

SHANNEX ENHANCED CARE HANDBOOK

An Information Guide for Clients and Their Families
February 2014



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Welcome

From Our President

Dear Clients and Family Members:

Welcome and thank you for selecting Shannex as your new home.

At Shannex, we are committed to providing service excellence and to respecting clients as individuals. We will do our utmost to ensure that your confidence in us is well-placed.

Our focus is on living well in safe, home-like surroundings. Employees of Shannex will address your unique individual needs. This is accomplished through their understanding of Our Philosophy of Service, and they will apply this philosophy in the provision of a safe, healthy and comfortable environment for all clients. Every effort will be made to enable you to continue with your usual routine, interests and preferences.

A compassionate and skilled interdisciplinary team is committed to providing quality care and support with trust and respect for each individual.

We want to do everything we can to make your stay pleasant and satisfying. If you have questions or concerns, please do not hesitate to speak with a team member.

Welcome!

Jason Shannon,
President and Chief Operating Officer

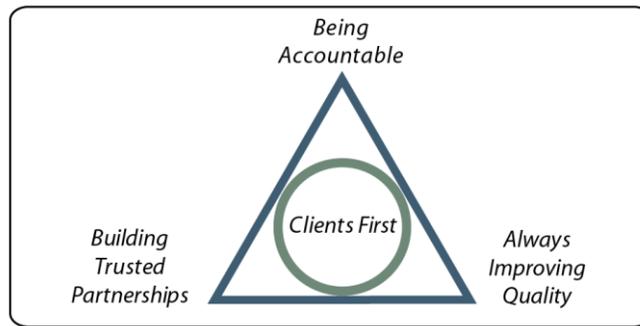
Introduction

The following handbook is a resource for you and your loved ones to help you settle in to your new home. Making Shannex a warm, comfortable and safe environment is a shared responsibility, please take the time to review this information in detail. If you have any questions about the content in this handbook, do not hesitate to speak with any staff member.

Our Vision

Leading the Way to Better Living.

Core Values



Clients First.

We put clients first. We support your independence and dignity, valuing life choices and respecting your decisions.

Building Trusted Partnerships.

We know we can't do it alone. We strive to enhance our services by building trusted partnerships with employees and service providers who share similar values.

Always Improving Quality.

We know there is always room to improve. We are committed to improving quality through leadership, innovation and perseverance.

Being Accountable.

We are accountable to you and our partners. We are committed to managing our physical, environmental, financial and human resources ethically and responsibly.

Our Philosophy of Service

Your Life. Your Choice. Your Home.

You will make the decisions about how you live your life. We will talk with you about your needs and your wishes and reflect these in our service to you. We will respect your choices as well as those of the people who share your community.

We will work together to create a relaxed and comfortable atmosphere where you feel at home. We will help you keep the relationships you have and help you build new ones. Ultimately, this is your home and we work where you live.

When you need support, we will be there to provide compassionate care and service which respects you and your family.

Our Strategic Plan

Our Strategic Plan provides direction to keep us on course and focused on our vision: *Leading the Way to Better Living*. We have identified four strategic directions that, together, will move us closer to our vision.

1. Living Your Best life
2. Great People Striving for Great Things
3. Staying Safe, Being Well
4. Preparing for Tomorrow

A copy of the Strategic Plan is available on request and online at www.shannex.com

Client Rights

We believe and will work to ensure that the following Client Rights are upheld:

Every client will have freedom of activity.

- Freedom from chemical or physical restraints, except as authorized by a physician for a specified period of time or to protect oneself and others from injury when necessary.
- Freedom of personal possessions.
- Freedom to develop one's interests, abilities, and potential for independence.

Every client will have freedom of work.

- The opportunity to work in the home or community if one is able.
- The right to manage their own financial affairs, unless unable to do so.

Every client will be free from unreasonable transfer or discharge.

- Be kept informed about policies and procedures that govern the home.
- Assurance that one will not be transferred to another home without prior knowledge, consent, and involvement in the planning process.

Every client will have a maximum of privacy and respect.

- Be treated with dignity and in a manner that is courteous, fair, considerate and recognizes one's status as an adult.
- Be given privacy when receiving counseling, treatment or personal care.
- Assurance that personal, financial, medical and other needs will be kept confidential and made available only to authorized persons.
- View the facility as home and decorate rooms with personal effects, so long as space limitations, safety requirements and other clients' rights are recognized.
- Have all internal and external research, surveys and polls adequately explained, and have the right to refuse to participate in such events.

Every client will receive quality care.

- Access programs that reflect individual, physical, spiritual, intellectual, social, emotional, cultural and recreational needs.
- Receive care regardless of one's financial or medical status, cultural background, religion, colour or creed.
- Choose one's personal physician, providing the physician adheres to provincial legislation and facility guidelines.
- Decline medical treatments and medications and be informed of the medical consequences of one's refusal, provided the refusal does not endanger the health of other clients (i.e. infections).
- Receive proper shelter, food, clothing and personal care in a consistent manner.
- Live in a safe and clean environment.

Every client will be free from abuse and restraint.

- Form friendships and enjoy normal relationships without hindrance or embarrassment.
- Express one's views freely without fear of reprisal, discrimination or deprivation.
- Live in an environment that is free from mental and physical abuse.

Every client will have freedom of communication and association.

- Access personal information as per policy.
- Communicate in confidence and receive visitors without interference as long as visits are of a benefit to the client involved.
- Participate in Clients' Council.
- Voice complaints and suggestions.

Accreditation and Licensing Process

Shannex homes participate in a voluntary accreditation process every four years, through Accreditation Canada. Accreditation is the procedure of assessing, reviewing, evaluating and certifying that a facility is providing good quality services that meets objective standards, so that the public can trust the quality of its services. For more information visit: www.accreditation.ca

Shannex nursing homes are licensed by the Department of Health and Wellness and undergo an annual inspection process. During this inspection, staff from the Department of Health and Wellness evaluates the care and services we provide. The licensing certificate is located in the main reception area.

For more information visit: www.gov.ns.ca/health/ccs/ltc.asp

Housewarming Period

During the first few weeks after you come to live here, you will have the opportunity to meet with our interdisciplinary team members. During these assessments and discussions, you are encouraged to inform the team what you would like to do and accomplish while living here. Team members will explain how they can help you and give you recommendations to meet your personal goals.

Each household or neighborhood is staffed by a care and service team. A Registered Nurse (RN) or Licensed Practical Nurse (LPN) is assigned overall responsibility for each household. This is whom you should speak to if you have any questions or concerns. They will support and assist you to set up any necessary external appointments or facilitate seeing the facility physician.

Team members may include:

- Administrator
- Administrative Coordinator
- Care Coordinator
- Continuing Care Assistant
- Dietitian
- Director of Client Care/ Site Manager/ Health Services Manager
- Facility Physician
- Health Care Consultants
- Licensed Practical Nurse
- Maintenance Coordinator
- Music Therapist
- Occupational Therapist
- Pharmacist
- Physiotherapist
- Physiotherapy/Occupational Therapy Assistant
- Recreation & Volunteer Coordinator
- Recreation Programmer
- Recreation Therapist
- Registered Nurse
- Support Services
- Social Worker
- Students in Health Care Professions
- Visiting Clergy
- Volunteers

Volunteers

We encourage and promote volunteers. They enrich the lives of others by sharing their time and can help make your day-to-day life more interesting and varied. If you or someone you know is interested in volunteering, please contact the recreation department or a team member.

For additional information please visit our website: www.Shannex.com.

Sharing Space

We understand that life in a nursing home is different from life in your former home. You will be sharing space with a wide range of clients who require varying degrees of care and service. Client needs range from mental health support to complex clinical care and supervision.

It is important to remember and respect each client's personal space. People react and respond differently to touch, comments and nonverbal communication. Please be mindful that your well intended comments and gestures may result in a negative response.

The number of people with dementia is increasing in the population at large and therefore in the nursing home setting. Clients with dementia may experience personality changes which are caused by the damage the disease causes in the brain. Dementia presents differently in each person. Please be respectful when interacting with clients who have communication limitations.

Shannex is committed to providing quality care to all clients. To better understand how dementia affects each client differently, we offer  training to all employees. This education improves the quality of the interaction between the care giver and the person living with dementia. It enables the care team to provide a consistent and comprehensive individual approach to dementia care. For more information on U-First, please ask a staff member for a brochure or visit www.u-first.ca.

Please appreciate that although clients are relocating to a different living environment, their preferences, routines and practices remain the same. The nursing home will endeavor to accommodate their preferred routines as much as possible.

Financial Information

Per-Diem Rates

Your daily accommodation rate is determined prior to admission. This decision is made during the financial assessment process, conducted by the Nova Scotia Department of Health and Wellness. To be considered for a reduction in the daily accommodation rate or to maintain your existing daily accommodation rate, the Department of Health and Wellness requires your Canada Revenue Agency (CRA) Notice of Assessment for the current year. This assessment will be required annually by June 30th. It is important for you to file your income tax return and ensure it is up to date so this process runs smoothly. If the Department of Health and Wellness does not receive your Notice of Assessment to determine your daily rate, your rate will revert to the daily maximum amount which will be billed and collected accordingly.

Note: The Department of Health and Wellness sets a new accommodation rate each year, which goes into effect every November 1. You will receive a letter from the provincial Eligibility Review Officer thirty days prior to the rate change to advise you of your new rate.

For additional information, please review the Resident Charge Policy at www.novascotia.ca.

If you have any questions, please refer to your Admission Agreement and Trust and Optional Services Agreement or contact Shannex's Client Accounting Services in person or by phone from 8:00 a.m. to 4:00 p.m. Monday to Friday to discuss financial matters:

**Shannex Health Care
Financial Services
155 Chain Lake Drive, Unit 8
Halifax, N.S. B3S 1C5
1 (902) 454-7499 or toll free at 1-800-565-2011**

Trust Account

When you come to live here, you may want to take advantage of some of the services we offer such as the hair salon or recreational outings. These services do not accept cash as a means of payment, therefore it would be beneficial to set up a trust account. Through your trust account you can pay for your cable TV, telephone, hair appointments and recreation outings. A minimum monthly balance of \$100 is recommended. We also offer regular banking hours so you can access the money in your trust account. (See your Trust and Optional Services Agreement for details). Shannex does not recommend keeping cash on hand and accepts no responsibility for losses.

All Trust Monies for deceased Clients not previously withdrawn will be refunded to the Estates of the Client. All Trust Monies for discharged clients not previously withdrawn will be forwarded to that Client at the address on file within 45 days.

General Policies and Practices

Leaving the Facility

If you are planning to leave the building for an appointment or with family, please advise the team lead so any required medications and documentation can be prepared. A sign-out sheet must be completed by you or the person assuming responsibility for you during your leave, identifying when you are expected to return and a contact number where you can be reached. The RN/LPN will discuss medications and other relevant medical information at the time the form is signed.

Communication Process: Compliments, Suggestions & Concerns

Should you have any comments, we encourage open, timely communication and we value your input. We encourage you to discuss any care related issues with the RN/LPN at the time. There is a formal process in place for you to communicate any compliments, concerns, or suggestions about the facility, staff and volunteers, or the care you are receiving. There is a form available on request to capture your comments or you may choose another medium such as suggestion boxes located in the facility. We encourage you to discuss any comments in a timely manner.

Ethical Issues

Ethics is a systematic way of looking at our values and morals. While living here you may be faced with an ethical dilemma. Shannex uses a six step process to work through the issue at hand and offer possible options. Each region has an Ethics Committee which receives and reviews referrals and which may offer suggestions about your situation. For additional information on our ethics process, visit our website at www.shannex.com.

Gifts & Gratuities

Shannex prides itself on providing excellent care and service and teamwork is the foundation of our philosophy of care. Each team member plays a role in maintaining the facility and ensuring you have what you need. It takes the work effort of many individuals to provide care and support the operations of each facility. To this end, staff are not permitted to accept individual gifts from you or your family.

If you would like to acknowledge the efforts of the team, we offer the following suggestions on how you can express your appreciation:

- Donation to the client/family council
- A gift that can be shared and enjoyed by all staff i.e. chocolates, cookies, flowers
- Thank you notes
- Donation to a local charity of your choice i.e. Alzheimer's Society, MS Society, United Way.

Health & Safety Policies and Practices

Pathway of Care

Completing a Pathway of Care document allows you to communicate your choices and offers the opportunity to express your individual goals of care, as well as the degree of intervention or treatment you wish to receive. The Pathway of Care document provides direction to caregivers about the level of interventions requested, particularly during an emergency situation.

In the event you are incapable of making this care choice, your Substitute Decision Maker (SDM) will act on your behalf. Making a health care choice in the middle of a health crisis can be difficult. We therefore encourage everyone to consider and identify goals of care and treatment within the first six weeks of admission. The Pathway of Care may be changed at any time at your request or at the request of your SDM. When a change in choice is made, a new Pathway document is completed to replace the previous one. At a minimum, the Pathway is reviewed once a year during the annual Client Care Conference and documented in the conference minutes.

Natural End of Life

A person's heart and breathing stop working as part of the natural and expected process of dying. As a person nears the end of their life, Cardiopulmonary Resuscitation (CPR) may not be beneficial. This is particularly true if several conditions or diseases exist. In these cases, restarting the heart and breathing may do more harm than good by prolonging pain or suffering.

You may have completed a Personal Directive prior to admission into the home. This legal document should be consulted when making a Pathway choice. For those who choose no CPR or if there is no signed Pathway of Care document, resuscitation will not be initiated and you will be allowed a natural death. In these instances, comfort care will be provided which includes nursing care, symptom control, relief of pain, oral fluids, and controlling fever. The emphasis is on providing compassionate support to you and your family in preparing for a natural death.

Making a choice about the goals of care and treatment you wish to receive can be difficult. Reflecting on your attitudes about treatments and talking about them can be helpful when making this choice. If you need additional information, assistance and support with your decision, please speak to the RN/LPN who can schedule a meeting with your care team and attending physician.

Personal Directives Act

This Act enables Nova Scotians to document their wishes regarding what personal care decisions are made for them, and/or who makes them in the event that they are incapacitated and unable to make these decisions themselves. Personal care decisions include those related to health care, nutrition, hydration, shelter, residence, clothing, hygiene, safety, comfort, recreation, social activities and support services. If you do not have a personal directive or delegate, then a statutory decision maker will be determined based on the hierarchy as outlined in the Act. Additional information is available at <http://www.gov.ns.ca/just/pda/>

Chemicals

There are many personal care items that can be harmful if not used for the intended purpose, such as nail polish, nail polish remover and alcohol based mouthwash. Legislation requires that all chemicals including personal items that contain chemical compounds be maintained in a secure location. This is to reduce the risk of harm to you and those around you; some people may not be aware that the item can be dangerous if misused. Please refer to Appendix A for additional information and ask a staff member if you have any questions regarding any particular item.

External Appointments

You and/or your family will be advised of any medical appointments recommended by your care team. You are responsible to make the necessary transportation and escort arrangements for all appointments. You may ask staff for suggestions and assistance in making these arrangements as necessary. If you or your SDM arrange external appointments, please inform staff so any necessary arrangements and paperwork can be prepared. You are responsible for all costs associated with transportation and escorts.

Funeral Arrangements

Shannex encourages you and your family to discuss the topic of funeral arrangements and consider prearrangements. We appreciate that it is a sensitive subject for many people but one that must be considered. By having prearrangements in place, it prevents the additional stress of making these decisions at an emotional time of loss.

Hospitalization

Should you be hospitalized during your stay with us, your bed may be held for up to 30 days if you are expected to return to the facility within this time frame. Bed extensions may be granted in collaboration with the health authority if certain criteria are met. You will be responsible for the accommodation charges during your absence from the facility. Please see the Service Eligibility Policy for additional information.

www.novascotia.ca/health/ccs/ltc/policyManual/Service_Eligibility_Policy.pdf

Health & Safety Policy

Shannex is committed to operating in a manner that protects the health and safety of clients, employees, families, volunteers, contractors and the general public. The Shannex Safety Policy can be found in the central reception area.

Infection Control

Working together, we can reduce the spread of infection. The key aspects of infection prevention and control include:

- Hand washing – wash your hands properly and often. In addition, please use the hand sanitizing gel to clean your hands when you arrive and before you leave by following the posted instructions.
- Get the flu shot annually – the flu vaccine is available each fall.
- Respiratory etiquette: Cover your mouth and nose with a tissue when coughing or sneezing;
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Put your used tissue in the waste basket after use
- Perform hand hygiene after having contact with respiratory secretions and contaminated objects/materials.
- Visitors are encouraged to stay home if they have flu-like symptoms. You will be notified if visiting restrictions are in effect in a facility.

Least Restraint Policy

Shannex has a “Least Restraint” Best Practice Guideline. You are encouraged to maintain your independence in movement for as long as possible, or for as long as you wish. Restraints are only used after a special team conference is held. This is to ensure that any restriction of movement is done appropriately, monitored frequently and removed as soon as possible.

Least Scent Policy

Shannex has a least scent policy. Some people are extremely sensitive to scents so when you are buying personal items or flowers we would ask that you keep this in mind. Avoid purchasing or wearing scented products such as bubble baths, colognes, perfumes, scented deodorants, scented hair care products, etc. Families will be asked to take these items home.

Privacy Policy

Shannex has privacy policies that are in keeping with legislation. All staff and volunteers are required to sign a Statement of Understanding in regards to maintaining privacy and confidentiality. Your personal health and information is only disclosed to other employees within Shannex who require the information to fulfill their duties and responsibilities and as you have documented in your consent form. If you have any question or concerns regarding privacy, please contact our Privacy Officer at: gokoh@shannex.com, or privacyofficer@shannex.com, or 1-902-446-8467.

In addition, visitors and committee members are expected to maintain confidentiality and respect information shared in these venues.

Protection for Persons in Care Act (PPCA)

There is zero tolerance for incidents of client abuse in our facilities. All incidents are to be reported and addressed immediately. If you witness or experience abuse, you are asked to notify a team member immediately. You may also contact the Department of Health and Wellness directly at 1-800-225-7225. For additional information on the act please go to: www.gov.ns.ca/health/ppcact/.

Smoking Policy

Some homes have designated smoking rooms that must meet the *Smoke Free Places Act*. Clients are assessed for safe smoking practices and may smoke in the designated smoking areas only. The number of clients using the smoking room is limited and clients are expected to abide by the posted limitations as determined by the Act. Smoking is not permitted for visitors anywhere on the property.

Alcohol

Alcohol may be permitted after consultation with your attending physician, to ensure that consumption will not negatively affect your health based on your diagnosis and treatments. Families are required to check with the nursing staff prior to bringing in any alcoholic beverages. Alcohol must be maintained in a secure location at all times.

Services

Mail

Letters can be mailed to you at the facility address. Please ensure the sender clearly identifies your name. Incoming mail is sorted by front office staff and distributed accordingly. Outgoing mail, with sufficient postage, can be left at the reception area for pick-up by Canada Post.

Telephone and Cable

Telephone and cable TV are not included in your daily accommodation rate. If you wish to have telephone or cable services connected, please contact the Administrative Coordinator or Social Worker to complete the necessary paperwork. Payment for your selected services will be deducted from your trust account on a monthly basis.

Housekeeping and Laundry

Providing a clean home environment is an important part of the Shannex service.

Shannex is pleased to provide you with laundry service for clean towels, facecloths and linens. Personal client laundry service is also available in each facility. All clothing needs to be machine washable and dryable. Shannex cannot be held responsible for lost or damaged items.

A comprehensive cleaning routine is designed for each facility, however daily room cleaning times are flexible to meet your needs and wishes.

Shannex uses microfiber cleaning technology in all facilities, which greatly reduces the amount of cleaning agents in our buildings without compromising the highest standards of cleaning.

Newspapers

If you wish to receive newspaper service, please contact the newspaper company's subscription office to arrange delivery and payment. Include your room number on your order and inform reception staff so they can ensure your paper gets to your room.

Personal Equipment

You are responsible to purchase or obtain personal equipment and supplies including eyeglasses, dentures, hearing devices, mobility equipment, support hose etc. If you are bringing or purchasing personal equipment and supplies, it is recommended that you have them labeled before you arrive or when purchased so they can be quickly identified if misplaced. Please note that Shannex cannot assume responsibility for lost or broken personal equipment or supplies. This is also outlined in your signed admission agreement.

Hairdresser & Barber

Hairdresser and barber services are available by appointment at our on-site hair salon. Rates are posted in the salon. Appointments can be arranged directly at the salon or by the nursing staff. Payment for services will be deducted from your trust account.

Pharmacy Services

Each facility has a contracted pharmacy provider to ensure consistent packaging of medications and treatments and adherence to regulation pertaining to licensed care facilities. You will be informed regarding which pharmacy services your facility. You will be asked to sign a contract with the pharmacy. You are responsible for all medication costs or pharmacy co-payments just as you would if you lived in the community. You will receive a monthly bill that must be paid directly to the pharmacy. Some private insurance plans can be billed directly, please check with your contracted pharmacy. If you have any concerns or questions regarding your bill, please contact the contracted pharmacy directly.

Food Services

Quality food and food service are an important part of your day. They play a big role in your comfort, satisfaction and quality of life. Our goal is to provide nutritional and tasty meals in a relaxed and pleasurable environment. We encourage you to voice their dining preferences, including when and what you like to eat. Meal times are flexible to suit individual preferences and choices of menu items are available at each meal. Nutritious snacks are always available. You may access these snacks and juice, tea and coffee, as appropriate. Dietitian services are available at each Shannex nursing home and you are always welcome to contact the dietitian to discuss any food or diet related issues or concerns.

The Dining Program

- Menus are developed by licensed dietitians and nutritional staff, ensuring that the nutritional standards of the Canada Food Guide are met. Two seasonal menus are developed each year (spring/summer and fall/winter). Each menu has a one month repeat cycle.
- We follow Health Canada guidelines which set the maximum recommended daily intake of sodium (salt) at 2300 mg. If we serve a menu item with a higher sodium level, other menu items for the day will be lower in sodium to remain within the recommended daily intake.
- A full range of special diets and food textures are prepared to meet your individual needs. For example, some clients may require their food to be minced or pureed.
- When you come to live here, we ask about your food and dining preferences. This information becomes part of your individual service plan.

- The ingredients for your meals are prepared in our Culinary Centre and sent fresh to each nursing home. Many everyday items such as milk, bread, fresh fruits and desserts are purchased locally and delivered directly to the nursing home.
- Each nursing home has a kitchen where meals are individually plated and served table-side. This meal preparation approach allows us to be more responsive to your personal preferences.
- Menu tasting events are held twice per year at each Shannex nursing home. You, your family and employees have the opportunity to give feedback on new dishes. Whether or not a new dish makes it into our menu depends on this feedback.
- You may be a late riser or simply may not like your breakfast early in the morning. Breakfast includes a range of hot and cold items so you may have your breakfast at the time you prefer.
- You are offered a choice of two entrées at lunch and dinner times. These are usually hot entrées, however, in the summer you will frequently find salads and cold plates as one of the menu choices.
- We keep track of your preferences and strive to have the appropriate amount of each entrée available in each household or neighborhood. From time to time, you may want something other than the two menu choices. A variety of soups, fresh sandwich fillings, fresh eggs, etc, are kept on hand to accommodate these occasions.

Natural Bowel Program

Living in a long term care facility puts you at higher risk for constipation. Constipation can lead to further concerns like:

- Increased use of laxatives
- Complications such as impaction, incontinence and delirium leading to hospitalization
- Increased anxiety or depression
- Altered quality of life

The strategy to promote bowel health includes a comprehensive approach:

- Increase Fluid Intake
- Increase Fibre in Diet
- Exercise
- Bowel Regularity

As part of our bowel health strategy, flax will be available if you are assessed to be at risk of constipation in collaboration with you and the care team.

Flax also has other health benefits besides its laxative effect that include lowering the risk for heart disease, cancer prevention and overall bowel health in conditions such as Irritable Bowel Syndrome, Inflammatory Bowel Disease and Diverticulosis and Crohn's.

Diabetic Diet

Shannex has adopted the Diabetes Guidelines for Elderly Residents in Long Term Care Facilities in Nova Scotia developed by the Diabetes Care Program of Nova Scotia. These guidelines provide standardized diabetes care ranges for glycemic control and the treatment of hypoglycemia for frail elderly clients. Please discuss any question with the dietician or nurse.

Additional information can be found at:

<http://www.diabetescareprogram.ns.ca/guidelines.asp>

Acceptable Foods

At Shannex, your safety is a priority. In addition to our diligence in ensuring the food prepared, cooked and served at Shannex meets all Food Safety Guidelines, it is also our responsibility to extend our food safety requirements to the food that is brought to you by family and friends. The purpose of the Acceptable Foods Policy is to establish a safe and consistent practice for the management of food and drink that has been prepared outside of Shannex. Please note the following criteria for sharing, storing and preparing food and drinks;

- Items must be labeled, packaged, unopened and prepared in a licensed establishment.
- If not labeled, items must not require refrigeration and must be shelf stable, i.e. baked goods, cakes, cookies and breads.

- Products must be approved by Recreation, the Volunteer Coordinator or the Culinary Manager/Dietitian.
- Commercial beverages such as pop and juice must be packaged and unopened.

Quality Control & Food Safety

Quality control and food safety is very important. Consistency is maintained through the use of standardized recipes and strict ingredient control. Food safety principles are strictly followed during food preparation and transportation. Food Safety Specialists with the Nova Scotia Department of Agriculture inspect our culinary centre as well as the kitchens in each nursing home on a regular basis to verify that safe food handling practices are being followed.

Client Satisfaction & Feedback

We know how important the quality of food and the dining experience are to you. Likewise your satisfaction with the flavor, choice, and overall menu selections is extremely important to us. We receive your feedback in several ways such as Client Councils, facility-based dining committees and client satisfaction surveys. Any issues and concerns which are brought to us through these and other channels are investigated and corrective action plans are implemented as appropriate.

What to Bring

Personal Items

- Some personal items such as toothbrush, toothpaste, all in one (body wash and shampoo) will be provided; however you may wish to bring your own preferred product that meets the least scent policy.
- It is suggested that you bring your own fingernail and toenail clippers.
- You are responsible for denture cleaners and adhesives if you choose to use them.
- We will label your clothing, please advise staff when new clothing is brought in so it can be labeled in a timely manner. Labeling reduces the risk of misplaced items after laundering. Silk, wool and other delicate materials cannot be laundered at the facility; the home is not responsible for lost or damaged items. As there is limited space in the dressers and armoires, you may wish to be selective in the items you bring in and consider the seasonal circulation of clothing.

Furniture and Electrical Appliances

Each bedroom is furnished with an electric bed, nurse call system, armoire, dresser, nightstand, and a comfortable chair. There is also a locked curio cabinet outside your room to display your personal items as well as a locked drawer in your room. We encourage you to minimize the amount of money and valuables you keep in your room at any time as we cannot take responsibility for lost or stolen items /money.

All electronic items must be CSA approved and **inspected/approved by maintenance staff prior to use**. Please refer to Appendix A for more information on items that are not permitted in licensed facilities. You are welcome to decorate your room with personal items as space and safety consideration permit.

Note: The Nova Scotia Department of Health and Wellness issued a warning about ***egg crate mattresses***; therefore for your safety egg crate mattresses are not permitted. Please discuss any special mattress needs with your physiotherapist or occupational therapist.

Family & Visitor Information

Family members and guests are welcome to visit their loved ones. Ongoing contact and meaningful relationships with family, friends and the community is encouraged as it plays an important role in your well-being and happiness.

Shannex is committed to providing a safe and secure environment where you, employees and volunteers are free from harassment and abuse, and are treated with dignity and respect at all times. As such, we ask family members and guests visiting our home to conduct themselves in a respectful and socially acceptable manner at all times.

As a care facility, we are subject to the same laws and legal requirements that apply in any public setting. Persons failing to conduct themselves in an acceptable manner will be asked to leave the premises. Should any person engage in what is believed to be unlawful or dangerous behaviours, law enforcement will be contacted.

As always, employees will be happy to assist if you have any questions or concerns. We thank you for your continued support as we work together to provide a safe and respectful environment for everyone.

Visiting Guidelines

We want visitors to be comfortable during their visit with you. We have included some information below to help ensure everyone's health and safety, during visits:

- Visitor parking spaces are located at the front entrance. Wheelchair accessible parking is also available.
- The fire lane must be clear of vehicles at all times.
- The facility is key-padded for safety and the code may be available at the front desk.
- Please sign in and out at the front desk; this is for your personal safety in the event of a fire.
- There is a variety of signage and life safety equipment throughout our facility. This includes exit signage, exit devices on doors, blue and red pull stations, to name a few. Please note, this equipment is for emergency use only, always follow the posted safety signage for its safe use.
- In most homes, there are people living with Dementia and Alzheimer's disease. These diseases affect each person differently. For example, noise, touch or a lack of personal space can be upsetting. Please respect and consider this when you interact with clients.
- Some clients cannot safely leave the home without supervision. Always check with an employee before assisting a client out of a secure area or the front door.
- Hand washing is the most effective way to prevent the spread of infection. Please wash your hands when you enter and leave the building and when required during your visit. There is also hand sanitizer located throughout the home for your convenience.
- As some clients are more susceptible to the spread of infection, please do not visit if you are not feeling well. In addition, we encourage you to get an annual flu vaccine to further protect clients.
- Respiratory etiquette: Cover your mouth and nose with a tissue when coughing or sneezing. If you do not have a tissue, cough or sneeze into your upper sleeve, not your hands. Put your used tissue in the waste basket after use
- Falls can cause serious injury. Please make sure to wear appropriate footwear, keep pathways clear and turn on a light to see where you are going. Speak to staff to learn more ways to reduce the risk of falling.

- Always check with the nurse in charge before bringing any medications, alcohol, chemicals or other substances into the home. This is for client safety as some medications/substances may seriously conflict with the clients' other prescribed treatments. In addition, all medications /substances / chemicals must be secured.
- To ensure every appliance and piece of equipment meets safety codes, always check with a staff member before bringing and/or connecting any electrical equipment.
- Please ensure visiting pets are up to date on their vaccinations and are on a leash at all times. Also, please be mindful that some clients may be fearful of animals.
- Each client area has doors that can be closed for isolation or security, as needed, to meet the unique needs of the clients.
- We ask visitors to check with a team member before bringing food or beverages to a client. Some clients require specific textures and have food allergies.
- Please let a household team member know if you are planning to escort a client out of the building for an appointment or outing. You will be asked to sign the "Client on Leave Record" prior to leaving for emergency purposes.

Fire Safety

It is essential that you follow fire safety procedures at all times. Our staff are trained to respond to all fire safety emergencies with your safety and the safety of your visitors in mind. Fire drills are conducted monthly at the home and you may experience a drill when visiting.

If the fire alarm sounds and your family is:

1. With you, they are asked to stay with you and follow direction from the team.
2. Not with you, they are asked to go to the nearest nursing station/reception area and follow direction from the team.
3. Outside of the building when the alarm sounds, they are to remain outside until they are notified that it is safe to enter.

Pets

We may have some pets living within the home and we do encourage visits from outside pets. Visiting dogs must be maintained on leashes and respond to the owner's instructions. Owners are responsible to pick up after their pets. Animals are not permitted in the following areas within the home:

- Kitchen and other food preparation areas
- Serving or food storage areas
- Laundry areas



Communication

Open communication between you, families and visitors is valued and encouraged. There are a number of ways to stay connected and informed with events in the home. If you have any concerns, please address them with a staff member at that time.

Client Conference

The client conference provides an opportunity to develop and evaluate your Individualized Service Plan collaboratively. These conferences are held within the first six weeks of admission, then are repeated annually. You or your Substitute Decision Maker will be advised regarding the date, time and location of the conference. You may also wish to invite family members to attend.

Clients' Council

The Clients' Council serves as a way for you and facility team members to communicate on a regular basis regarding various issues. Meeting times and minutes are posted and you are encouraged to attend as desired.

Family Council

Family Council is open to your family members and/or friends and provides a forum for communication between families and facility team members. It facilitates information gathering, acts as a family support system and provides an avenue for family advocacy. Family and client councils may be combined in some locations.

Newsletters

Newsletters are generated twice annually in the Spring/Summer and Fall/Winter. This is a way to remain informed of events and changes that may be planned. These are also available via email. If you would like to be added to the email distribution list, please contact a team member.

Shannex Connections

Shannex Connections is a quarterly newsletter generated by the communications department. It provides an overview of what's happening within the Shannex organization. Copies are available on site and online at www.shannex.com.

Lost & Found

Shannex has a lost and found procedure to help locate missing items. If you are missing clothing or other items, please report this to a team member *immediately* so we can initiate the lost and found procedure.

Thank you again for selecting a Shannex home. We welcome your feedback and suggestions and hope that your stay with us will be a positive experience.

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Permitted Items

Clients frequently ask questions regarding what items are safe to bring into the facility. We have prepared the following table to assist. Please check with our maintenance team before bringing items.

Safe	Unsafe
<p>Power bars Once approved by our maintenance team, we will be happy to install them for you.</p> <p>Bedside lamps Our maintenance team must inspect all lamps to ensure they are Canadian Standards Association (CSA) approved.</p> <p>Televisions Please consult our maintenance team for suitable placement and access to the cable connection. If size permits, a television stand may be brought in and our maintenance team can assist with the assembly, if required.</p> <p>Electrical items Please check with staff prior to bringing any electrical items into the facility (i.e. radios, hair dryers, curling irons, etc.). The maintenance team is required to inspect all items to ensure that they are</p>	<p>Extension cords are a tripping and a fire hazard.</p> <p>Touch lamps are a fire hazard.</p> <p>Egg crate foam, mattress covers and foam mattress pads are fire, infection control and safety hazards.</p> <p>Sharp items, including pairing knives and scissors are safety hazards. Please check with staff before bringing in these items.</p> <p>Electric blankets, Magic Bags, candles, Glade Plug Ins, hot plates, electric kettles, plug splitters, electric heaters and toasters are fire and safety hazards.</p> <p>Hot water bottles are a safety hazard.</p> <p>Woolen/ dry clean items are not recommended. The facility is not</p>

<p>CSA approved and in good working order.</p> <p>Clothing Washable items are encouraged (i.e. polyester/cotton blends) because they are not as prone to shrinkage. All clothing will be labeled by facility staff on admission. Please notify staff when bringing in additional clothing items so they can be labeled.</p> <p>Off-season clothing Due to space limitations and fire safety regulations, it is recommended that off-season items be stored elsewhere.</p> <p>Picture hooks The maintenance team will be happy to provide hooks and assist you with suitable placement. The curio cabinet outside your suite and dresser top is also available to you to display additional items.</p> <p>Locked Drawers There is a locked drawer in your room for your use and storage of personal items.</p>	<p>responsible for items if they shrink or are damaged.</p> <p>Over-the-counter medications We are required to maintain all client medications in our medication room (i.e. aspirin, laxatives, cough medications, etc). Doctors' orders are required for all medications. If not properly monitored, these medications can cause harm to you or other clients.</p> <p>Chemicals/Toxic Substances Any chemical compounds that could pose a risk to others are not permitted. (i.e. nail polish remover must be acetone free and secured in a locked drawer).</p> <p>Humidifiers pose a potential infection control concern.</p> <p>Incandescent Nightlights may be a fire hazard and are not permitted. There are alternative nightlights that can be considered such as CSA approved LED nightlights. Please discuss options with the maintenance staff.</p>
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In order to comply with Fire Safety standards, if you want to bring furniture or bedding into the home, you must demonstrate that the item meets an acceptable fire rating code. Each product must have at least one of the following labels (followed by a code number) that states it meets or exceeds the applicable code:

- **NFPA** - National Fire Protection Association
- **CAL TB** - California Technical Bulletin for Fire Safety
- **ASTM** - American Society of Testing Methods
- **UFAC (Gold Seal)** - Upholstered Furniture Action Council
- **National Fire Code of Canada Hospital Textiles** - Mattresses, bed linen, window drapes and cubicle curtains used in Group B, Division 2 care and detention occupancies (hospital and nursing homes) shall conform to **CAN/CGSB-4.162-M** (Canadian General Standards Board) Hospital Textiles Flammability Performance Requirements.
- **CAN/ULC-S109-M** - Underwriters Laboratory of Canada
- **CAN/ULC-S137** - Standard Method of test for fire growth of mattresses
- **US CPSC** - Standard for flammability of Mattress sets.
- There are also spray-on products that can be administered. These should only be done by certified companies that will provide documentation to support the work (e.g. Atlantic Draperies), and conform to **NFPA 701**

Health Canada administers the codes for furniture, mattresses, and bedding. For additional information contact Consumer Product Safety Bureau locally at 902-426-8350 or Ottawa 613-954-0104.

Shannex is committed to providing a safe environment for you, employees, volunteers and visitors.