



Resident and Family Handbook

*Welcome.
May your new home be warm and your friends many.*

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Welcome to Seaview Manor



On behalf of our Board of Directors, Management Team and Staff, WELCOME to Seaview Manor. We thank you for entrusting your care or the care of your loved one to our staff. We are proud of our facility, as well as our friendly, compassionate staff. We look forward to getting to know you and your family and to help you enjoy the best possible quality of life at Seaview Manor.

We know this is a major personal decision in your life. We are committed to assist you and your family to make a smooth transition into community life at Seaview Manor. This handbook is designed to acquaint you and your family with our services, processes and care provided. It also provides you with an overview of your support team. We have included answers to common questions but feel free to ask any of our staff other questions at any time.

We use a resident-centered care approach to guide our services and care processes for all 113 residents entrusted to our care. We believe that maintaining your quality of life means supporting your functioning, freedom, independence and individuality along your journey with us. We encourage you to do as much as possible for yourself to retain your independence. Our programs have been developed with care and purpose and we encourage you and your family to utilize them for your benefit.

We believe in encouraging positive relationships, growth and personal development for all those who live and work here. We continually seek new knowledge and apply it to the growth and development of our programs and staff. We seek to meet the needs of our residents by using appropriate evidenced- informed interventions based on the assessed needs of each individual resident in consultation with family. Understandably, from time to time you may have concerns or complaints. We ask that you not let issues/concerns build to a point of major complaint. We encourage you to bring issues/concerns to our attention as soon as possible.

We look forward to your participation in care conferences which are held post-admission, annually and as needed. Family council meetings are also held at a minimum of twice yearly in May and November and we encourage your participation. Dates will be posted in common areas on each neighbourhood and on the web page.

We look forward to working with you and your family as you adjust and enjoy your new home-like surroundings.

Please feel free to access our web page anytime at www.seaviewmanor.ca

Eric Doucette, RN, MBA, CHE
Chief Executive Officer



Our Mission, Vision & Values

Vision:

Seaview Manor will be recognized and respected as a leading organization for the provision of excellent care delivered in a person-centered culture that supports the potential, autonomy and quality of life for residents and staff

Mission:

Enriching Residents Lives

We assist our resident and families live better by promoting quality of life.

We create remarkable moments through highly engaged and motivated team members.

Stakeholders know this because we continually measure, improve and publicly share our performance.

Values:

CARES

- **Compassion**
- **Accountability**
- **Respect**
- **Excellence**
- **Safety**

Philosophy Statement:

- Every individual is a valuable human, regardless of the state of his/her mental or physical health. everyone deserves our courtesy and respect.
- Every employee is a valuable human resource for the organization. Each of us is a link in a chain and the chain is only as strong as its weakest link.
- Education, teamwork, communications, collaboration, and innovation are crucial to the success of any program

Our Credo:

Our Behavioural Compass

We believe our first responsibility is to our residents to ensure they receive exemplary resident centred care delivered in a professional and compassionate manner in a safe home-like community environment.

We are responsible to our employees to provide an inclusive safe work environment where each person is valued as an individual and diversity is respected. Our leaders are highly capable, and their actions must be just and ethical.

We commit to maintain in good order the property we are privileged to use, protecting our environment and natural resources.



Our Code of Conduct:

Our Behavioural Roadmap

All Residents, Family, Visitors, Staff, Physicians and Volunteers always maintain strict adherence to the following required behaviours in all interactions:

- ✓ Treat everyone with Respect
- ✓ Value individual diversity
- ✓ Act fairly and objectively while taking others into consideration
- ✓ Exercise your best judgement
- ✓ Communicate with honesty and transparency
- ✓ Foster an environment of teamwork through collaboration
- ✓ Maintain confidentiality and privacy of health and business information
- ✓ Own the outcome(s) of your action(s) or inaction(s)
- ✓ Comply with all relevant laws, bylaws and Seaview Manor Policy and Procedures
- ✓ Refrain from *engaging in* any forms or violence (ex. Aggression, Harassment, bullying, gossiping etc.)
- ✓ Refrain from bringing into our environment any thing illegal (ex. Drugs, weapons etc.)
- ✓ Act ethically and report code violations immediately to a Supervisor



Resident Rights & Responsibilities

Seaview Manor is committed to maintaining the Quality of Life of its residents through meeting their essential needs - mental, physical, spiritual, emotional and social. This is accomplished by competent, caring staff interacting respectfully with residents in a safe, ethical, comfortable, home-like environment.

1. Confidentiality

Residents have the right to confidentiality of their health, personal and financial information. Residents also have a responsibility to maintain confidentiality regarding other residents.

2. Dignity and Respect

Residents have the right to be treated at all times with dignity and consideration and offer dignity and respect to other residents as far as they are capable.

3. Environment

Residents have the right to a safe, comfortable, home-like environment, while respecting the needs and rights of other people within the facility.

4. Finances

Residents have the right to manage their trust fund as they see fit and to receive understandable information regarding their general finances.

5. Independence

Residents have the right to maintain their independence by means of active participation in their care, programming and through ongoing support and stimulation, while respecting the need for independence of other residents within this facility.

6. Personal Care

Residents have the right to designate an individual to act on their behalf should the need arise. This can be an Enduring Power of Attorney (EPOA) or a Substitute Decision Maker (SDM) chosen by the resident or a family advocate who is willing to take on the responsibility of a substitute decision maker.

7. Privacy

Residents have the right to as much privacy as we can provide as they receive care and go about their activities of daily living, while respecting the privacy rights of other residents as far as they are capable.

8. Quality of Care

Residents have the right to quality care by competent staff, to be informed of treatments and have a voice in the decision making of their care, as far as they are capable. You have a right to information on your health status and it is important to keep appointments and comply with treatment as your physician prescribes with your consultation.

9. Spirituality

Residents have the right to practice their spiritual beliefs and to have these respected, while maintaining regard for their personal safety and safety of others.



Contact Phone Numbers

Administration

CEO	Eric Doucette	902-849-7300, ext 225
Office Coordinator	Leah Helfmann	902-849-7300, ext 242
Director of Clinical Services and Professional Practice	Callie Kerr	902-849-7300, ext 224
Infection Prevention & Control Coordinator	Corrine Nightingale	902-849-7300, ext 274
Senior Director Finance & Support Services	Janet Chenhall	902-849-7300, ext 273
Financial Services Coordinator	Rose Glachan	902-849-7300, ext 241
Administrative Clerk/Reception	Cara Colosimo	902-849-7300, ext 221

Environmental & Dietary Services

Director of Environmental Services	Wayne MacAulay	902-849-7300, ext 235
Manager of Dietary Services	Tammy Morrison	902-849-7300, ext 223
Main Kitchen		902-849-7300, ext 228

Human Resources

Human Resource Generalist	Dayna Murray	902-849-7300, ext 250
Workforce Management Coordinator	Jeanette Pettipas	902-849-7300, ext 272
Workplace Reintegration Time/Attendance Coordinator	Geri Hine	902-849-7300, ext 251

Resident Care

Dietitian	Rebecca Gravel	902-849-7300, ext 222
Manager of Clinical Services & Clinical Projects	Cathy McNeil	902-849-7300, ext 236
Resident Flow Coordinator		902-849-7300, ext 234
Resident Flow Coordinator	Crystal Simmons	902-849-7300, ext 243
Manager of Therapeutic Services	Paula Jacobs	902-849-7300, ext 257
Recreation Department		902-849-7300, ext 258
Occupational Therapist	Taylor Kennedy	902-849-7300, ext 255
Physiotherapy/Occupational Therapy Assistant	Brendan Cousins	902-849-7300, ext 256

Resident Care Neighbourhoods

Bay View Neighbourhood
Team Station 902-849-7300, ext 226

Tidal View Neighbourhood
Team Station 902-849-7300, ext 233

Costal View
Team Station 902-849-7300, ext 230

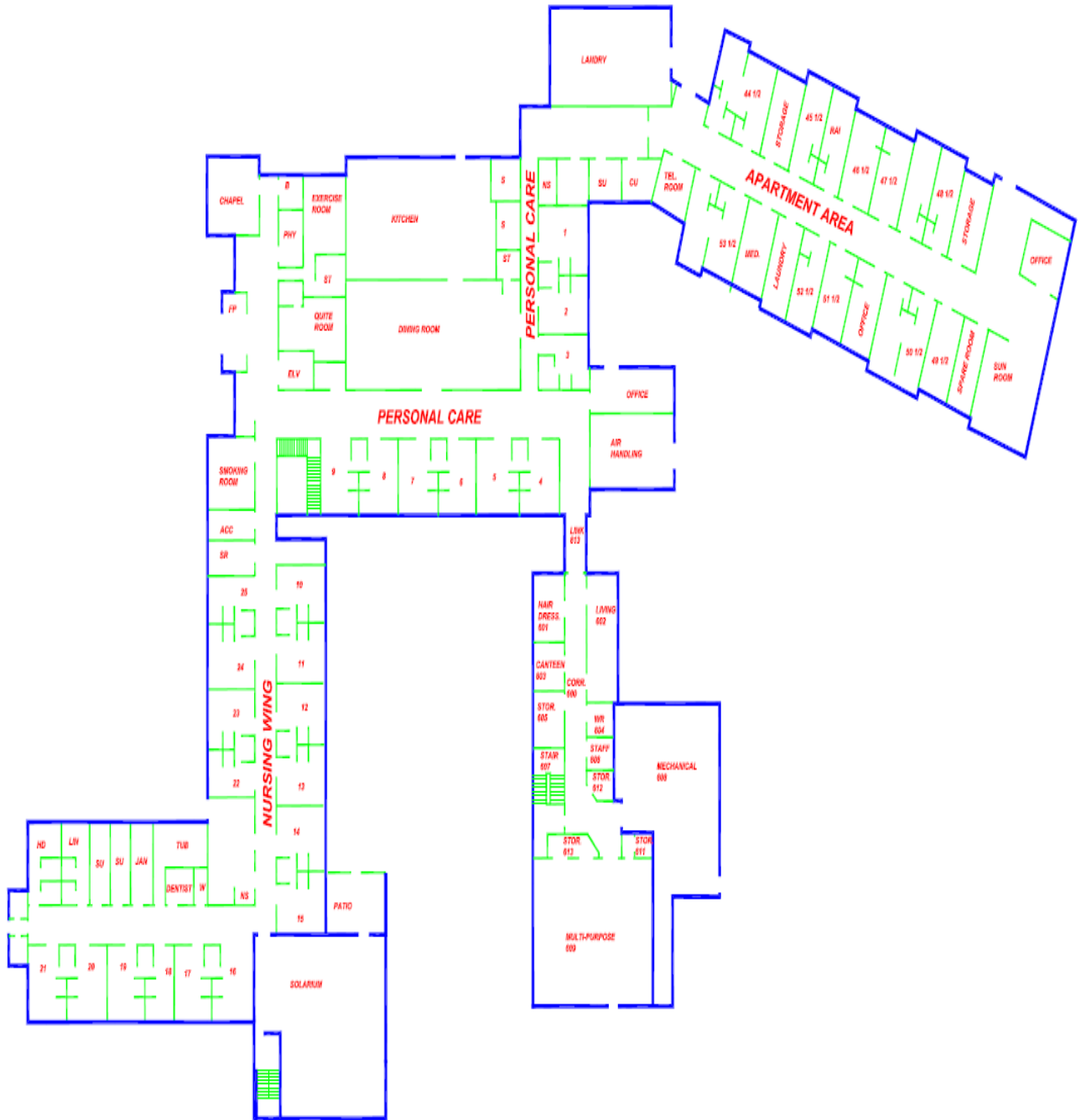
Ocean View Neighbourhood
Team Station 902-849-7300, ext.259

Salon/Hairdressing

Salon 902-849-7300, ext 263



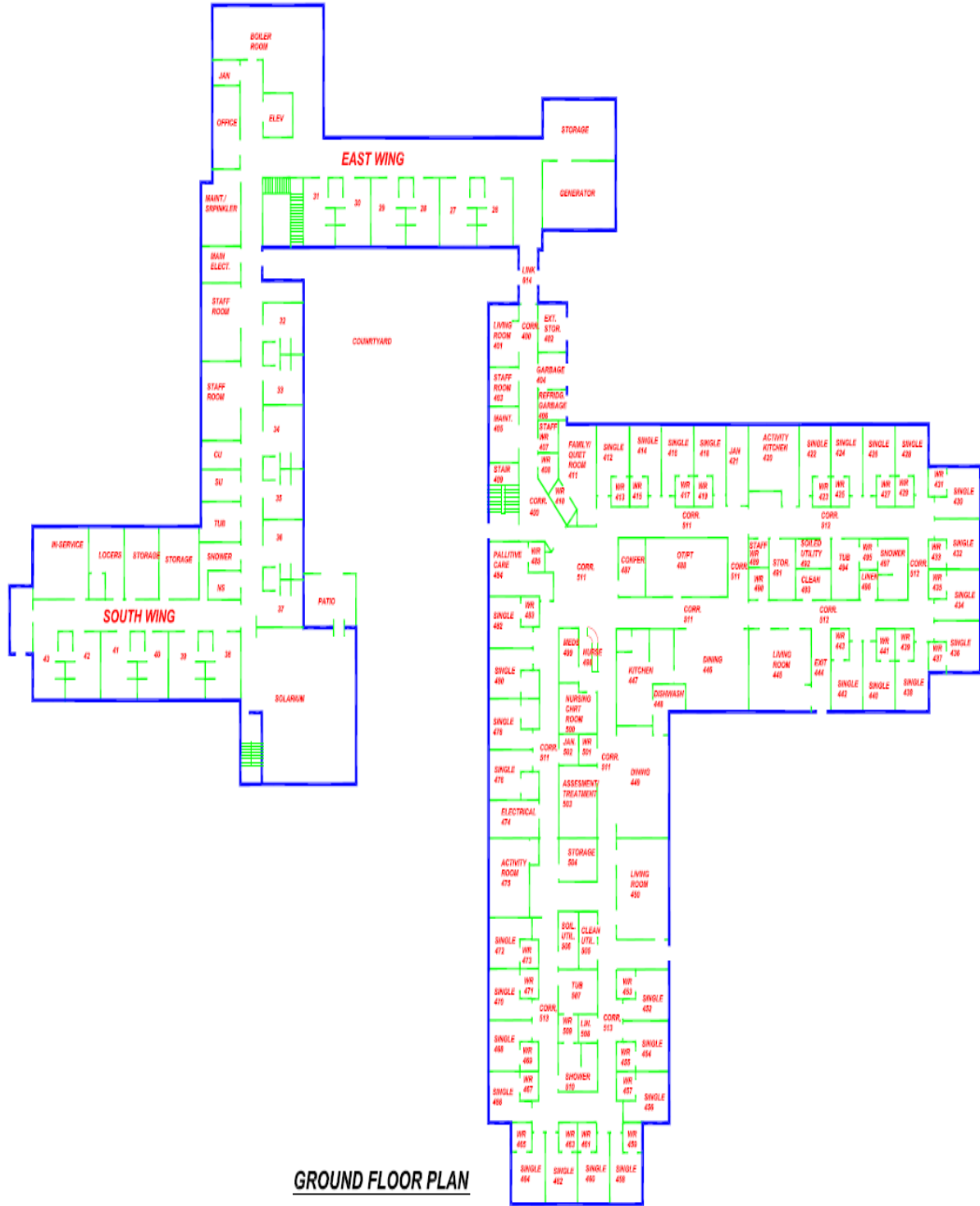
First Level Floor Plan



MAIN FLOOR PLAN



Lower Level Floor Plan



GROUND FLOOR PLAN



Admission Placement Information

All admissions to Seaview Manor are processed through the Nova Scotia Department of Health and Wellness, Continuing Care, Placement Office.

Seaview Manor does not take calls from families wishing to place their loved one in our facility. All Families are referred to the Nova Scotia Department of Health and Wellness, Continuing Care, Placement Office.

Families need to be aware that when they receive a bed offer from the Placement Office for a bed at Seaview Manor, the offer is typically for a semi-private accommodation for the bed closest to the entrance to the room (i.e. Red circled area). Given the older construction, four residents share the same bathroom and our rooms are smaller and space is limited

Sample Typical Semi Private Room:



Seaview Manor does not have specific control over the waitlists maintained by the Continuing Care Placement Office or the bed offer process other than to determine if we are able to accept or refuse a referral.

For additional information, please contact the Department of Health and Wellness, Continuing Care at 1-800-225-7225 from within Nova Scotia, 1-902-563-3696 from out of province. For Cape Breton inquiries call 1-800-929-8992. You may also visit their website at: <https://www.gov.ns.ca/health/ccs>

Whenever possible, a visit to the home of the potential resident will be made by our Resident Flow Coordinator to assess the resident prior to making a decision regarding acceptance or refusal of a referral.

Visits to Seaview Manor by potential residents and/or their family member(s) are welcome at any time but, especially prior to accepting a bed offer.



Resident Care Guidelines

Accommodation

1. Seaview Manor is a Long Term Care Facility commonly referred to as a nursing home. It is important for residents and families to understand Seaview Manor is not a retirement living community. As such, we are not in a position to offer the same type of services (e.g. pool, workout room, movie theatre, games room, etc.) typically offered in a retirement living community. Residents in a Long Term Care facility pay a per-diem rate for care services versus rent.
2. Most of our resident rooms are semi-private with four residents sharing the same bathroom. Seaview Manor has very limited private rooms on each neighbourhood and as such, Seaview Manor is not in a position to entertain requests from residents or family members for preferred accommodation. Consequently, Seaview Manor ***does not*** maintain a waiting list for private rooms. Private rooms are utilized for residents who require a more controlled environment for safety and /or challenging behaviour issues. Sometimes it is necessary to transfer a resident to another room or out of a private room. This may be due, for example to address incompatibility with a room-mate or a change in the resident's condition, etc. Rooms must be utilized in the best interests of all of our Residents, according to the Internal Transfer Policy. Decisions regarding resident placement on admission or need for internal transfer based on clinical needs is at the sole discretion of the Clinical Team. Administration supports the decisions of its Clinical Team.

Admission Assessments

3. The following assessments will be completed within 14 days after admission:
 - a. Oral/dental;
 - b. Physiotherapy;
 - c. Occupational Therapy;
 - d. Recreation Therapy;
 - e. Nutritional; and
 - f. Nursing (e.g., falls risk, skin assessment)

Availability of Nursing Staff

4. Qualified nursing staff is on duty 24 hours a day on each neighbourhood under the direction of in-house RN in charge.
5. If there is an emergency, the RN will assess the resident and determine if transfer to hospital via EHS is required. EHS (i.e. Ambulance Services) charges are the sole responsibility of the resident/family.

Care Choices and Planning

6. Family are encouraged to discuss advanced care planning and complete the Resident Pathway of Care with the Resident Flow Co-ordinator or Registered Nurse. Often residents and families need time to consider which care option is most appropriate. The Physician and the Health Care Team are always prepared to meet with the Resident/Family spokesperson to review the care options.

7. If a resident's health changes and treatment is no longer an option, Seaview staff is very capable of supporting the care and comfort needs of a resident and family as death approaches. A palliative care room is reserved for use by a Resident and their family members in these circumstances to provide a level of privacy and ensure a dignified death.

Care Conferences

8. A Care Conference will be scheduled approximately six weeks after admission and then annually. If you are unable to attend Care Conference, teleconference may be an option. You will be notified of the Care Conference date and time by mail approximately two weeks prior to conference.

Clothing

9. You or Your loved one will be dressed in street clothes. Clothing should be proper fitting, comfortable and easy to put on or take off (e.g. large buttons, zippers, Velcro strips). Should you or your loved one's ability to dress and undress declines, she/he may require open back clothing. Open back clothing facilitates your comfort when staff is assisting you to dress and undress. Should your loved-one require special clothing, this may be purchased directly from the company. Please see our Ward Clerk on our Bayview Neighbourhood for contact details or leave a message at 902-849-7300 Ext. 226

Community Living

10. In general, residents are not permitted to have medications in their rooms, including narcotics, creams and over the counter medications, unless there is a specific Physician order for self-administration. In all cases, self administered medications will be consistent with requirements in our policy on Self Administration of Medications.
11. We have a number of confused residents that tend to wander in and out of rooms. Often they misplace articles or throw them in the garbage. On admission we may arrange to have the resident's name put on dentures at cost to the resident/family. Also, a full description of resident's glasses is placed on the chart. However, despite these strategies, families are responsible for articles damaged or lost.
12. When family bring clothes or articles into the facility, they must be labelled by Environmental Services staff. Please inform staff so the resident's name can be put on the items.
13. Residents are advised not to have large sums of money or valuables in their rooms. Seaview Manor is not responsible for misplaced, lost or stolen valuables. Our Business Office is a safe location and Resident's are encouraged to keep large sums of cash (e.g. greater than \$50.00) with the office.
14. Seaview Manor has a zero tolerance of aggression and/or abuse in the workplace and will not tolerate abuse of residents, staff or visitors.
15. Please do not wear scented products when visiting and do not purchase scented products for residents. Seaview Manor has a scent-free policy, to protect our Residents, staff and visitors with allergies and sensitivities.
16. Smoking is prohibited on Seaview Manor property.
17. Residents/families are responsible to set up hair appointments. The Hair Stylist is available for appointments; arrangements can be made by calling her at 902-849-7300, ext 263.

Consent

18. Consent is required for admission, discharge, inter-facility transfer, sharing of resident information and to authorize purchase of goods or services on behalf of a resident. The resident or his/her EPOA, SDM, or Family member (i.e., according to the priority order of substitute decision makers outline in the Personal Directives Act) are authorized to make consent decisions on behalf of residents who lack capacity. Depending on the reason for the consent, staff may ask for consent to be expressed verbally or in writing.

Complaints and Concerns

19. Residents and/or their family or friends who may wish to raise a concern, lodge a complaint, obtain information about or recommend change involving Seaview Manor, can do so by sharing the issue, as appropriate, with:

- Licensed Practical Nurse (LPN) on the resident's neighbourhood
- RN-in-Charge, Manager or Senior Directors
- Seaview Manor's Resident Council
- Seaview Manor's Food Club

Seaview Manor encourages residents and families to express their concerns as soon as issues arise and to resist the temptation to put off or delay reporting. Residents are requested to communicate their concern/complaint first to the LPN on the resident's neighbourhood. In the event there is no resolution, the resident or authorized representative is advised to then escalate their concern/complaint to the on-shift In-Charge Registered Nurse. All complaints are investigated and residents or their authorized representative are provided with follow up.

Dental Assessments/Dentures

20. New residents have an oral assessment completed within 2 weeks of admission as part of the comprehensive admission assessment. When residents require dental treatment or other services not provided by Seaview Manor, assistance will be provided to arrange a referral to a dentist or other dental personnel of the residents' choice. Assistance in this process can only be provided when the resident or his/her EPOA, SDM or family member, based on order of priority as defined in the Personal Care Directives Act, authorizes payment and transportation plans have been pre-arranged. Dentures must be marked for easy identification. If dentures have not been marked, our In-Charge Nurse will be pleased to make arrangements for the dentures to be sent off site for marking. The obligation for payment for the denture marking service remains the total responsibility of the resident or their authorized representative.

Discharge Following Transfer to Hospital (Department of Health and Wellness Policy)

21. A resident's condition and/or circumstances may change sufficiently to consider discharge to another long term care facility. Our staff will work with you and your family to ensure a smooth transfer. Upon transfer to acute care (i.e. Hospital), residents are entitled to a 30 day leave from their accommodation at Seaview Manor. As a result, Seaview Manor will hold your bed for up to 30 days. If you are required to stay in hospital beyond 30 days, you will be discharged from Seaview Manor and your bed will be surrendered for use by another referral from the Placement Office needing admission to a nursing home.

External Services

22. Residents may also have access to external services, i.e. chiropractor, massage therapy, physiotherapist, (off-site), VON (IV therapy, etc., mental health services) if the need arises. We suggest you speak with your Physician to ensure that such services are not contraindicated given your current health status and your current medical treatments.
23. Resident's are completely responsible for any charges levied by external health care providers. Seaview Manor understands the agreement exists between the resident and the external health care provider. However, if external health care providers are delivering services on-site at Seaview Manor they must provide services respecting Seaview Manor policies.

Family Contact/Escort

24. One (1) family member must be identified as the contact person for the Resident. A family member is expected to accompany resident on any outside appointment. If a family member is unable to provide the escort the appointment may have to be rescheduled. If a staff member is requested by the resident or authorized representative to attend an appointment with a resident, an hourly charge will apply. The minimum charge for escort is four (4) hours. By collective agreement, any time Seaview Manor calls in a staff member Seaview must pay a minimum of four (4) hours.

Foot Care

25. New residents have a nursing assessment of their feet on admission. Each resident's basic foot care needs are assessed and cared for by our Certified Care Assistants as part of routine care. Basic foot care will include the following non-invasive measures: assessment, identification of infection, injury, and other problems and routine daily care of the skin and nails (e.g. clipping, cleaning). Advanced foot care will be provided only by qualified registered nursing personnel on fee for service basis.

Gifts

26. Staff are not permitted to solicit and/or accept monetary gifts or significant gifts-in-kind from residents, families or significant others. A token gift of appreciation (e.g. box of chocolates, candy, fruit baskets, etc.) to a group of staff is acceptable and cards are greatly appreciated at any time.

Interdisciplinary Care

27. As a resident, when you are admitted to Seaview Manor, you are placed in the care of an interdisciplinary team. In the event that there is a change in your condition such as injury from a fall, transfers to acute care or for appointments, your family will be notified. If a family member, with your consent, wishes to discuss your care, they are requested to please call during normal business hours, Monday to Friday from 0830-1630, to arrange an appointment to speak with the Manager of Resident Care. In the absence of the Manager of Resident Care you may arrange an appointment with the Senior Director of Clinical Services and Professional Practice.

Immunizations

28. All residents receive flu vaccine annually unless contraindicated. This approach helps to minimize the impact of outbreaks and helps to lessen the impact of the degree of illness on any one resident. Your participation in our annual flu vaccine program is strongly encouraged.
29. Residents, who have consented, will receive Pneumovax if they have not received it prior to admission.

Least Restraint

30. As required by provincial legislation, Seaview Manor has implemented the practice of least restraints. On admission and for the next 72 hours, we err on the side of caution, and implement our Fall Prevention Protocol on each new resident.

Following the first 72 hours, Physiotherapy in consultation with the Health Care Team, will then assess if more advanced fall protection (e.g. hip protectors, bed pad alarms, wander-guards, etc.) and/or safety equipment is required. If it is determined that advanced fall/safety protection is required, Seaview Manor will gain consent from you or your authorized decision maker to order the suggested products which the resident/authorized representative will be responsible for payment.

Leave of Absence/Pass

31. Families are to notify staff at the Team Communication Station, located on each neighbourhood, when a resident is being taken out on pass. Please ensure you notify staff at the Team Communication Station if you are taking the resident out of the building for a walk, drive or a short outing (e.g. Lunch/supper). Our Nursing staff will ensure you are provided with any appropriate medication and instructions the resident may require during the absence/pass.

Medical Care

32. On admission, you may have your own physician provide medical care provided he/she is prepared to follow you during your stay at Seaview Manor. If your Family Physician is not prepared to follow your care, you will be admitted under the care of our Medical Director or the Associate Medical Director. Please note that physicians do not visit resident rooms daily as is the case in the hospitals. However, physicians visit individuals when a need arises or at least every six months according to the Home for Special Care Act.

Pharmacy Services

33. Seaview Manor contracts professional pharmacy services. Pharmacy services are provided under the direction of a registered Pharmacist. Only Registered Nurses (RNs) and Licensed Practical Nurses (LPNs) are permitted to administer medications. However, our Certified Care Assistants (CCAs) who have been trained may apply medicated creams and ointments as well as administer ear and eye drops.
34. The licensed nursing staff maintains a record of the medications the resident requires and receives. Each resident has a complete medication profile and administration record. Residents who are capable may self administer approved medications only on the order of their attending physician.
35. In each case, self administered medications must be under lock and key at all times in the resident's room to prevent other residents from accessing those medications.

Photographs

36. On admission, a digital photo of each resident is taken to facilitate safe identification. Additionally, residents may be photographed or videotaped while engaged in routine it is required if a resident is clearly identifiable and the material is to be used in the public domain. Clinical Team Members may also take medical photographs (e.g. pictures of wounds, rashes, etc.) as part of care to support assessments/evaluation. However, such images will be kept confidential and will only be taken on a Seaview Manor supplied camera. Personal cell phones or other photographic equipment is not to be used to take medical photographs. No photographs are to be taken by staff, family, visitors without first obtaining consent of the Management Team.

Protection for Persons in Care Act

37. The Protection for Persons in Care Act came into force on October 1, 2007. This Act is an extra safe guard for patients and residents 16 years of age and older who are receiving care from Nova Scotia's hospitals, residential care facilities, nursing homes, homes for the aged or disabled persons under the Homes for Special Care Act, or group homes or residential centres under the Children and Family Services Act. It requires health facility administrators and service providers to promptly report all allegations or instances of abuse. Anyone else may report abuse under this Act.

For more information, or to report abuse call 1-800-225-7225

Specialized Equipment

38. If a resident requires specialized equipment, the client has three options. First, the item may be purchased by the resident/family member. Second, it may be rented through the Canadian Red Cross provided Red Cross makes such equipment available. Third, it may be covered by the Residents' personal health benefits (e.g. Blue Cross) if the request satisfies the criteria of the health insurance company.

Visiting

39. Suggested visiting hours are 11:00 a.m. to 8:00 p.m. These time frames facilitate our ability to ensure the resident's privacy during care.



Description of Alternative Care Options

Seaview Manor is committed to making sure that you receive the best possible care consistent with your informed choices and our available resources. While we provide a number of services on site, many services such as diagnostic investigations (e.g. X-Rays, Blood work, EKGs, etc.) are only available at physician offices, outpatient lab or Emergency department at our local hospital. At Seaview Manor, we respect an individual's right to make an informed decision regarding the level of care that meets with their goals for quality of life. Three types of care exist and each is briefly explained.

Comfort Care:

The goal of this care is Quality of Life through the provision of comfort measures such as pain and symptom management (eg. nausea, vomiting, fever, shortness of breath, etc.). With this type of care:

- You will remain at Seaview Manor (i.e. no hospitalization)
- No further tests such as X-rays and blood work will be done unless needed to help you to be as comfortable as possible
- Provided you wish to eat and drink, fluid and food will be given by mouth as long as you can swallow safely.
- No IV Fluid or tube feedings will be initiated
- Pain medication will be administered by mouth or through a special needle for comfort, if required.
- Antibiotics may be given
- Oxygen may be given for comfort, if required.
- If your heart stops beating , No Cardio-Pulmonary Resuscitation (CPR) will be started

Supportive Care:

The goal of this care is the same as comfort care, except you could be transferred to Hospital for further assessment, investigation and/or treatment, to address a treatable and/or a reversible condition, if necessary. With this type of care:

- Treatment may include more diagnostic tests such as X-rays, Scans, and/or blood work
- Some treatment at the hospital may include: IV's, blood transfusions, antibiotics, and other symptom control, if needed.
- No Cardio-Pulmonary Resuscitation (CPR) will be started if your heart stops beating

Acute Care:

The goal of this care is to ensure you receive full investigation and treatments necessary to sustain your life. With this type of care, you will:

- Be transferred immediately to a hospital by way of Emergency Hospital Services (i.e. Ambulance/Paramedics) where you will receive, diagnostics investigations, diagnosis, and appropriate interventions to correct any medical problems you may have or to assist you to live with chronic diseases (e.g. renal disease needing renal dialysis)
- You will receive treatments in hospital if you heart stops beating: such as CPR, Intubation (tube in your airway), and defibrillation (electric shock to the heart), and appropriate heart medications.
- If your heart stops beating while you are still at Seaview Manor, we will start CPR, call 911 to arrange for immediate transfer to hospital and continue with CPR until Paramedics arrive.
- No CPR will be initiated for an un-witnessed cardiac arrest.

Team Discussion:

Typically, on intake, our Nurses discuss the level of care you prefer prior to admission to Seaview Manor. Sometimes, Residents are not always ready to make a decision at that time. If you were not comfortable making the level of care decision prior to admission our Nurses will be meeting with you in the next few days to review care level options in more detail and answer questions you may have to facilitate your ability to determine the specific level of care you desire. Prior to making your choice on your preferred level of care, you may also want to consult with your physician and your family.

Alternative Therapies:

As part of your care decisions, you may wish to continue with other forms of treatment you were receiving while you were in your own home (e.g. chiropractic treatments, aroma therapy, massage, Relaxation Therapies). You may wish to continue those therapies while at Seaview Manor. Please consult with your Physician to make sure those therapies do not represent any opportunity for conflict with your current medical plan of care. Any arrangements for alternative therapies must be contracted between you and your therapist. You will be solely responsible for payment for their services.



Infection Control Guidelines

Your health is important. Our residents are vulnerable to contracting communicable diseases such as Influenza, Norwalk virus, MRSA, etc.). We view Infection control is a priority at Seaview Manor. Infection control is under the oversight of the Infection Control Committee accountable to the Senior Director of Clinical Services and Professional Practice.

Regular hand washing, particularly before and after certain activities, is one of the best ways to remove germs, avoid getting sick, and prevent the spread of germs to others. It's quick, it's simple, and it can keep us all from getting sick. Hand washing is a win for everyone, except the germs.

Centre for Disease Control

Hand Hygiene

Hand hygiene gel/soap stations are located on each unit and at the main entrance. Please ensure you clean your hands by using hand hygiene gel/soap from a dispenser on entry and exit from the building.



Isolation Precautions

Isolation precautions Signs may be posted outside of a resident's room. If you see a sign posted outside of a resident's room you are required to report to the Team Communication Station to receive proper education on the type of precautions you must follow in order to permit you to visit safely.

Examples of precautions signs are illustrated below.



Education on effective infection control practices happens on a continuing basis for staff and visitors.

Immunizations



Residents are encouraged to receive an annual influenza vaccine as well as pneumonia vaccine if they have not had it prior to admission.

TB Testing



TB testing is done in accordance with Public Health Guidelines.

Outbreak

In the event of an influenza outbreak, strict precautions are taken in consultation with Public Health and Department of Health and Wellness. Visiting restrictions such as closure of a unit or closure of the whole building may be put in place. Residents may be restricted from leaving their neighbourhoods. Visitors should refrain from visiting loved ones if they have had any recent symptoms of a communicable disease or are feeling generally unwell.



Family/ Public /Resident Visiting Guidelines

Hours & Parking

1. Suggested visiting hours are from 11AM until 8 PM.
2. Regarding parking, there are a limited number of handicapped parking spaces. Please be considerate when you are parking your vehicle if you are not handicapped.

Children

3. Children are to be accompanied by an adult at all times during a visit to Seaview Manor for their safety and the safety of the residents.

Communicable Disease Prevention

4. To assist Seaview Manor in protecting your loved one as well as other residents, we encourage family members to receive the flu vaccine annually.
5. Hand washing/sanitizing is required when you enter the door at Seaview Manor, during your visit and as you leave the facility. Dispensers are conveniently located in the lobby and in the corridors throughout the facility. If you need assistance, please ask any staff member who will be pleased to assist you.
6. Please report to the Team Communications Station on each neighbourhood if you see a precaution sign posted outside of a room you wish to visit. The staff will be pleased to provide you on the reasoning for the precaution and educate you on how to put on and take off protective items (e.g. gloves, gown, masks, etc.) safely.
7. Please do not visit if you have any cold symptoms, diarrhea or vomiting until you are symptom free.

Conduct

8. Any alcohol ordered by a physician must be purchased by resident/family and given to licensed staff to be labeled and stored in locked room. Alcohol use by visitors is prohibited.
9. Visitors under the influence of substances, i.e. alcohol will not be permitted to visit and they will be asked to leave.
10. A complaint process is available if the need arises. These forms are available at the Team Communications Station or at the main reception area. Compliment cards are also available.
11. In order to respect a person's right to privacy, no photography, video or audio clip for public release, in which a resident is identified, may be taken or released without the approval of the CEO or designate. In all cases, the resident must consent to participate in photography, video or audio clip and its public release.

If the resident is not able to consent then consent must be obtained from the following: Enduring Power of Attorney (EPOA), Substitute Decision Maker (SDM) or next of kin as appropriate. A resident consent form, "Media Release Form" (PR0001) is to be completed and filed on the residents chart. A copy of the form may be obtained from the In-Charge RN on duty.

Pets

12. Seaview Manor understands that pets are part of the family and pet therapy plays a large role in supporting quality of life for residents. Unfortunately, resident owned animals are not permitted to reside with residents at Seaview Manor. However, healthy family pets who are on a leash and accompanied by a family member may visit consistent with our visiting guidelines. However, the pet must be on a leash at all times when walking through common areas and must be under the control of the owner. A pet may be permitted off the lead when in the Resident's Room provided the door to the corridor is closed so the pet is properly contained.

Safety

13. Hair care with items which plug in, (e.g. curling irons, blow dryers) can be used on residents only with the knowledge and consent of a staff member.
14. Seaview Manor is a video-secured smoke-free and scent-free building and an idle-free zone. Due to the fact that we are a health facility residents who smoke are encouraged to be part of a smoking cessation program.



Internal Transfer Policy

Policy:

All residents are guaranteed to have a room, mostly semi-private rooms. These rooms include a bed, bedside table and a shared closet. In making decisions regarding resident placement, the Clinical team gives utmost consideration to a resident's need for a more controlled environment for safety and /or challenging behaviour issues.

The internal transfer of a resident must be done with a Seaview Manor staff member's knowledge and consent. Family or visitors are not permitted to independently move a resident.

The Clinical Team will determine if a transfer to another room/wing is necessary due to safety, behavioural concerns, change in condition, incompatibility, mental health. If an internal transfer is required the resident's family will be notified of the decision.



Seaview Manor is not in a position to entertain requests for private accommodations. There are a limited number of private rooms and placement of residents into these rooms is determined by assessed needs, i.e. infection control, safety, behavioural management, etc.

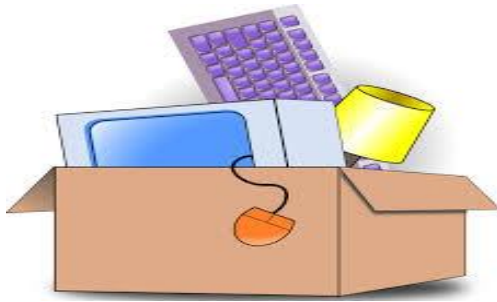
Private rooms are not preferred accommodations. They are used for residents that are capable of completing some activities of daily living and mentally competent. At times residents may require to be transferred to another unit for more visual contact, safety concerns, etc. It must be understood that longevity in a particular space does not equate to Resident/family ownership of that space.

At end of life, we make every effort to ensure comfort and privacy for our residents. We have one private room on the Ocean View Neighbourhood reserved for residents who are receiving comfort measures during the dying process. In such cases the Clinical Team will arrange for an internal transfer to our Palliative Care room to provide the resident and their family with privacy, dignity and peace.

External Transfers

If a resident has chosen another facility as first choice, the placement office will notify Seaview Manor when a bed is available in the Resident's first choice facility. However, Seaview Manor is required by Continuing Care to reassess your desire for transfer to your first choice every three months.

We will notify and collaborate with the family to make arrangements for the external transfer. A request for an external transfer can be made at any time.



The Resident or Family member will be solely responsible for transport costs.

Nursing Services



“Being a Nurse to the Elderly to me is incredibly rewarding. You not only have the privilege of caring for a fragile human being, but you get to know this person as a wise special individual and their personal story. I can only hope that people treat me with the same love and compassion as I treat these special lives that I have the privilege to touch everyday in a most special way. “

Anonymous



Nursing Service Commitment

Unlike a retirement home, Seaview Manor is a skilled nursing facility dedicated to the care of residents who required comprehensive care. As a Nursing Home, Seaview Manor provides: skilled, compassionate and resident centered nursing care for people whose needs can no longer be safely met in the community. Qualified nursing staff is on duty 24 hours per day 7 days a week. Our staff mix includes, Registered Nurses (RNs), Licensed Practical Nurses (LPNs) and Continuing Care Assistants (CCAs).

Using an interdisciplinary team approach, The Nursing Team is responsible for planning and providing Nursing Care using the Nursing Process framework to meet the physical, psychological, emotional, social, and spiritual needs of residents entrusted to our care. Nursing care is informed by evidence based practice and our standards of care. The Nursing Team utilizes the MDS RAI 2.0 resident assessment tool, input from the resident, their family and other members of the health care team to inform the development of an individualized care plan.

We recognize and value each resident and, their support system, as a unique person with a life history. We partner residents and families to enhance quality of life and maximum level of safe functioning for each resident while respecting the resident's abilities, choices, including the choice to live at risk.

In delivering resident focused care, we believe and our actions support that resident and clients must be treated in a manner that:

- ✓ respects their right to privacy
- ✓ maintains their self-worth, self-esteem and dignity
- ✓ fosters independence and maintenance of their optimum level of functioning

An interdisciplinary, holistic, humanistic and restorative approach is essential to enhancing the quality of life of individuals.

Residents and family members should be provided opportunities to participate as partners in care and service delivery through:

- ✓ input in decisions that impact on their quality of life
- ✓ Involvement with resident/family council, interdisciplinary care conferences, etc.

The delivery of services within a long term care setting should:

- ✓ reflect the diverse physical, cultural, social, emotional, spiritual, recreational, and economic needs of the residents

Each person has the right to receive care in an environment which:

- ✓ is home-like and is able to be personalized with favourite pictures, photographs, and small furnishings, so long as space limitations, safety requirements/regulations and other resident's rights are respected
- ✓ supports a pattern of life and conditions of everyday living which are as close as possible to the normal circumstances and traditional way of life for Nova Scotians
- ✓ promotes personal independence, self-reliance, freedom of choice, and respect for each person's individuality and beliefs.

Seaview Manor must be perceived as an integral part of the community, whereby:

- ✓ residents are provided an opportunity to participate in activities within the greater community
- ✓ the community is encouraged to participate and become involved with enhancing the quality of life of residents

We also recognize that each life has a beginning and an end. Despite our best efforts to enhance quality of life and promote maximum level of safe function, in the face of terminal illness, we understand death as part of the normal life cycle. We are committed to making sure that each resident may live as comfortable as possible when facing death and we promote enhancing the quality of remaining life for the resident and their family. Our approach is to affirm life, ensure comfort, and neither hasten or postpone death.

We invite you as partners in your loved one's journey. We encourage you to participate in our Resident Care Conferences. Certainly, we understand that from time to time issues or concerns may arise and we invite you to contact:



Callie Kerr R.N.
Manager of Resident Care
902-849-7300, ext 236

Pharmacy Services



Our Pharmacy Services are dedicated to preventing
“polypharmacy.”

“Polypharmacy, by definition, is the concurrent use of several different medications consumed by a person. Often these multiple medications are in the same drug class and are used to treat more than one chronic condition. Older individuals are often faced with issue of polypharmacy due to multiple chronic conditions and multiple providers. The risks associated with polypharmacy can lead to increased adverse effects, falls, and decreased risk or medication compliance.”

Source: Home Healthcare Now: Nov/Dec 2015 –volume 33-Issue 10



Contracted Pharmacy Services

Management of Medication Administration System:

Seaview Manor is pleased to offer all residents the professional services of a contracted Pharmacy provider. Unfortunately, residents will not be able to continue with their personal pharmacy provider on admission unless that provider is the contracted provider to Seaview Manor. On admission you'll be asked to sign a consent which acknowledges your agreement to receive services from our contracted pharmacy provider.

On admission our Resident Flow Coordinators (i.e. intake nurse) complete medication reconciliation. Medication reconciliation is the process of comparing a resident's medication orders to all of the medications that the resident has been taking. This reconciliation is done to avoid medication errors such as omissions, duplications, dosing errors or drug interactions.

All prescription medications are filled by the contracted pharmacy for monthly quantities. Prescriptions are refilled slightly ahead of the due date, to ensure continuation of therapy. Medications are provided in strip of plastic pouches containing medications for 7 days.

Medications and other supplies are delivered to Seaview Manor on a daily basis, allowing for timely therapy. Additional deliveries are made in special or emergency situations, when required.

Billing of Pharmacare and other third party drug plans are performed on behalf of the resident. Monthly bills are mailed to the resident's next-of-kin.

In the event a medication is prescribed that is not a benefit, attempts are made to switch the medication to an alternative, or to apply for Special Authorization. This is accomplished by communication with nursing staff, the physician, and the drug plan.

Medication administration records (MAR) are provided for each resident in the facility. These are used by the nursing staff to document the administration of medication to a resident, and to ensure the correct medication is given at the correct time.

Medication reviews are conducted on admission and on an ongoing basis, to check for drug interactions, appropriateness of therapy, etc. Six-month reviews are provided for each resident in the facility. These forms give the staff a medication profile, and act as a prescription renewal for the physician to sign. This is beneficial to minimize drug interactions and ensure medication safety.

Pharmacy also provides, at a cost, for the facility and individual residents, over-the-counter items such as vitamins and supplements, wound care supplies, skin care (lotions, cleansers, etc.), compression stockings, diabetic supplies (glucometers, strips, lancets, needles, insulin pens, etc.), and ostomy supplies. In addition, our contracted pharmacy provider will also supply home health care items, at cost, to our residents when required.

Additional Clinical Consultation Services:

A pharmacist attends weekly Care Conferences and addresses any issues or questions a resident, EPOA, SDM or family member may have regarding specific drugs.

A pharmacist provides medication-related recommendations based on information from the resident's chart, Care Conferences, and from staff.

Education and information about medications is provided for the staff of Seaview Manor on a quarterly basis.

Our Contracted Clinical Pharmacist invites the resident and /or their family to ask questions at any time.

Andrew Suh , R. PH.
Consultant Pharmacist
Lawtons Pharmacy
P 902-539-2440
Email: Andrew.Suh@Lawtons.ca

Dietary Services



“Older persons are particularly vulnerable to malnutrition. Moreover, attempts to provide them with adequate nutrition encounter many practical problems. First, their nutritional requirements are not well defined. Since both lean body mass and basal metabolic rate decline with age, an older person’s energy requirement per kilogram of body weight is also reduced.”

Source: World Health Organization 2018

“Seniors can have different challenges: a loss of appetite and unhealthy weight loss, problems chewing or swallowing, depression or a need to reduce fat and sugar with certain chronic conditions.”

Source: www.Sageminder.com



Dietary Services

Seaview Manor is proud to offer home cooked meals to all residents. Meals are served in the main dining room on Coastal View Neighbourhood. Dining on the Bay View and Tidal View Neighbourhoods occurs in the solariums. Each area in the Ocean View Neighbourhood has a dedicated dining room. Residents receive breakfast, lunch, supper, between meals snacks and a night lunch. All residents are offered the main entrée at each meal but may choose the available alternative.

The Dietitian, as a member of the Clinical Team, completes a nutritional assessment of every resident within 14 days of admission and on an ongoing basis to identify nutritional needs. The Dietitian will interview the resident and/or family member to collect nutritional information. Food likes/dislikes and allergies are obtained, and every effort is taken to accommodate food preferences.

Seaview Manor follows a four-week seasonal menu cycle and all menus are collaboratively planned between the Dietitian and the Manager of Dietary Services according to Canada's Food Guide.

Theme meals are also planned throughout the year e.g. Valentine's Day, Christmas dinner, New Year's event. If families plan to bring in foods to their family member, please inform dietary staff who will provide you with safe food instructions.

Residents are encouraged to participate in "Food Club". This is a committee made up of residents, the Dietitian and the Manager of Dietary Services. The Committee meets every third month to discuss food service and nutritional issues.

It is important that **NO** food or drink be given to residents from outside sources without staff's knowledge or consent. All external food must be brought to the main kitchen on the Coastal View Neighbourhood to it can be properly labeled by our staff. Food safety is a priority at Seaview Manor. Markers are not use to label food containers as marker chemicals can bleed through plastics, saran wrap into foods. Once labeled by the kitchen staff, externally prepared food must be stored in a common area fridge located on each Neighbourhood. Food kept in common area fridges will be disposed of in accordance with applicable food storage guidelines.

Food and beverages prepared at home are not to be given to residents without Seaview Manor staff's knowledge and consent. While home prepared foods may be favourites of the resident but may not be in keeping with the diet type and textures which are required by the resident. If you have any questions please do not hesitate to contact



Tammy Morrison
Manager Dietary Services
902-849-7300 Ext 223



Tips for Better Elderly Nutrition

- **Increase Vegetables and Fruits:** Overall, the fiber, vitamins, and enzymes present in fresh plants are best for all of us. Steaming the vegetables so that they are softer for those with dental issues is easy to do. For those who have no trouble chewing, cut up raw vegetables with a tasty dip as a snack or a small meal.
- **Make Lunch the big meal of the day:** Often by dinner, seniors are too tired to finish meals. Also, some seniors can have more digestive problems that interfere with a good night's sleep. We all actually need more calories earlier in the day.
- **Stay Hydrated:** Remember to maintain fluid levels. It is important for all bodily processes to sip some liquids throughout the day. The more fruits and vegetables in our diets, the more naturally hydrated we are.
- **Go for the Grain:** when making decisions about which breads to choose, always go for the one higher in whole grains. Some people dislike the taste or texture at first. One way to work toward more whole grains is to mix whole grain pasta with regular pasta and gradually increase the whole grain levels.
- **Don't Skip Meals:** Skipping a meal usually makes someone eat more at the following meal and can drop blood sugars causing dizziness. If not hungry, it is better to eat a little than to skip.
- **Eat small Meals More Often:** It is better for most seniors to eat 5-6 small meals a day because this can:
 - Reduce the highs and lows of insulin levels
 - Help seniors who find it painful to eat large meals because of chest congestion or breathing problems
 - Encourage more calorie intake for those who have lost their appetites
 - Offer more opportunities to socialize and be with others

Elderly Eating Problems For Seniors Who Need to Gain Weight

- **Eat with your loved one:** No one likes to eat alone. Often a lack of interest in eating is because a person is bored, lonely, or distracted with TV.
- **Increase the Calories:** For those who need extra calories or nutrients, adding these in other foods may help.
- **Make high calorie drinks like milk shakes.** You can add bananas, peanut butter, wheat germ, etc. to a chocolate shake for a nutritious, high calorie drink
- **Eggnog** also packs calories.
- **Add dehydrated milk to a bowl of cereal or a creamy casserole.** The taste will not change much, but the calories and protein levels will be enhanced.
- **Don't Rush:** Meals are not meant to be a quick event. Stay with the person and show patience. Sometimes a rushed person will simply refuse to eat out of a healthy rebellion. For those who eat slowly, reheating food may help them to finish a meal that has cooled.

Our Dietitian is available for consult if you have specific concerns about your or your loved one's weight. In addition, the Dietitian can also help when there are issues with dentition, swallowing or specific loss of motor skills.



Katelyn Bourgeois
Dietitian
P 902-849-7300 Ext 222

Therapeutic Services



The goal of restorative care is to maximize a resident's level of function consistent with their cognitive and physical abilities/limitations. Restorative care can not reverse the progressive degenerative cognitive or physical limitations associated with dementia or other neurological degenerative diseases or permanent injury related to strokes.

Restorative care allows residents to participate as much as possible in their daily activities, including bathing, dressing and going to the bathroom. Restorative care also includes physical activity while promoting safety—for example, instructing a person on how to safely transfer to bed from a wheelchair.



Restorative Services

Our Restorative Services Department provides **limited** Physiotherapy and Occupational Therapy Services to the residents of Seaview Manor. We are funded to access a Physiotherapist (PT) one (1) day a week for eight (8) hours and one (1) Occupational Therapist (OT) 1 day a week for eight (8) hours.

All residents will have an assessment by the Physiotherapist and the Occupational Therapist within fourteen days after admission and on an as need basis. These Healthcare Professionals are members of the care team and both review the medical history, medications and any other relevant data in completing their respective assessments.

Given the level of fragility and medical condition complexity, few residents may be capable of gaining strength and function. Other residents are capable of maintaining their function but most with dementia will experience slow progressive decline in functioning. For these residents our staff will attempt to moderate the level of decline.

Physiotherapy will assess the Resident for movement and strength, balance and mobility to inform the development of the Physiotherapy plan of care which may include, where appropriate, a personal exercise program for the resident to follow.

Occupational Therapists understand not only the medical condition and physical limitations of a disability or injury, but also the psycho-social factors that impact on an individual's ability to participate in the activities that are important to them. Occupational therapists believe that an individual's ability to engage in occupation increases their health and well being. Occupation is everything you do each day, including:

- Self-care: getting dressed, washing our face, eating, etc.
- Leisure: hobbies, participation in social activities..
- Productivity: Paid or unpaid work or volunteering...

Occupational therapy will also assess the resident and establish a plan of care specific to the resident.

OT's recommendations can include but are not limited to:

- Suggesting and assisting with learning new ways of doing things:
 - Dress with one arm after a stroke
 - Self propelling a manual wheelchair
- Adapting the material or equipment you use, suggesting and/or providing some assistive devices:
 - Provide manual wheelchair for mobility purposes that will facilitate or encourage self propelling or specific surface (i.e. cushions or mattresses) that will assist the healing process of pressure sores. Submitting an Assessment form to the Specialized Equipment Program that is administered through the Canadian Red Cross or to the Resident's Insurance Company if they have coverage.
 - Suggest different utensil that will help the resident to maintain independent feeding ability.
- Suggesting environmental changes and/or modifications:
 - Add wall grab bar and safe base of support where needed

Once a person is admitted into Long Term Care in Nova Scotia, they are eligible for the Red Cross Specialized Equipment Program. This program is partnered with the Department of Health and Wellness (DHW) to give residents access to specialized equipment they may need. The OT does an assessment and forwards it to the DHW, once approved, the information is forwarded to the Red Cross program and they provide the equipment. Typical equipment provided by the Red Cross includes: wheelchairs, specialized mattresses and walkers. There may be a fee associated, which is based on income. If the resident has an extended health plan, please inform the Restorative Care Department so we can access this to get services/equipment the resident could benefit from.

Restorative Care Services also delivers the following services:

- Staff education in the safe ambulation, transfer and lifting of residents;
- Developing and instructing residents and family members on individual exercise programs;
- Application of therapeutic hot packs; and
- Hand therapy.

We have a full time PT/OT assistant who assists the Physiotherapist and the Occupational Therapist to deliver the treatment and services as defined in the Physio/Occupational Therapy plan of care.

For many residents, disease brings a decrease in mobility and function that is not reversible. Our physiotherapy staff works to minimize these changes.

Often the resident's family is keen to assist. The PT/OT and Physio-Aide can help educate the family in providing some specific elements of the plan that are safe for the family to implement. Providing reminders and encouragement for residents to participate in personalized exercise programs is a great way for family members to assist with restorative therapy.

If there is anything you feel we can do to help maintain or improve your mobility and comfort, please do not hesitate to contact us.

We can be reached at 849-7300 ext 256



Therapeutic Recreation & Volunteer Services

The Recreation Department plays a major role in the Quality of Life of the residents. Therapeutic Recreation is the practice of using purposeful recreation and leisure to address the specific needs and goals of individuals living with disabilities (i.e., cognitive/physical). Needs may include but are not limited to mental health, physical rehab, effective social skills and community integration.

Through participation in Therapeutic Recreational Activities, Residents and Patients in health care facilities **may** experience the following depending on the progression of their underlying disease process:

Improved Cognitive Skills	Improved Physical Skills
<ul style="list-style-type: none"> Ability to follow simple directions Improved communication Improved interpersonal skills Decision making opportunities Improved attention span Heightened sensory awareness Heightened environmental awareness Improved ability to make needs known Improved memory skills Improved self-expression 	<ul style="list-style-type: none"> Improved fine/gross motor skills Increased endurance Increased mobility and range of motion Improved hand/eye coordination Improved ADL skills/body awareness Increased strength and flexibility Improved sleep patterns Improved skin integrity Improved appetite Decreased incontinence Decreased use of pain medications
Improved Emotional Well-Being	Decrease in Behavioural Problems
<ul style="list-style-type: none"> Increased socialization Increased motivation Opportunity for creative expression Increased self-esteem Increased confidence Decreased depression Decreased boredom Utilization of stress management skills Decreased Learned Helplessness 	<ul style="list-style-type: none"> Wandering Sundown Syndrome Agitation Anxiety Repetitive motions Yelling and screaming Abusive behaviour Use of physical restraints Use of chemical restraints

Source: https://www.nsrph.com/nsrphweek/2013/NSRPH_Week_2013_recreation.html

Activities are vital to keeping up residents' mental, physical and spiritual well-being. The Recreation Department develops programs that will enhance the physical, social and psychological well-being of each resident consistent with their cognitive and physical capabilities. Therapeutic Recreation coordinates in-house recreation, leisure and community events. Everyone is encouraged to participate in enhancing therapeutic, social and spiritual well-being of the residents.

The Recreation Department reflects the standards of as defined by the Nova Scotia Long Term Care Program Requirements. The department's role begins on admission. A Recreation Care Plan specific to each resident is created and is coordinated with the Nursing Care Plan.

MDS RAI 2.0 assessments (i.e. Standardized health status assessments) for CIHI (Canadian Institute for Healthcare Information) are completed on admission and then on a quarterly basis to help measure resident status. Therapeutic Recreation & Volunteer Services reports to the Seaview Manor Continuous Quality Improvement Committee quarterly on outcome indicators.

Please see the large wall calendar in each neighbourhood which details all activities by date and time. The same calendar is also available on our web page at www.seaviewmanor.ca

Listed below are some of the activities at Seaview Manor:

- Bingo Games (Regular and Trivia)
- Game Day (Bunco or cards)
- Bowling/Ladder Toss
- Horse racing
- Fun and fitness (fun ball, memory ball and exercise)
- Baking
- Church services
- Vans rides and outings
- Crafts/Oil painting/Colour & Conversation
- Movies
- Monthly birthday parties
- Horticulture
- Pet Therapy
- Music Therapy/Sing-a-long DVD
- Montessori Activities
- Entertainment from various community groups
- One on one programs for the most disabled residents.

Our recreation staff encourages family members and visitors to implement the following activities with residents when they are visiting. Check with our Therapeutic Recreation works to determine which activity may have the most benefit for the resident.

- Visit and talk with resident
- Stroll with residents in or outdoors, but left staff know if you are going outside
- Sit with residents in our garden area
- Read to residents
- Bring magazines and other reading material if they enjoy reading
- Provide yarn and encourage them if they are able to crochet or knit
- Play cards/checkers
- Put puzzles together
- Share pictures and non-valuable mementos which can be left in the resident's room
- Make a photo album of family pictures and reminisce using it
- Make a scrap book or photo album of magazine pictures of their past interests, food likes etc, and reminisce using it
- Make videos/cassettes, especially of family events or from out-of-town family. A VCR/DVD player is available so residents can watch in the comfort of their room
- Encourage and escort residents to attend and participate in facility group activities
- Write letters/cards with the resident or assist them write independently
- Decorate the room for holidays but check with our staff first to ensure the decorations are safe
- Host a family party/event at the facility so the resident can participate

Volunteering

The Recreation Department independently recruits and selects volunteers. We encourage families to contact the Recreation Department if they are interested in volunteering.

You may reach the Therapeutic Recreation Department at:

902-849-7300 Ext 258

Resident Council

Resident Council meets on the third Monday of each Month. We invite family members to attend. This is a time for residents to bring forward issues, concerns, suggestions and also to learn about planned program/service changes.

Family Council

The focus of the Council is to improve the overall quality of life for all residents. Family Council does not provide a venue to address specific resident issues/concerns. If you are interested in serving on our Family Council please contact the recreation department.

Pastoral Care

All church services are ecumenical and are held on Sundays at 2 pm, with a rotating clergy roster. Mass is held some Fridays at 11am (please see Recreation Calendar for details). Ecumenical Memorial Services are held in May and November of each year.

If you have any questions or suggestions regarding restorative or recreation services, please contact:

Paula Jacobs
Manager of Therapeutic Services
902-849-7300, ext 257



Video Calling

We now have **Video Calling** available to help residents who are technological savvy to keep in touch with family & friends from here and away.

What programs can we use to complete a video call? Skype, Facetime, Facebook Messenger, and Zoom are free video calling programs. You can see the person you are talking to through a computer monitor!

What do you and your family/ friends will need:

- An account

- A computer & a computer monitor with webcam or a handheld device or tablet.

- Speakers and microphone – built-in or separate.

- Internet connection – broadband is best (GPRS is not supported for voice calls).

- For voice calls recommend broadband connection with 100 kbps down / 100 kbp.

How should I set-up an appointment for a video call? If as a family member you would like to schedule an appointment to talk to one of our residents, please give us a call at 902-849-7300 Ext. 258.

Please note:

- Your first call will be a test-call with one of our staff or volunteers.

- All our policies related to visiting as well as our internet technology apply to video calling.

- We are currently limiting video calls to 15 minutes.

- The date and time that you request may not be available or we may not have the staff or volunteers available to accommodate the video call at that time.

- Should you wish to have multiple participants on the video call you will be responsible to set up the call and send us an invite by calling 902-849-7300 Ext 258 with the details of the call.



Caregiver Support Group

For those who are travelling the journey as a care giver for a person with Dementia, one undoubtedly comes to realize that it can be an overwhelming experience. In most cases, families are dealing with Alzheimer's disease which is the most prevalent form of dementia. Alzheimer's is a progressive disease with no cure at the present time. For the care giver(s) it can create isolation and at times, due to the fact as the disease progresses it can become a 24/7 experience, the care giver her/himself can become ill.

Life, as one knows it, becomes remarkably changed forever as loved ones with dementia continue to slip into an unrecognizable person. Often feelings of guilt, frustration, loneliness and anger can become the daily norm for family members who are primary caregivers. At times one might be embarrassed to admit it having these feelings and thus keep it bottled up inside. The danger is that unresolved feelings can lead to estrangement from their friends or neighbours. Many family members who have been the primary care giver at home feel they should be able to cope on their own. Feelings of guilt and/or failure can escalate especially when your loved one requires admission to a Nursing Home.

In January, 1997, Seaview Manor recognized the need that families were experiencing in attempting to provide the best possible care for a loved one at home and/or the guilt they felt at having placed their loved one in long term care. The purpose of the group is to receive education and support, to learn from one another as family members, to build friendships and to learn how to cope with feelings of isolation, frustration, and guilt in a confidential setting. Seaview Manor is dedicated to helping family members to no longer feel isolated, lonely or guilty.



Owing to the level of trust and friendship within the support group, participants have cried and laughed together and have left meetings feeling they could go home "feeling whole again."

Seaview Manor wanted to reach out and help and so the first Support Group meeting took place on the last Thursday of January, 1997. Meetings continue to be held on a monthly basis on the last Thursday of each month. The meeting time is 7-9 pm.

Privacy and confidentiality is of utmost importance. Information shared and concerns addressed at the meetings are known only by those present and not provided to anyone else outside the group with the reason being to respect your loved one at all times.

Meetings may consist of a group discussion, or maybe viewing a video, followed by discussion or a group speaker may be present. The facilitator will also keep the group informed on any other educational event being held in the area with regard to Alzheimer's disease. A snack is always provided.

The following are some quotes from persons who attended Support Group....

“I always answered my mother back....I always got hurt....If I could share my story and help someone in any way, that would be good....you often become friends with others in the group...you have to live it to know what others are going through.”

“I heard about Support Group at the Adult Day Program at the Hospital. At Support Group I was able to ask questions and get answers that I could not get anywhere else. I found out about Teepa Snow. I was able to ask legal questions (lawyer present). It is the little things I wanted to know, I learned to slow down.”

“I felt so alone, being the only care giver. I needed the help and it (support group) was like a lifeline, I had to keep coming. I keep coming to help someone on the journey who is maybe alone.” Further stated by knowing confidentiality is secured, you can speak more freely.



For more information on the Caregiver Support Group, please contact Johanna at 902 849-7300, ext 244. The above number will connect you with the office of the In-Charge RN and a message can be left for Johanna.

Emergency & Safety Information



"Safety Doesn't Happen by Accident."

"Safety First is Safety Always."



Emergency & Safety Information

In a fire emergency, Seaview Manor is completely equipped with heat and smoke detectors and alarms. Our building design, emergency exits and doors all meet the stringent requirements of the Nova Scotia Fire Marshal. Our staff is routinely trained to handle emergency situations. We encourage you to report any potential fire or any type of safety hazards to our staff.

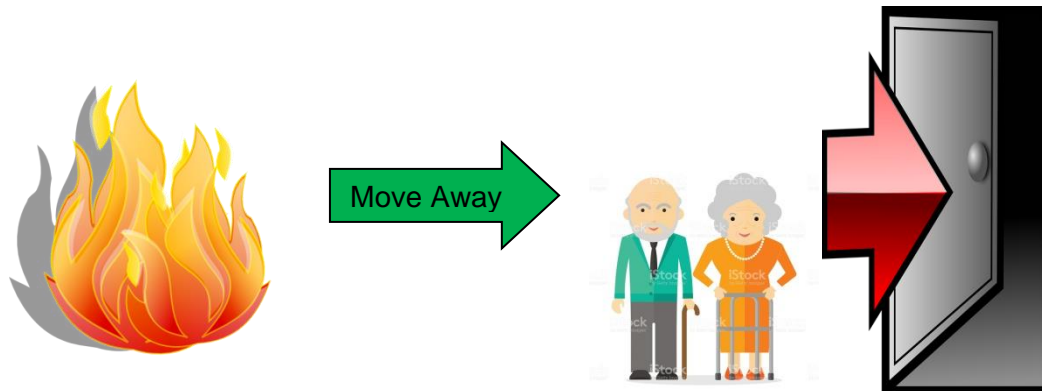


Fire Drills

Although the chance of fire occurring is minimal, just in case . . . please take a few moments to read the following.

When you hear the fire alarm **DO NOT PANIC**, keep clam. *The number one priority in a fire situation is to get out of a burning building or to the next safe space behind a fire door to assessable in a safe place.* As there is always the potential for fire, it is very necessary for each resident and family member to know what is expected of them in a fire situation. Fire drills are the best way to practice and ensure you are ready to respond in the event of a fire.

Able bodied residents must move, on their own, in a direction away from the fire. Staff have been instructed regarding the best way to assist you. Always follow the directions of the staff. When a staff member requests you to move in a certain direction, please cooperate.



Do not say “This is only a fire drill”. Each fire drill is for your benefit. A practice is to familiarize both residents and staff with correct procedures in case of a real emergency. The more you practice, the more likely you will be able to exit to a safe space successfully.

If you have visitors at the time of a fire drill, you and your guest must be prepared to follow directions and leave the building if necessary.

Do not wait to exit to find a purse, sweater, coat, etc. Leave on your own or with a staff member. During an alarm, if you are escorted to the door and asked to evacuate the building you must do so immediately.



There must not be any congestion at the door that would prevent anyone from leaving the building. You must follow staff member's instructions.

The elevator will not be in use.

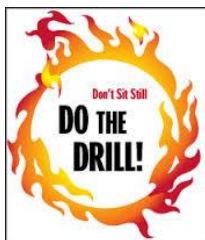


Each room is equipped with a smoke detector for your safety.



Other factors are also very important. Tidiness in each room is essential. Daily living can accumulate outgrown clothing, old gift boxes, paper, luggage and many other combustibles. These items rob you of space and give fire a place to spread or start.

Important: When you hear the fire alarm, if you are able, you must get up on your own. Once up please head to the next safe zone or exit as directed by our staff.





Safety of Residents

The Board of Directors, Management and staff place safety and security of the resident first and foremost at all times. In keeping with that philosophy, staff are required to participate in a scheduled thorough, intensive safety program.

The facility itself has a building-wide security system such as a CCTV system, lockdown system, magnet locks on all exits, intrusion alarm system and a more individualized security system known as the “Wanderguard system” has been installed for the protection and well-being of some of our confused residents.



Resident's accidents command an immediate investigation as to cause and taking corrective actions to minimize or prevent reoccurrence. In addition, Seaview Manor conducts periodic review is conducted on all resident incident reports, noting the reason, type and location of the incident to identify trends such as type and location and outcomes of incidents.

Careful monitoring and a knowledgeable team-approach to safety measures and precautions, all contribute to a safe, homelike environment for all who reside at Seaview Manor.

In the event of a fire, visitors are asked not to enter the facility or remain in the lobby. Visitors who are in a resident's room are asked to remain in the room to offer reassurance to the resident. Our staff are well trained in fire procedure and emergency evacuation and if something should arise, family/friends should not call or come to the Manor. When the residents are moved to a safe area of the building or to the relocation site (if necessary) the families will be contacted. Families calling or coming to the Manor could tie up phone lines which we **MUST** keep open for emergency personnel.

Lockdown: Seaview Manor has a full lock-down system which is used to protect staff, residents, and visitors inside the facility. The lockdown system will prevent unwanted people or an intruder from entering the facility.



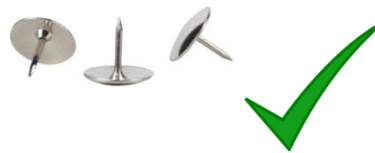
Additional Safety Procedures

1. Resident rooms must be kept neat and clean with a minimum amount of clothing/ furniture.
2. In accordance with the Fire Marshal's regulations, crafts, stuffed animals, pictures and other combustible materials must be kept to a minimum.
3. Seaview Manor is a non-smoking facility for staff and visitors. A limited number of identified residents only are permitted to smoke in the smoking room in the front lobby area. Staff and visitors must leave Seaview Manor property to smoke.
4. Please do not place anything combustible near heaters. Heaters **must** not be used to dry clothes or for shelves.
5. Beds are not permitted to be moved in front of heaters.
6. Important: Bedrooms are not to be used as store rooms. Items such as luggage, furniture, etc. must be taken home and stored.
7. Curtains and mattresses must be fire retardant or inherently fire proof so families may not change out these items for items from home.
8. Bedroom door and windows are not to be obstructed.
9. One hook is provided on bedroom door for 1 item.
10. Shelves are not permitted in resident rooms.
11. Extension cords are not permitted in the facility
12. Televisions must be no larger than 32" for flat panel. Families may be required to purchase a wall mount for the TV as TVs can't be mounted on dressers or bedside units.
13. Individual refrigerators, regardless of size, are no longer permitted in resident rooms.
14. Use of talc powder is not permitted unless clinically approved by the health care provider.
15. The Director of Environmental Services shall be notified of any furniture or equipment entering Seaview Manor. This furniture and equipment must be properly cleaned and disinfected.
16. Visitors are asked not to leave the vehicle unattended and idling. **Seaview Manor is an Idle Free Zone.** Please turn off vehicle engine while parked at the facility.



Allowable Personal Items

1. Furniture for resident should be limited to a chair, dresser, a lamp and a flat screen television with wall mount. However, you may add some personal touches with a quilt, comforter, and pillow but they must be flame retardant. Photos in smaller frames which can be safely stored on a dresser or bedside unit are permitted.
2. ALL items of furniture, jewellery, etc. brought in must be entered on the Valuables List on the resident's chart upon admission and signed for by the resident or family member. Valuables and money should not be left in the room. A safe is available through the Business Office during business hours.
3. A bulletin board is provided in each resident's room for pictures, cards, etc. Please only use stickpins in bulletin board.



4. Furniture and personal belongings must be picked up within two (2) weeks after a death or they will be sent to a storage facility at the owner's expense.
5. Residents needing clothes may have same purchased if they have trust funds. All clothes purchased for resident by family must be brought in to Housekeeping Department to be labelled. Family wishing to be reimbursed for items purchased for resident (clothing, etc.) must submit all receipts to the Accounting/Financial Services Office. (see Page 18)
6. All electrical appliances (T.V., radio, lamp, shaver, etc.) must be C.S.A. or U.L.C. approved. With respect for other residents/families when one shares a room, headphones may be required for audio devices and turned off at a reasonable time.
7. Kettles, toaster, irons or appliances (fridges) of this nature are **NOT PERMITTED IN RESIDENTS' ROOMS**. (See Page 15)

If there are any questions pertaining to clothes, furniture, food, etc. to be brought into residents, families are requested to contact our Director of Environmental Services at 902-849-7300 Ext 235

Allowable Furniture for Resident Rooms



Single Chest of Drawers



Television
Flat panel only, maximum 32 "



Small Table Lamp



Chair or Recliner
Maximum – 36" x 36"

All Items must be CSA or ULC Approved.

**By order of the Fire Marshall ABSOLUTELY NO tables or shelving
units are permitted in resident rooms.**

Thank you for your Cooperation!

Environmental Services



“The role of our Environmental Services staff (e.g. housekeepers, laundry, and maintenance) is crucial to resident comfort and safety in long term care facilities. A clean and orderly personal space is important in helping residents feel secure within their environment. Environmental Services also play a key role in reducing the spread of illness and infections. As our environmental staff are continually moving in and out of residents’ rooms, they often form close and lasting relationships.”



Housekeeping Department

A clean house is, indeed, a happy and safe house!!! A clean building is a comfortable and safe building. We want our Resident Families to feel at ease, knowing their loved ones are in a hygienic and healthy environment.

One of the very first impressions that residents and visitors have of Seaview Manor is its cleanliness. No matter how friendly or helpful a receptionist or Resident Flow Coordinator (i.e., Intake nurse) may be, a prospective resident and his/her family may have second thoughts about the quality of care that a facility offers if they feel uncomfortable sitting in a dirty or sticky chair. At Seaview Manor, our Housekeeping staff use green cleaning products as we are committed to reducing the amount of harmful chemicals in the cleaning process.

Our Housekeepers take pride in their work and are committed to ensuring residents have clean, comfortable and safe surroundings in either their personal space or in our common areas. To increase safety, you'll notice that our Housekeepers lock their carts to prevent confused resident from accidentally accessing cleaning products. In addition, our staff is very conscientious about using Wet Floor Signs to prevent accidental falls. Our Housekeepers welcome your feedback and are always prepared to respond to your cleaning needs in a timely manner. The cleanliness and material maintenance of our facility's physical plant is extremely important to us. If you see something that needs attention, please do not hesitate to let a Housekeeper know.

Soon after admission, Residents and family members get to know the Housekeepers who they see each day. Not only do our Housekeepers play a critical role in keeping our facility clean and disinfected, they add to the quality of the Resident's day with a smile and warm conversation while completing their cleaning duties.

Housekeeping is difficult, tiring, and physically challenging work. We ask for your cooperation in assisting our staff to maintain a clean and orderly environment. Please be considerate of our limited space in our semi-private and private room and avoid stock piling closets or table tops.

Suffice it to say that excellent housekeepers are an important link in maintaining an outstanding operation at Seaview Manor.



Laundry Department

Resident's laundry is done by the laundry personnel in our industrial laundry facilities. Unlike your washing machine at home, industrial washers use disinfecting chemicals/soaps.

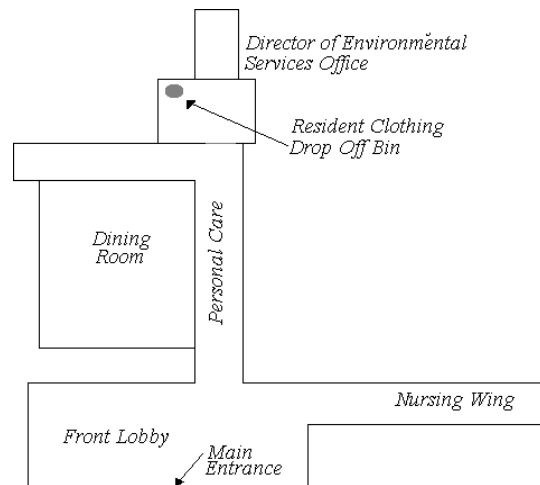
All resident's personal clothing must be labelled when they enter the Manor, even if you choose to take resident's clothing home to be laundered. We request that families purchase/bring clothing that is washable. Any clothes that need to be dry-cleaned are done at the resident's expense; we are not responsible for dry clean only items.

Residents clothing will be labelled one day per week, during admissions, or as necessary.

Residents also have the option to send laundry home with family. In the event of an infectious outbreak, this option may need to be reassessed depending on the nature of the outbreak.

Important Information regarding Laundry and Labelling:

- Resident names are NOT to be written in pen or marker
- Iron-on labels applied at home are Not Permitted.
- Please write the resident's full name on the drop off bag or on a sheet of paper placed inside the bag. Remember to sign book located outside the Director of Environmental Services office. The Only drop off spot for clothing to be labelled is outside of the Director of Environmental Services office. The container has a sign "Clothing to be Labelled"
- Staff are to ensure that they have proper name on the clothing to be labelled.



If families have any questions, please direct them to the Director of Environmental Services and if he is unavailable, families are asked to contact a member of the laundry personnel.

Laundry Services
902-849-7300 Ext 220



Maintenance Department

The maintenance department's priority is the effective and safe operation of the building to support Seaview Manor to reach its goal of excellence in the delivery of healthcare. Key systems/processes which are monitored, repaired and maintained to promote resident comfort and safety include:

- Heating, Ventilation, Air Conditioning
- Power/Water Systems
- Equipment repair
- Painting
- Annual Inspections (e.g. fire extinguishers, smoke alarms, Lifts, etc.)
- Building Security
- Nurse Call System
- Oversight of external contractors
- Preventable Maintenance

All new residents and their families, if available, are visited as soon as possible after admission at which time fire procedures and safety matters are explained.

All electrical equipment must be C.S.A. or U.L.C. approved and must be checked and recorded by maintenance staff prior to being placed in the resident's room. Large furniture such as entertainment centres, TVs over 32" for flat panel, luggage, refrigerators and/or shelving are **NOT** permitted in residents rooms.

Maintenance will do periodic inspections of rooms for safety purposes; any clutter in resident rooms will be removed immediately and given to the family to take home. The Office of the Fire Marshal is very strict on clutter in resident rooms.

Maintenance coordinates monthly fire drills on each shift. Seaview Manor also conducts Emergency Measures Organization (EMO) exercises for resident safety. Family members and residents will be contacted prior to any exercise.

Should you have any questions or concerns about Housekeeping, Laundry or Maintenance please contact:



Wayne MacAulay
Director of Environmental Services
(902)849-7300, ext 235



Accounting & Financial Services Information



“Long-term care costs are shared by you, as the resident, and the provincial government. The Department of Health and Wellness pays for the health care cost, and you pay your accommodation and personal expenses.

The Department of Health and Wellness sets standard accommodation charges annually. Those who are able to pay the full standard accommodation charge are not required to complete a financial assessment. Those who cannot pay the standard accommodation charge can apply to have their rate reduced through an income based financial assessment.”

Source: Department of Health and Wellness Web Page 2018



Accounting and Financial Services

Upon admission to Seaview Manor, the resident is responsible for a daily accommodation charge which is determined by the Department of Health and Wellness Eligibility Review Unit based on a resident's income. The accommodation charge is a fee for care and service, not rent.

Information regarding Power of Attorney (POA) and Enduring Power of Attorney (EPOA) is required prior to admission. A copy of the EPOA or POA must be on file with our Business Office.

Annual Tax Preparation

Each year Seaview Manor provides a volunteer tax preparation service by a qualified tax professional to assist you, or your EPOA/POA to complete your annual income tax return. We encourage you to take advantage of this free service to ensure the resident's tax return is filed on time and you receive a Notice of Assessment from Canada Revenue Agency (CRA). The Notice of Assessment is required by the Eligibility Review Unit (ERU) each year to set the per-diem rate. Please contact our Finance Office to access the free income tax service.

If you wish to take advantage of the free tax preparation please contact the Business Office at 902-849-7300 Ext. 273

Note: Failure to submit an annual Notice of Assessment will result in Seaview Manor charging you the maximum per-diem rate set for each year. This is a Department of Health and Wellness policy and Seaview Manor is obligated to enact this policy if the resident does not complete an annual tax return.

Residents or their authorized representatives are strongly encouraged to apply immediately after admission for the "Disability Tax Credit" for income tax purposes. It is to the Resident's advantage to claim this deduction, which will lower or eliminate the amount of income taxes payable.

Provided you have completed your Income Tax Return and filed a Notice of Assessment with the Department of Health and Wellness (e.g. ERU), the ERU will adjust the authorized accommodation charge annually and provide notice of the per-diem rate to the resident at least thirty days in advance of the November 1st effective date.

Additional Services

Phone

If desired, a resident may have a telephone in their room. To do so, the resident or family orders the telephone service through Bell Aliant or Seaside Communications and are therefore responsible for payment to Bell Aliant or Seaside Communications for this service. Phones at the team communication stations are used by our staff to communicate with other staff and health professionals both inside and outside of Seaview Manor. Consequently, team communication station phones are not available for resident use.

Cable

If desired, a resident may have cable in their room. To do so, the resident or family orders the cable service through Seaside Communications and are therefore responsible for payment to Seaside Communications for this service.

Newspaper

The Cape Breton Post can be ordered and will be delivered daily. Arrangements are to be made by the family directly with the Cape Breton Post for service. It is the responsibility of the family to make payment arrangements with Cape Breton Post.

Note: If you or your loved one is required to relocate as a result of a decision of the Seaview Manor Transition Team, Seaview Manor will bear any associated one-time relocation costs with Bell Aliant or Seaside Communications.

Hours of Operation/Appointments

In order to accommodate the needs of residents, families, staff, service providers, payroll and reporting agencies; the Business Office will operate Monday – Friday 8:30am to 4:30pm

If residents or families need assistance with their financial arrangements, ***please make an appointment with staff in the Business Office***. Appointment Request Forms can be obtained from the Reception Desk. Completed Appointment Request Forms can be dropped in the locked mailbox across from the Reception Desk. Alternatively, you may call the Business Office directly at **902-849-4858**.

During times when the Business Office is not open, please make use of the locked mailbox located across from the Reception Desk to deposit payments. All payments must be placed in a sealed envelope containing the Resident's name.

Payment Schedule on Admission

If a Resident is admitted during the month, the resident is responsible for the per-diem charge from the date of admission to the end of the month in which they were admitted.

Example

If admitted on January 25th, the Resident would be responsible for the last six days of the month, representing the number of days from the date of admission to the end of the month.

Preferred Method of Payment

- Seaview Manor is pleased to advise that we accept pre-authorized debit payment from your bank account. Preauthorized payment is the only acceptable method of payment. On admission, you or your EPOA/POA will be asked to sign a pre-authorized payment agreement. Unfortunately, Seaview Manor does not accept post-dated personal cheques.

The resident will ensure advance payment of the Department of Health authorized per-diem charge for care and service on the first day of each month, for the coming month. If payment of the authorized per-diem charge is not received, the process for the collection of the overdue

account will be initiated. Residents or their authorized representatives who refuse to make payments may risk discharge from the facility.

- It is the responsibility of the Resident or their authorized representative to advise the Department of Health and Wellness or Seaview Manor of any change in their financial status.

Security of Cash

Families who wish to leave money for a resident's personal use may do so at the business office or with Kara Saccary at reception. A receipt will be issued.

Trust Accounts

Trust Accounts are available if requested by the Resident or authorized representative. The purpose of a Resident Trust Account is for the convenience of residents who need to have funds maintained in a safe place and readily available for use at Seaview Manor. It also provides residents with a way to pay for common conveniences such as hairdressing.

On admission, if the resident is capable of granting an EPOA and if there is a person to whom the resident wishes to grant it, the resident should be encouraged to do so. Taking this action ensures the trust account can continue to be managed in the event the resident becomes incapacitated.

If you need assistance, feel free to inquire at the Business office during business hours: Monday through Friday 8:30am to 4:30pm.



Kara Saccary
Administrative Clerk
902-849-7300 Ext 221



Janet Chenhall, BACS
Senior Director Finance & Support Services
902-849-7300 Ext 273



Responsibility for Payment

The resident will be charged the “per-diem” rate for care and service authorized by the Department of Health and Wellness and Eligibility Review Unit and is inclusive of the following services:

- Nursing and personal care by or under the supervision of a RN on a 24-hour basis, including foot care as necessary.
 - Assistance with activities of daily living.
 - Basic foot care as required
 - The administration of Medication
 - Note: Prescription drugs are the responsibility of the resident. Residents may be eligible for Nova Scotia Pharmacare benefits.
 - Selected common over the counter medication and treatment products as deemed appropriate by Nursing Staff.
 - Note: Over the counter medications, (i.e., vitamins, eye drops, etc.,) may be purchased by resident/family and dispensed by staff provide such over the counter medications will not negatively interact with the residents current prescribed medications/treatments.
- Regular supplies and equipment for personal hygiene and grooming, including skin care products, and incontinent products. Residents are assessed for appropriate products which are provided.

If family require a different product, they must pay for cost of product (e.g., two-piece, or full brief system is used.). Shampoos, soaps, toothpaste, toothbrushes, denture cups, toilet tissue, and facial tissue are provided unless resident requires specific brands.
- Equipment for the general use of residents, including wheelchairs, geriatric chairs, mechanical lifts, and shower chairs.
 - Note: This does not include items that are individualized for a specific resident. (e. g. customized wheelchair, walker, etc.).
- Meal services and meals, including three meals daily, afternoon and bedtime snacks, therapeutic diets, dietary supplements, and when prior approved by the Department of Health, specialized formula, supplies, and equipment required for tube feeding.
- Social, recreational, and physical activities and programs, including the related supplies, equipment and staff.
- Laundry including labeling, machine washing and drying of personal clothes.
- Bedding, linen, washcloths and towels.
- Bedroom furnishings including beds, bedside tables, and dressers or closets.
- The housekeeping and maintenance of accommodations.

- Suitable space both indoors and outdoors for the relaxation of residents, and for Resident and Family Councils meetings.

Not all services are covered by the per-diem rate for care and service. The facility provides access to optional services. The Resident or their authorized representative will be charged directly for the following optional services:

The facility provides access to optional services that are available including but not limited to the following:

- Hairdressing/barbering
- Electric razors
- Denture labeling
- Hip protectors following initial pair on admission
- Dry cleaning
- Telephone service in a resident's room
- Cable television
- Tax return preparation
- Purchase of internet or television services.
- Compression stockings
- Home oxygen – Portable
- Foot care provided by a Podiatrist or Special Trained Nurse
- Staff escort for appointments. An hourly cost at a minimum time of 4 hours if the staff is called out for this appointment. If you are unable to accompany a resident for an appointment, please notify the Ward Clerk at Extension 244 or the Main Nursing Station at Extension 226.
- Appropriate clothing and adequate footwear.
- Medications, and other treatment or aids ordered by a physician unless otherwise provided as "basic services" of the facility or as benefits of MSI.
- Assistive devices and devices requiring customization (e.g. wheelchair, walker, cane, etc.)

- Eyeglasses; dental care; prosthetic devices (e.g. dentures, hearing aids, etc.); anything else which may be necessary for the resident's safety, health and welfare while residing in the facility.
 - Needed repairs and/or replacement of the above personal effects.
 - All transportation charges, including the cost for any ambulance services, if and where applicable to/from hospital, as well as, medical and other related appointments as may be ordered or deemed necessary. For eligible residents, the Department of
 - Health covers the transportation costs for dialysis treatment and **some** transfers between long term care facilities.
 - Any costs associated with the funeral of the resident.

- The resident will ensure advance payment of the Department of Health authorized accommodation charge, on the last, first or sixth of each month, for the coming month. The method of payment shall be pre-authorized withdrawal. If payment of the authorized accommodation charge is not received, the process for the collection of the overdue account will be initiated and the resident may risk discharge from this facility.

- The amount paid for cost of care is based on a resident's income, therefore a Canada Revenue Agency Income Tax and Benefit Return must be filed annually and the CRA Notice of Assessment or Income Tax Summary provided to the Department of Health (Eligibility Review Unit).

- It is the responsibility of the resident to advise the Department of Health (Eligibility Review Unit) or the facility of any changes in their financial status.

- The resident is strongly encouraged to apply immediately for the "Disability Tax Credit" for income tax purposes. It is to the resident's advantage to claim this deduction, which will lower or eliminate the amount of income taxes payable by the resident.

Seaview Manor reserves the right to review and amend this contract as it deems appropriate.



Help Us to Improve

Please detach this page from the handbook and complete the following survey. Upon completion, please return it to the In-Charge Registered Nurse who will ensure it is forwarded to our Resident Flow Coordinators.

On a scale of 1-5, with 5 being very strong agreement with the statement and 1 being very strong disagreement with the statement rates each statement by circling the appropriate number. Please rate the admission process so that we may continue to constantly improve on the admission process.

	Strong Disagreement			Strong Agreement	
The admission process was smooth	1	2	3	4	5
Policies or forms were explained at a level I understood	1	2	3	4	5
The Business Office Staff were very helpful during the admission process	1	2	3	4	5
My room is comfortable	1	2	3	4	5
The Handbook is well organized	1	2	3	4	5
The Handbook is easy to read	1	2	3	4	5
The Handbook answered all my questions	1	2	3	4	5
I feel my needs were identified and met on admission.	1	2	3	4	5

Please list any comments/suggestions you may have to improve our admission process:
