RESIDENT & FAMILY HANDBOOK

An Information Guide for Residents and their Families

2026



Shannex™

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Section

1

Residents and Family Members:

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

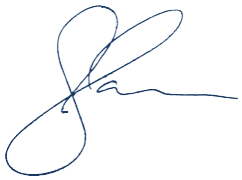
At Shannex, we are committed to providing service excellence and to respecting residents as individuals. We will do our utmost to ensure that your confidence in us is well-placed.

Our focus is on living well in safe, home-like surroundings. Shannex team members will collaborate with you to 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 residents. 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

Welcome to Shannex

The following handbook is a resource for you and your loved ones to help you settle into 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 of our team members.

Our Vision

Leading the Way to Better Living™.

Our Values



Residents First
We put residents first. We support resident independence and dignity by valuing their life choices and respecting their decisions.



Great People
We believe in our people. They are the spirit and foundation of our company. They deliver their best effort every day and, in return, we promise to invest in their success.



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



Trusted Partnerships
We know we cannot do it alone. We strive to enhance our services by building trusted partnerships with team members and stakeholders who share similar values.



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

Our Philosophy of Service

Our Commitment to You: Your Life. Your Choice. Your Home.

As a resident in our community, we recognize and value your input and feedback.

You will make the decisions about how you live your life. We will talk with you to understand your needs and wishes and these will be reflected in our service to you. We will respect your choices and the choices of those 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 create opportunities for you to build new ones.

This is your home and we work where you live. When you need support, we will be there for you. Our team members are committed to providing compassionate care and exceptional service that respects you and your family.

Our Guiding Principles help us stay true to this promise.

We are compassionate, honest, professional and safe.

Our Commitment to Diversity, Equity, Inclusion and Belonging

We all play a part in creating an inclusive, diverse and equitable community. We strive to create an environment where everyone that lives, works, volunteers or visits our communities feels respected and is respectful to others. In doing this, we will build a community that everyone is proud of.

We understand that what makes us unique, makes us strong. We believe equity, diversity, inclusion, and belonging is about creating a culture that embraces the uniqueness of individuals, where every person is treated fairly and where racism and discrimination is not tolerated.

We understand that building an equitable, diverse, and inclusive community requires those in positions of privilege to be allies to those who are overlooked.

We are committed to cultivating a community that reflects the diversity of the communities in which we operate.

Our Equity, Diversity, Inclusion and Belonging Action Group includes members of equity-seeking groups and their allies.

We are actively working to recognize, develop and promote initiatives towards equity, diversity, and inclusion in our hiring and promotion practices, organizational policies, learning and development content and organized events. We will provide allyship and mentorship to ensure all members of our team feel like they belong.

We strive to Lead the Way to Inclusive Spaces.

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 our strategic directions that, together, will move us closer to our vision.

View the Strategic Plan at **www.shannex.com/strategicplan**

Resident Rights

Every resident has the right to:

- Be actively involved with informed decision making and work collaboratively as an important partner with the interdisciplinary team towards agreed upon goals of care.
- Provide input and feedback on all services provided.
- Be meaningfully engaged in life.
- Access all personal information about care and the associated cost.
- Access organizational information about quality and safety at their site.
- Communicate freely and express quality improvement ideas to team members.
- Personal freedom.

Resident Responsibilities

Every resident is responsible for:

- Clearly communicating all relevant health related information including medications, physician or specialist/consult updates to team members.

- Ongoing commitment to work with team members to ensure they are informed and advised of pertinent health information so they can work collaboratively with you towards the best outcomes.
- Ensuring team members are aware of any changes in your health status, treatment plans or medications as they occur.
- Informing team members regarding ongoing physician services and visits.
- Providing input into your care and service plans.
- Designating and communicating a substitute decision maker(s) to assume delegated medical decision-making responsibility for you should you become medically incapable.
- Designating an enduring Power of Attorney to make financial decisions should you become unable to do so and identify this person to team members.
- Respecting the rules established by Shannex.
- Showing respect and consideration for other residents, team members, visitors, volunteers and Shannex property.
- Meeting financial obligations as outlined in your Contractual Agreement.
- Informing management of any concerns about the care or services that you have received in a timely manner.

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 nursing home 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 Provincial Authorities and undergo an annual inspection process. During this inspection, Provincial staff evaluates the care and services we provide. The licensing certificate is located in the main reception area.

ACCREDITATION
CANADA

Section

2

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 will have the opportunity 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 physician.

Team members may include:

- Regional Manager
- Health Services Manager
- Community Manager
- Continuing Care Assistant
- Dietitian
- Physician
- Health Care Consultants
- Licensed Practical Nurse
- Facility Maintenance Manager
- Extra Mural Program OT/PT/SLP
- Pharmacist
- Recreation & Volunteer Coordinator
- 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 residents who require varying degrees of care and service. Resident needs range from mental health support to complex clinical care and supervision.



It is important to remember and respect each resident'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. Residents 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 residents who have communication limitations.

Gentle Persuasive Approach

All team members are provided Gentle Persuasive Approach Training, an innovative dementia care education curriculum based on a person-centred care approach.

Section

3

Financial Information

Per Diem Rates

Your daily accommodation rate is determined prior to admission through the financial assessment process conducted by the Department of Social Development.

The financial assessment determines your daily accommodation rate. To be considered for a reduction in this rate, the Department of Social Development requires specific documents to complete the Financial Assessment for a Nursing Home Subsidy.

Please refer to your Admission Agreement as well as your Trust and Optional Services Agreement if you have any questions about your finances. You can also contact Shannex Resident 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 Financial Services
C/O Revenue and
Accounts Receivable
621 Starboard Drive
Halifax, N.S. B3M 0M5

1-844-752-8336

Optional Services

When you come to live here, you may want to take advantage of some of the services we offer such as the hair salon, recreational outings, cable TV, internet, and telephone. These services do not accept cash as a means of payment and will be added by Shannex to your general accommodation account. The cost of these additional services will be paid for via your monthly EFT and reflected on your statements accordingly. For residents that are fully subsidized by the government, these additional charges can be paid by a transfer from your trust account to your general accommodation statement. Additional services are charged monthly to resident accounts as of the 25th of each month.

Trust Account

A Trust Account is offered to support residents that require Shannex to manage a bank account on their behalf for various reasons. If you feel you or your loved one would benefit from a trust account, please refer to our admission agreement and speak with a member of our Shannex admission team.

Section

4

General Policies and Practices

Leaving the Home

If you are planning on being out of the building for an appointment or with family, please advise the charge nurse so that any required medications and documentation can be prepared. A sign-out sheet must be completed by the resident or the person assuming responsibility for the resident, identifying when the resident is expected to return and a contact number where the resident can be reached. The charge nurse will discuss medications and other relevant medical information at the time the form is signed.

Compliments, Suggestions & Concerns Communication Process

Should you have any comments, we value open timely communication and value your input. We encourage you to discuss any care related issues with the charge nurse at the time. There is a formal process in place for you to communicate any compliments, concerns, or suggestions about the home, staff and volunteers, or the care you are receiving. There is a form available on request to capture your comments of you may choose another medium. We encourage you to discuss this with the charge nurse.

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/ethics**

Gifts & Gratuities

Gifts and gratuities are not expected. Shannex prides itself on the care and services it provides to residents. Teamwork is the foundation of our *Philosophy of Service*. The role each person plays in maintaining the home and ensuring residents have what they need is critical and it takes many individuals to provide care as well as support the operations of each home. To this end, staff are not permitted to accept individual gifts from residents or families.

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

- Donation to the resident/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)



Section

5

Care & Safety Policies and Practices

A Palliative Approach to Care

Shannex's palliative approach to care focuses on the holistic health and wellbeing of each resident from admission to death. This resident-directed approach aims to provide care and comfort while improving quality of life for residents and their families.

People move into nursing homes when their needs can no longer be managed at home. This can be attributed to many factors but it often involves progressive chronic diseases and frailty. A palliative approach to care is a proactive way to discuss and determine goals for managing a resident's chronic diseases by focusing on quality of life.

Starting the Conversation Early

Our palliative approach to care begins, on admission. This is the time to discuss your current health condition and create a care plan. It gives you the opportunity to ask questions, set realistic expectations and prepare you and your loved ones for the inevitable.

We know everyone has a different interpretation of death, and preferences for how they'd like to live out the rest of their life in the nursing home. This allows us to establish goals for your care and discuss and document your wishes about end of life. We understand these conversations can be difficult; however, they form the beginning of a trusted partnership. We want you to be an active participant in your care and aware of what to expect with your unique situation.

It's a comforting feeling to be informed and address these decisions early, so we can focus on improving your quality of life and you can enjoy time with loved ones.

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 Resident 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.

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.

Chemicals

There are many personal care items that can be harmful if not used for the intended purpose, nail polish, nail polish remover and alcohol-based mouthwash. In keeping with our Infection Prevention and Control standards, liquid hand soap and body wash are permitted in the home instead of bars of soap. 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 team 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 team members for suggestions and assistance in making these arrangements as necessary. If you or your SDM arrange external appointments, please inform a team member so any necessary arrangements and paperwork can be prepared. You are responsible for all costs associated with transportation and escorts.

Hospitalization

Your wishes in regard to the circumstances under which you will be transferred to hospital will be discussed upon admission. Your choices and personal directive will be honored. If you are in hospital for 30 days or less your bed will be held. After 30 days, communication with the Department of Social Development will occur to determine the best course of action.

Health & Safety Policy

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

Infection Control

Our Commitment

- Our homes follow guidelines from Infection Prevention and Control Canada, Accreditation Canada, World Health Organization (WHO) and provincial public health agencies.
- We have team members with certification in infection prevention and control to help lead our practices.
- Routine infection control audits are done regularly in all our homes.
- We review and update all infection control policies regularly to ensure we are following current best practice guidelines.

Outbreak Management

- Actions taken during an outbreak in our homes include but are not limited to:
- Contact tracing - families and residents are notified if they are a close contact.
- Additional Personal Protective Equipment (PPE) may be required by staff and visitors. This could include medical masks, face shields, gowns and gloves.
- Visitation may be limited based on the disease present and in accordance with public health direction.
- Increased cleaning and disinfection activities.
- Limited movement of staff and residents throughout the home.
- Residents and families are updated regularly regarding the outbreak status.

All outbreak management activities are directed by provincial public health authorities.

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 garbage 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 community.

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.

Falls Prevention

Shannex has a "Falls Prevention" Best Practice Guideline. You are encouraged to collaborate with the health care team to understand your risk factors associated with falls. They can help to develop a plan with you to reduce your risk of falling or if you do have a fall, the risk of a serious injury.

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 ask that you keep this in mind. Please do not purchase or wear scented products such as, colognes, after shave, perfumes, scented deodorants, scented hair care products, etc. This will ensure a safe and scent free environment for both our residents and team members. Families will be asked to take these items home.

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

Privacy Policy

Shannex has privacy policies that are in keeping with legislation. All team members and volunteers are required to sign a Statement of Understanding in regard to maintaining privacy and confidentiality. Your personal health and information is only disclosed to other team members 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: privacyofficer@shannex.com.

Adult Protection

In our facilities there is zero tolerance for incidents of resident abuse. 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 Social Development regional office at: www.gnb.ca.

Smoking Policy

All of our communities aim for a smoke-free environment to promote the health and safety of everyone. There are outdoor smoking areas on the premises. If you smoke, please dispose of your cigarette stubs in the ashtray located in the outdoor smoking area.

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 team prior to bringing in any alcoholic beverages. Alcohol must be maintained in a secure location at all times.

Section

6

Services

Mail

Letters can be mailed to you at the nursing home address. Please ensure the sender clearly identifies your name. Incoming mail is sorted by front office team members 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 and complete the necessary paperwork. The cost of these additional services will be paid for via your monthly EFT and reflected on your statements accordingly. Residents are also responsible to bring their personal telephone device and television.





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 resident laundry service is also available in each home. 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 home.

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 the reception team so they can ensure your paper gets to your room.

Personal Equipment Identification

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 team.

Pharmacy Services

Each nursing home 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 home. 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.

The Extra-Mural Program

The Extra Mural Program provides professional services by Physiotherapists, Occupational Therapists, Speech Language Therapists and Respiratory Therapists. Oxygen is made available to residents who meet the medical criteria and are referred to the program by a physician. Shannex New Brunswick Nursing Homes provide rehabilitation support to our residents by a trained rehabilitation support worker.

Physician Services

There is a physician(s) who provides service to the residents of the nursing homes and will be appointed to each resident on admission. The physician(s) provides twenty-four hours, seven days per week coverage and is on call for emergencies.

Foot Care

Basic foot care services are provided by the nursing staff. Specialized foot care, for which the resident is responsible for the cost, can be arranged by the family.

Section

7

Food Services

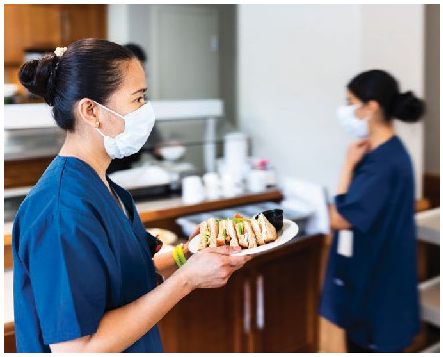
Quality food and food service are an important part of your day. They play a big role in your comfort, satisfaction and quality of life. Our goal is to provide nutritional and tasty meals in a relaxed and pleasurable environment. We encourage you to voice your dining preferences, including when and what 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 team, 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 residents 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 team members 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.

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 one of our licensed team members, Recreation, the Volunteer Coordinator or the Culinary Manager/Dietitian. Because some residents may have restrictions or allergies, food should not be shared with residents without approval from one of our licensed team members.
- 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. Inspectors from the Health Protection Branch of the New Brunswick Department of Health regularly inspect our culinary center as well as the kitchens in each nursing home on a regular basis to verify that safe food handling practices are being followed.

Resident 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 Resident Councils, site-level dining committees and resident 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.



Section

8

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.
- In keeping with our Infection Prevention and Control standards, liquid hand soap and body wash are permitted in the home instead of bars of soap.
- We will label your clothing, please advise team members 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 home; 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 the maintenance team 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.

Section

9

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, team members 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 home, 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, team members 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 home 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 home. 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 residents.
- Some residents cannot safely leave the home without supervision. Always check with a member of our team before assisting a resident 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 residents 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 residents.
- 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 the team 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 resident safety as some medications/ substances may seriously conflict with the residents' 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 team 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 residents may be fearful of animals.
- Each resident area has doors that can be closed for isolation or security, as needed, to meet the unique needs of the residents.
- We ask visitors to check with a team member before bringing food or beverages to a resident. Some residents require specific textures and have food allergies.
- Please let a household team member know if you are planning to escort a resident out of the building for an appointment or outing. You will be asked to sign the "Resident on Leave Record" prior to leaving for emergency purposes.

Fire Safety

It is essential that you follow fire safety procedures at all times. Our team members 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.

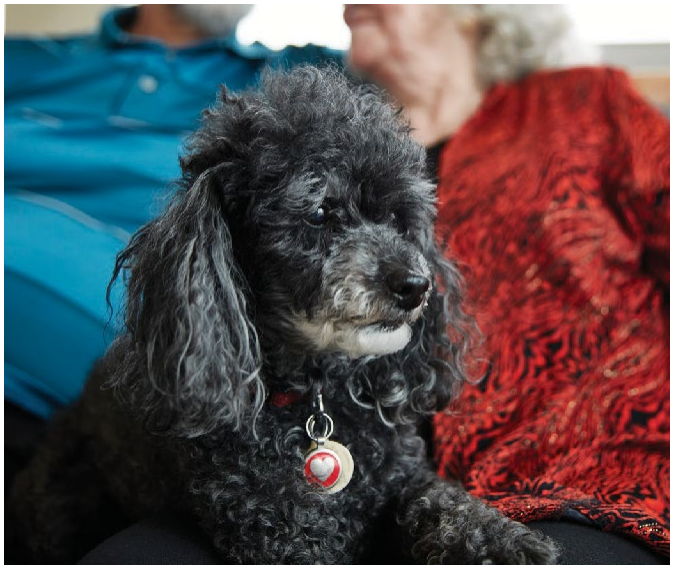
Mobility Equipment Safety

It is important that you follow safe practices when assisting your loved one with their mobility equipment, such as a wheelchair or walker. Unsafe use of this equipment can lead to serious injury. Please speak to a rehabilitative team member if you have questions about how to assist with this equipment.

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 and have up to date vaccinations. 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



Section

10

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 team member at that time.

Resident Conference

The Resident 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.

Resident Council

The Resident Council serves as a way for you and 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.

Resident and Family Liaison

Giving you peace of mind is important to us. That's why, we have a Resident and Family Liaison who is available to address your questions, comments or concerns, they can be reached by phone at 902-406-8297.

Family Council

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

Email Distribution

Our team frequently provides information about events and changes that may be planned through 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.

Appendix

A

Permitted Items

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

Safe



Power bars
Once approved by our maintenance team, we will be happy to install them for you.



Bedside lamps
Our maintenance team must inspect all lamps to ensure they are Canadian Standards Association (CSA) approved.



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.



Electrical items
Please check with a team member prior to bringing any electrical items into the home (i.e., radios, hair dryers, curling irons, etc.). The maintenance team is required to inspect all items to ensure that they are CSA approved and in good working order.



Clothing
Washable items are encouraged (i.e., polyester/cotton blends) because they are not as prone to shrinkage. All clothing will be labeled by team members on admission. Please notify a team member when bringing in additional clothing items so they can be labeled.



Off-season clothing
Due to space limitations and fire safety regulations, it is recommended that off-season items be stored elsewhere.

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.

Locked Drawers
There is a locked drawer in your room for your use and storage of personal items.

Unsafe

Extension cords are a tripping and a fire hazard.

Touch lamps are a fire hazard.

Egg crate foam, mattress covers, and foam mattress pads are fire, infection control and safety hazards.

Sharp items, including pairing knives and scissors are safety hazards. Please check with a team member before bringing in these items.

Electric blankets, Magic Bags, candles, Glade Plug Ins, hot plates, electric kettles, plug splitters, electric heaters and toasters are fire and safety hazards.

Hot water bottles are a safety hazard.

Woolen / dry clean items are not recommended. The home is not responsible for items if they shrink or are damaged.

Over-the-counter medications
We are required to maintain all resident 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 residents.

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).

Humidifiers pose a potential infection control concern.

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 team members.

Mini refrigerators are not permitted in residents' rooms for safety reasons.

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, call the Consumer Product Safety Bureau at 1-866-662-0666.

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

Appendix

B

Items Covered By Per Diem Rate

CARE SUPPLIES - Brand name is to be specified for all items with asterisk*

- Absorbent Puffs
- Alcohol (for medical use)
- Antiseptic and Disinfectant Preparations
- Applicators, Cotton-tipped
- Bandages
- Basins (bath, emesis, solution)
- Bed Pans
- Blood Pressure Cuffs
- Blood Sampling Supplies
- Blood Testing Strips
- *Body Lotion (Medline Remedy)
- Catheter (drainage systems, trays, solution)
- Condom Drainage
- *Denture Adhesives (SparkleFresh / Poligrip)
- *Denture Cleaners (Medline)
- Denture Cups
- Diabetic Supplies
- Dressing Trays
- Dressing Supplies
- Droppers, medicine
- Enema Kits, disposable
- *Facial Tissue (Alliance)
- *Feminine Hygiene Products (Always / Tampax / Maxithins)
- Foot Care Equipment
- Forceps, disposable surgical
- Gloves (sterile & unsterile)
- *Hand Soap (Scott) / Hand Sanitizer (Kutol)
- *Incontinence Care Supplies (disposable) (First Quality Prevail tabbed briefs)
- Irrigation Solution & Trays
- Lubricants & Petroleum Jelly
- Medicine Cups (paper & plastic)
- Minor Medical Equipment
- *Mouth Care Supplies:
  - Toothpaste (Aim)
  - Mouthwash (SparkleFresh)
  - Toothettes (DenTips)
  - Toothbrush (Medline)
- Nail Care Equipment (clippers, files, etc.)
- Nebulizer Masks
- Needles
- Ostomy Supplies
- Packs, Hot & Cold
- Paper, Autoclave
- Pressure Relieving Devices
- *Razors, disposable (Alliance)
- Rectal Tubes
- Saline Solution
- Scissors
- *Shampoo (Aloe-Care)
- Sharps Disposal Containers
- *Skin Barriers (Medline Remedy)
- *Skin Cleanser (Aloe-Care)
- Specimen Collection Supplies
- Spoons (disposable)
- Sterile Supplies/Equipment
- Steri-strips
- Stethoscopes
- Stockinette
- Straws, flexible
- Swabs, (alcohol & glycerin)
- Syringes
- Tape
- Thermometers and supplies
- Tongue Depressors
- Urinals
- Urine Testing Strips
- Water (sterile & distilled)

Appendix

C

Medication Reconciliation

Medication reconciliation is a formal process to create the most complete and accurate list possible of a resident's current medications and is done to avoid medication errors such as omissions, duplications, dosing errors, or drug interactions. In all of our homes, we perform a mandatory medication reconciliation at every transition of care which includes moving from home to retirement living, assisted living or nursing home, or moving from hospital to retirement living, assisted living or nursing home.

In order to complete a medication reconciliation, we need to begin by creating a comprehensive list of medications you currently take. The list should include all prescription medications, herbal supplements, vitamins, nutritional supplements and any over-the-counter drugs, as interactions can occur between prescribed medication, over-the-counter medications, or dietary supplements.

Without a medication reconciliation we cannot administer medications. Your input is vital to the safe and smooth transition of services.

Goal of Medication Reconciliation

The ultimate goal of medication reconciliation is resident safety and to prevent adverse drug events during admission, transfer and discharge for all residents. By reconciling medication, we are able to identify if medications are missed or changed and we clarify with the prescriber that this was the intent and not an oversight.

Medication Reconciliation prevents:

- the possibility of missed medications from home, while in hospital
- incorrect doses
- missed or duplicated doses resulting from inaccurate medication records
- failure to clearly specify which home medications should be resumed and/or discontinued at home after hospital discharge
- duplicate therapy at discharge

What is your role as a resident/family member?

Residents and families play an important part in the medication reconciliation process. There are ways you can be involved to ensure that you are providing the best possible medication history. Please prepare by doing the following:

- Sign the pharmacy consent form so that we can obtain a list of the medications you have been dispensed from your "home" pharmacy;
- Bring in all medications from home, including all over-the-counter medications;
- Educate us on the medications you are taking and why you are taking them;
- Make sure we understand the dose you take and the time of day you take the medication;
- Be sure to tell us anything else related to your medications that will be helpful in ensuring a safe and smooth transition with us.

Appendix

D

Pressure Injuries

What is a pressure injury?

An injury to the skin and tissue under the skin caused by pressure over boney areas. A pressure injury is also known as a bedsore, pressure sore or ulcer or decubitus ulcer.

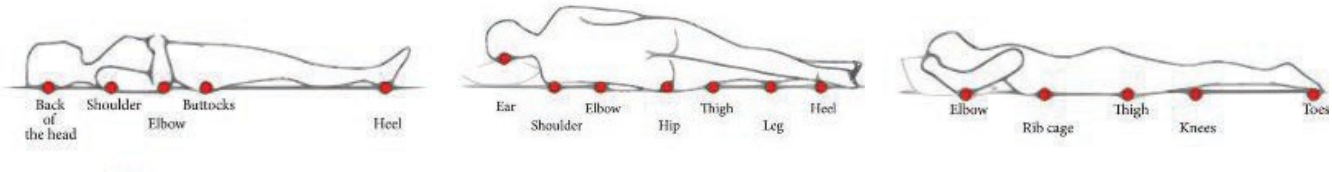
How do pressure injuries occur?

Pressure injuries occur when there is continued pressure on the skin over a boney area. This pressure can damage blood vessels and reduce blood flow, which supplies the skin and underlying tissue with oxygen and nutrients. Without the blood supply, the skin cells die and start to break open.

Sliding down in a bed or chair (shearing), rubbing of the skin on sheets or clothing (friction), moisture on the skin, and limited ability to reposition weight off boney areas can increase the chances of skin breakdown.

Where do pressure injuries occur?

Pressure Injuries are typically found where the skin covers bone such as heels, buttocks, sit bones, tail bone, hips, elbows, shoulder blades, spine and ankles. They can occur in other areas and be caused by medical devices such as oxygen tubing touching the skin.



Who is at higher risk to develop pressure injuries?

Residents who:

- Cannot move by themselves
- Are in wheelchairs and bed for a long time
- Cannot control bladder and bowel functions
- Have little or no feeling in limbs or parts of their body because of injury, disease, or medication
- Have dry skin
- Have poor circulation
- Are not eating well
- Are not moving well
- Are overweight or underweight
- Have changes in mental alertness (because of pain medication or other factors)
- Have high blood sugar or diabetes
- Are at end of life

How can pressure injuries be prevented?

Here are a few ways that we will work with you to help lower your risk for getting a pressure injury:

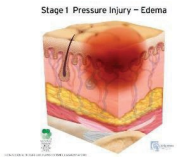
- Complete a standard risk assessment when you move in, every 3 months after that, and more often if there is a significant change in your health.
- Check your skin as part of your personal care routine- getting washed and dressed.
- Assess your mobility and make recommendations for special equipment to reduce friction/ sheer/ pressure as needed.
- Assess your nutritional needs and make recommendations to promote skin health and healing, and nutritional supplements as needed.
- Review your wheelchair, mattress, and footwear and recommend special cushions, mattresses, and footwear if needed to reduce pressure on boney areas.
- Discuss repositioning schedules for when you are lying in bed or sitting in your wheelchair for any length of time.

Is pressure the only reason why skin breakdown occurs?

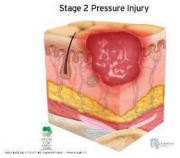
No, skin breakdown can develop because of poor circulation in the lower legs or may be related to a chronic health condition.

If you have bowel and bladder incontinence, you can also develop incontinence associated dermatitis.

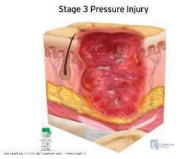
What do pressure injuries look like?



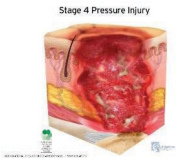
Stage 1: Intact skin with a localized area of non-blanchable erythema, which may appear differently in darkly pigmented skin.



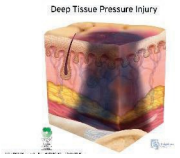
Stage 2: Partial-thickness loss of skin with exposed dermis. The wound bed is viable, pink or red, moist, and may also present as an intact or ruptured serum-filled blister. Adipose (fat) is not visible and deeper tissues are not visible. Granulation tissue, slough and eschar are not present.



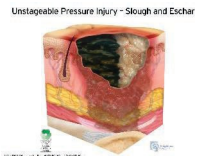
Stage 3: Full-thickness loss of skin, in which adipose (fat) is visible in the ulcer and granulation tissue and epibole (rolled wound edges) are often present. Slough and/or eschar may be visible. Undermining and tunneling may occur.



Stage 4: Full-thickness skin and tissue loss with exposed or directly palpable fascia, muscle, tendon, ligament, cartilage or bone in the ulcer. Slough and/or eschar may be visible. Epibole (rolled edges), undermining and/or tunneling often occur.



Deep Tissue: Intact or non-intact skin with localized area of persistent non-blanchable deep red, maroon, purple discoloration or epidermal separation revealing a dark wound bed or blood-filled blister. Pain and temperature change often precede skin color changes. Discoloration may appear differently in darkly pigmented skin.



Unstageable: Full-thickness skin and tissue loss in which the extent of tissue damage within the ulcer cannot be confirmed because it is obscured by slough or eschar. If slough or eschar is removed, a Stage 3 or Stage 4 pressure injury will be revealed. Stable eschar (i.e. dry, adherent, intact without erythema or fluctuance) on the heel or ischemic limb should not be softened or removed.

Source: http://www.npuap.org/resources/educational-and-clinical-resources/npuap-pressure-injury-stages/

Notes

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