc. The following list gives examples of items for which residents will be required to pay:

- Transportation – taxi, ambulance, etc.
- Fans
- Specific brands of shampoo, (unscented) lotion, soap, toothpaste, etc.
- Night lights
- Batteries
- Mirror (in addition to the one provided)
- Replacement lampshades (if resident owns lamp)
- Repair/cleaning of personal furnishings
- Specialty lighting
- Drapes or blinds (other than those provided)
- Comforters (other than those provided)
- Medication not covered by Pharmacare
- Cablevision and telephone

For a complete list please refer to Schedule C – *Responsibility of the Resident* – in the Admission Agreement.

Safety and Security

Our goal is to provide a safe and secure environment for residents, family members, visitors, employees and volunteers associated with the delivery of care. To that end, steps must be taken to ensure that rooms are oriented in a manner that supports safety. The Clinical RN/LPN will be happy to discuss the resident's particular needs and make recommendations that will provide for his/her safety and comfort.

Smoke-Free Environment

Smoking is prohibited anywhere on the property, including vehicles parked on the premises. This policy applies to residents, employees, volunteers and visitors.

Electrical Appliances

The number of electrical appliances that can be maintained in a resident room should be kept to a minimum to ensure a safe environment. Typically, permissible appliances include lamps, television, radio, etc. Appliances with heating elements, including but not limited to kettles, heating pads, etc. are not permitted for safety reasons. All appliances must be CSA approved and be inspected by maintenance staff. Residents should contact their Clinical RN/LPN for more information if required. Proper maintenance of all electrical equipment is mandatory. Maintenance staff may be able to initiate repairs in-house or make arrangements for outside service or replacement as required, at the expense of the resident.

Resident Room Decoration

Saint Vincent's will endeavour to accommodate resident preference when decorating rooms including the positioning of personal furniture. However, safety considerations will always be given priority over personal preference. i.e. location and number of extension cords.

Resident's Valuables and Loss of Personal Effects

Saint Vincent's cannot assume responsibility for the loss of money or breakage (or loss) of valuables including hearing aids, dentures and eye glasses. If personal property, money or valuables are missing, please report it immediately to the Clinical RN/LPN. Some small

personal property may be held in the safe in the business office. It is recommended that jewellery or other items of sentimental value be kept offsite.

Identification of Personal Belongings

The seamstress at Saint Vincent's will provide nametags and complete the necessary labelling of all residents clothing. Please remember to take new clothes to the seamstress for labelling. The seamstress will also mend and repair resident's clothing. Residents should label all pictures and personal items they bring to Saint Vincent's.

SECTION IV

General Information

Family Responsibility

Saint Vincent's realizes the importance of continued family involvement in the care of a loved one. It is the expectation of Saint Vincent's that the family will continue to provide support to the resident. Family members are encouraged to play an active role in the development of the resident's care plan and are invited to participate with their relative in events and activities at Saint Vincent's. **If accompaniment is necessary, family members will be expected to escort their relative to medical appointments and social events outside of Saint Vincent's;** and will, whenever possible, meet the resident's personal and financial needs.

Family Council

The Family Council is a volunteer group comprised of family and friends of the residents of Saint Vincent's. The Family Council meets monthly. If any family member or friend is interested in participating on the Family Council or requires more information, please contact the social worker at (902) 429-0550 ext. 113 or email canderson@svnh.ca.

Next of Kin

It is very important that we maintain the current mailing address, telephone number, and (if available) an email address, of the next of kin. Also, if the next of kin/EPOA is going to be away, please inform the nurse or account officer and sign the applicable form in the business office identifying the responsible party to be named in your absence.

Team Conference/IRCC

The Interdisciplinary Resident Care Conference (IRCC) is comprised of representatives of the care team and meets on a regular basis to review resident care plans and to review and/or revise goals for care. Each resident's goals are reviewed a minimum of annually, or more often as required.

We encourage involvement from residents and family members into the care plan of the resident. A care planning meeting with the care team will be held within six weeks of

admission. The next of kin will be notified of pertinent upcoming meetings and invited to attend. The resident and/or family member will receive a written copy of the goals of care established at the meeting within five to seven working days.

Spiritual Participation

The provision of spiritual care is a central goal at Saint Vincent's. Spiritual care is provided through a variety of services to meet the needs of the residents as requested; i.e. support advocacy, spiritual counselling, visitation, palliative care and worship services. Visitation by the resident's own clergy is encouraged. Please ask your clergy or spiritual care representative to register with the receptionist so that the pastoral care employees are aware that your needs are being met. Family members are also encouraged to attend worship services, remembering that space in our chapel is limited and that residents must be accommodated first. Ecumenical memorial services of remembrance are held twice yearly. Notices of special events, programs and worship services are posted. A schedule of regular worship services can be obtained from the pastoral care office.

The regularly held liturgical services are:

Anglican Communion Service 3rd Thursday of the month at 1:30 PM

Roman Catholic Masses Tuesday to Friday at 9:30 AM
Sunday at 10:00 AM

United Church Services 2nd Thursday of the month at 1:30 PM
Communion services posted

Baptist Services 4th Thursday at 1:30 PM every second month

Presbyterian Communion Service four times per year at 1:30 PM

Dates are posted on each unit the day of the service.

Residents are welcome to attend services of their choice.

Hospitalization

When a resident of Saint Vincent's is hospitalized, their accommodations may be held for a period of 30 days. Arrangements must be made and permission granted by the Department of Health to hold a bed past 30 days. If you have any questions, please contact the social worker.

Funeral Arrangements

Saint Vincent's believes that the quality of life is a fundamental issue for everyone and it respects the wishes of each resident in regard to their care when death is imminent. While the topic of death is upsetting for many people, Saint Vincent's strongly encourages residents and their families to consider pre-arranged funerals. It is preferable that families are involved in such discussions to ensure that the resident's wishes are known. Questions related to the arrangement of funerals can be directed to the social worker.

Advanced Care Directives

What are Advanced Care Directives?

They are instructions given by a competent individual detailing what and/or how health care decisions should be determined in the event that at sometime in the future, the individual named in the directive becomes incompetent to make such decisions. It is a legal document, which either appoints someone to make health care decisions for the resident in the event of incapacity or sets out specific instructions and/or general principles about health care matters.

Advanced Care Directives are to be completed within one week of admission.

What if a person is not able to sign Advanced Care Directives due to incompetency?

While considered competent, an individual is encouraged to designate a proxy to act on their behalf if, and when, the individual is not capable to do so on their own. In most cases, the legally recognized next of kin will make the health care decisions if the individual is competent to make these decisions and a proxy has not been appointed.

The social worker, a registered nurse or the chaplain is available to discuss advanced care directives with residents and their families.

Restraint Use

At Saint Vincent's the residents' *quality of life* is our priority. We believe in the dignity, worth, and uniqueness of each individual and in providing a safe, home-like atmosphere where risks are minimized. We respect the rights of residents to have freedom to make choices. Therefore, we believe in an environment of *least restraint*.

In consultation with a physician, our multidisciplinary team will ensure that any restraint used is appropriate, used correctly, and monitored frequently. Any restraint use will be discussed with residents and family members.

Please speak with a member of the care team if you have any questions.

When a Resident is Discharged

When a resident is permanently discharged for any reason, it is very important to prepare the vacated room for a new admission as soon as possible. It is the responsibility of the resident/family to remove all personal belongings from the room within 24 hours. If this is not possible please notify the nursing staff who will arrange to have it done on your behalf. Personal items may be stored up to one week. Any possessions remaining in storage after one week will be donated and/or disposed of on behalf of the resident. *Please, return the room keys to the nursing staff.*

Due to the Privacy Act, staff at Saint Vincent's are not authorized to contact the service provider to terminate phone or extra cable services on behalf of a resident. Therefore, the family is responsible for contacting the appropriate provider upon discharge.

Location of Pay Phone

There are two pay phones located within Saint Vincent's for use by residents and family members. They are located on the main floor just south of the elevators next to the business office, and on the third floor just north of the elevators next to the kitchen.

Pets on the Units

Saint Vincent's recognizes the emotional and social value of pets to many of its residents; therefore, pets are permitted on the units. In order to ensure the safety of residents and staff, persons bringing pets into the facility must ensure their pet is on a leash or contained at all times; pets must not be in the lounges/dining rooms or the Windsor Room during meal service; and pets are not allowed in the main floor kitchen area.

Services for the Resident

Attending Physician

Residents may keep their own attending physician while at Saint Vincent's, provided the doctor is willing to make required visits on a regular basis. It is the responsibility of the residents and their families to determine if the current family physician will continue to cover the resident while at Saint Vincent's. The social worker and director of nursing are available to assist any resident who does not have a family doctor or wishes to change physicians.

Residents' Council

Saint Vincent's Residents' Council is an organization to which every resident may belong. Residents' Council meets monthly to share information and to discuss problems or concerns that residents wish to raise. This is an opportunity for residents to be kept up to date on any activities that are going on within the nursing home.

Nutrition Services

Meal service is provided to all residents in the dining room/lounge on each unit. Nutrition Services have staff on each unit on a daily basis. Families and/or friends of residents who wish to share a meal may do so by bringing them to the Windsor Room. Please contact the Nutrition Services office at least one hour prior to the meal so arrangements can be made. Family members will be required to purchase a meal card (see page 11). The kitchens on each unit have supplies for snacks and families/friends may utilize the rooms to have a cup of tea. Nursing staff provide assistance with afternoon and evening snacks.

Telephones

All resident rooms are equipped with a telephone jack. Staff at Saint Vincent's are not authorized to contact the service provider to connect a resident's telephone; therefore the resident or a family member is responsible for contacting Aliant and to ensure direct payment of the bill to the phone company.

Televisions

All rooms are equipped with one cable television outlet per person. The residents are asked to place their television within six feet of the outlet in order to eliminate the safety hazards associated with long cables and extension cords. Basic cable service is available for a charge to all residents. Please contact the accounts officer in the business office too have basic cable initiated. Those wishing to have additional premium packages must contact Eastlink Cable directly to arrange for installation and payment.

Postal Service

All personal mail is delivered to the nursing station on the unit.

Mail to residents should be addressed as follows:

Name of Resident
Room Number
Saint Vincent's Nursing Home
2080 Windsor Street
Halifax, NS B3K 5B2

Postage for outgoing mail may be purchased in the business office between 9:00 AM and 4:00 PM, Monday to Friday.

Canada Post will not accept personal mail redirected from a nursing home. The family must change the address of any such mail at the source.

Emailing a Resident

Family members or friends of a resident may send electronic messages to a resident by accessing the “emailing a resident” section on our website at www.svnh.ca. All such messages will be printed and delivered to the resident by the next business day.

Newspaper Delivery

If a copy of the newspaper is desired, contact the receptionist and the appropriate arrangements will be made. Bills are to be sent directly to the family for payment.

Laundry Services

Personal laundry service is provided to all residents. However, if an item requires special care we request that family members assume the responsibility. Dry cleaning service is available at the resident’s expense. Dry cleaning may be given to a member of the Environmental Services Department. Dry cleaning is picked up and delivered on Tuesdays and Fridays.

Hair Salon

Saint Vincent’s is fortunate to have its own hair salon located on the first floor. If you wish to take advantage of this service, appointments can be made directly with one of the hairdressers. Regular working hours are from 8:30 AM to 4:30 PM Monday to Friday. The fee for the appointment may be deducted from the resident’s account.

Snoezelen Room

The *Snoezelen Room* has specialized equipment to enhance sensory stimulation and relaxation in a safe and comfortable environment through music, lighting effects and gentle vibrations that stimulate the senses. If you are interested in using the Snoezelen Room (located on the main floor) with your loved one, please contact the recreation therapy staff at 429-0550 ext 119. We will provide you with an easy to use orientation.

SECTION V

Departments within Saint Vincent's

Office of the Executive Director

The office of the executive director is located on the first floor. The executive director is responsible for the efficient functioning of the facility. Residents and families may arrange an appointment through the executive assistant to discuss questions or issues that may arise.

Business Office

The business office is responsible for admission packages, parking passes, meal vouchers, memorial donations, etc. Usual working hours are 9:00-12:00 and 1:00-5:00 PM Monday to Friday.

Nutrition Services

Employees are committed to providing high quality food and nutrition services as an essential and integral part of the total facility. There are two dietitians on staff who are responsible for the nutritional needs of all the residents at Saint Vincent's, the nutrition services manager and the therapeutic dietitian. The nutrition services office is located on the main floor, north of the lobby. The nutrition services manager works Monday to Friday and a supervisor is available daily from 6:00 AM to 7:00 PM.

Staff Development

The staff development coordinator is responsible for staff training and development. This is where all educational programs are planned and implemented. Various programs of interest are also available on occasion, to the residents and families.

The staff development coordinator acts as a resource person and has a close working relationship with all departments.

The office of the staff development coordinator is located on the first floor. Working hours are from 8:00 AM to 4:00 PM Monday to Friday.

Environmental Services

Environmental Services is responsible for a variety of services: every day cleaning, linen, laundry, and general help in the resident rooms. The office of the environmental services manager is located on the first floor, through the door to the right of the elevators. Normal working hours are Monday to Friday, from 7:00 AM to 3:00 PM.

The seamstress is responsible for mending and marking clothes with nametags. The seamstress is located on the first floor, through the door to the right of the elevators. Normal working hours are Monday to Friday, from 7:00 AM to 3:00 PM.

Maintenance

The Maintenance Department provides a wide variety of services for residents and family members, as well as staff and volunteers. These services are provided by ensuring the efficient operation of the physical plant and associated equipment; providing repair and consultation services for all areas of the building and contributing to the overall safety. A night watchman is on duty from 10:30 PM to 7:00 AM to ensure the safety and security of residents and staff.

Any questions, requests or special requirements that you may have can be directed to the Maintenance Department by contacting your nurse manager or simply by stopping by the maintenance office located on the first floor. Working hours are Monday to Friday, from 8:00 AM to 4:00 PM. Emergency service is available 24 hours a day through the RN/LPN on the unit.

Nursing Services

The nursing staff is committed to the provision of quality resident care, in cooperation and consultation with other departments and services. We believe in the promotion of wellness and independent functioning to assist the resident to improve/maintain their quality of life. The director of nursing is responsible for the overall functioning of the department. Each floor has a nurse manager who is responsible for their respective floor and nursing staff.

Registered nurses are on duty 24 hours a day, seven days a week to provide nursing/supervisory care.

The office of the director of nursing is located on the first floor. Normal working hours are Monday to Friday, from 8:00 AM to 4:00 PM.

Pastoral Care

Spiritual Care is provided by a full-time chaplain, a part-time lay chaplain, a part-time Roman Catholic Priest and volunteer clergy from the community.

Two memorial services as well as other ecumenical services are held annually. Anglican, Baptist, Presbyterian, Roman Catholic and United Church services are scheduled for residents on a regular basis. Residents of all faiths and denominations are supported through visits from pastoral care employees and volunteers if requested.

The recruitment, training and coordination of palliative care volunteers is managed through pastoral care. Our chapel, a unique feature of Saint Vincent's, is located on the 2nd floor through the solarium. The pastoral care office is located on the 2nd floor outside the solarium. Office hours are Monday through Friday 8:30 AM to 4:30 PM or by appointment. Telephone: (902) 429-0550 ext. 116.

Physiotherapy

The physiotherapy department is located in a well equipped, bright room on the 4th floor. It offers various treatment modalities including wax, hot packs, shoulder pulleys, parallel bars, arm weight machine, ultrasound, TENS, muscle stimulation, as well as, good old fashioned exercise. All new residents are assessed by the physiotherapist within the first two weeks and may be recommended for treatment or general exercise classes. Saint Vincent's also offers the services of an occupational therapist who provides detailed equipment assessments and evaluations to enhance resident's comfort, posture and function. Normal working hours are Monday to Friday from 8:30 AM to 4:30 PM.

Recreation Therapy

The recreation therapy department at Saint Vincent's provides a range of leisure programs that are designed to meet the resident's physical, social, emotional, intellectual and spiritual needs.

Some of the benefits residents will experience from participation in programs are: to maintain short and long term memory, increase socialization, physical activity and reduce stress. The recreation therapy department strives to provide enjoyable and meaningful programs and suggestions from residents and families are encouraged. We also encourage family members and friends to attend programs.

Shortly after a resident's arrival at Saint Vincent's a staff member from the recreation therapy department will visit with the resident and/or family to determine the resident's leisure needs.

Residents are provided with a recreation therapy calendar each month that provides a schedule of programs, special events and community outings. A special events calendar is also posted on our website www.svnh.ca under Resident & Family - Programs - Activities Calendar, and is available at the reception desk.

Family, friends and employees are encouraged to support our various programs. Anyone who is interested in volunteering please contact the recreation therapy department at 429-0550 ext. 119.

Social Work

The social work office is located on the first floor of the building. The social worker is available to all residents and family members to discuss issues such as: transition to a long term care facility for residents and families, requirements for acquiring special needs or applying to the specialized equipment/over cost program, counselling services and resident advocacy. The social worker acts as a liaison between residents, nursing staff, administration, government or private agencies. Tours of the facility are arranged on an appointment basis. Usual working hours are Monday to Friday from 8:00 AM to 4:00 PM.

Therapeutic Dietitian

The therapeutic dietitian is responsible for ensuring that the residents of Saint Vincent's receive optimal nutritional care appropriate to their identified needs. Within two weeks of admission, residents and/or family members are visited by the dietitian to assess the

nutritional care needs of the resident. All residents are then followed regularly by the dietitian and their nutritional care plan adjusted according to their needs. The therapeutic dietitian also provides nutritional counselling to residents and/or families as requested.

The therapeutic dietitian is available Tuesday, Wednesday and Friday from 8:30 AM to 4:30 PM or call 429-0550 ext. 220.

Volunteers

Volunteer services at Saint Vincent's has a team of over 60 individuals as well as community groups assisting in many areas. These include friendly visiting, assistance with recreation therapy activities, escorts to medical appointments, pet visits, religious services and special events. Additional volunteers are always appreciated and welcomed.

To register or to obtain more information please contact the recreation therapy department at 429-0550 ext. 119 or via email recreation@svnh.ca. The recreation therapy office is located on the north side of the Windsor Room. Regular working hours are Monday to Friday, from 8:00 AM to 4:00 PM.

Anyone wishing to participate as a palliative care volunteer may contact the Chaplain at 429-0550 ext. 116. New palliative care volunteers receive training each fall.

Saint Vincent's Foundation

Saint Vincent's Nursing Home Foundation was established in 1991 to receive gifts for funding the development of the facility. Donations to Saint Vincent's through memorial gifts, bequests, etc. provide "little extras" to help brighten the days of the residents. All gifts to the Foundation are acknowledged with a receipt for income tax purposes; families of those honoured through memorial gifts are informed of the names of donor.

For more information contact the business office at the address below or through our website at info@svnh.ca:

Saint Vincent's Nursing Home
2080 Windsor Street
Halifax, NS B3K 5B2

Annual Fundraising Campaign

As a private not-for-profit accredited nursing home solely financed through daily accommodation rates, we require the help of the community to help support our commitment to promote quality of life for all our residents. In order to have the funds necessary to maintain the excellent standard of care that has become synonymous with Saint Vincent's Nursing Home, an annual fundraising campaign was established in 2001. Each year the Fundraising Committee determines the focus of the project based on the needs of the residents.

Fundraising packages are mailed out in the fall and the executive assistant accepts donations (made payable to Saint Vincent's Nursing Home Fundraising Campaign) until the campaign closes in April of the following year.

Directory

The following is a list of the various departments and where they are located. The phone number for the main switchboard that connects all offices is **429-0550**.

Department	Floor	Extension
Executive Director - Kristin Schmitz	1st	120
Business Office/Accounts Officer - Nancy Gray	1st	121
Chaplain - Debbie MacDonald	2nd	116
Director of Finance - Glenn Robinson	1st	133
Director of Nursing - Candace Allison	1st	122
Director Therapeutics/Social Worker - Charles Anderson	1st	113
Environment Services Manager - Valerie Millington	1st	138
Facility/Maintenance Manager - Jim Young	1st	131
Food Service Supervisors - Anne MacIntyre, Desiree McAllister, Geoff McCarney, Krista O'Hearn	1st	124
Hair Salon - Helen Berry	1st	118
Manager Quality & Planning - Angela Berrette	1st	215
Nurse Manager 2 nd floor - Lindy Brant	2nd	126
Nurse Manager 3 rd floor - Susan Sabourin	4th	136
Nurse Manager 4 th floor - Susan Sabourin	4th	136
Nurse Manager 5 th floor - Diane Bishop	5th	135
Nurse Manager 6 th floor - Lindy Brant	2nd	126
Nutrition Services Manager - Sheryl Psiuk	1st	125
Physiotherapist - Suzanne Gee	4th	123
Receptionist - Marina Symonds/Ruth Devenne	1st	110
Recreation Therapy/Volunteer Services Kelly Copeland, Kathy MacDonald, Colleen Meisner	1st	119
Seamstress - Cathy Austin	1st	127
Therapeutic Dietitian - Lauren Richardson	4th	220
Nurses Stations	2nd	117
	3rd	128
	4th	137
	5th	129
	6th	115