River East
PERSONAL CARE HOME LTD.

Elder Handbook



Updated on October 19, 2026

TABLE OF CONTENTS

WELCOME 4

INTRODUCTION 5

A Map to Guide You 7

OUR PURPOSE 8

OUR PHILOSOPHY of CARE 9

Our Mission, Vision and Values 10
Your Elder Rights 11
How Are We Organized? 13

MOVING IN/WITHIN/OUT 14

DONATIONS 14

FINANCES 15

THE RIVER EAST TEAM 15

ABOUT YOUR NEW HOME 16

Visiting the Home 17
Leaving the Home 18

PERSONAL ITEMS 18

Personal Clothing 18
Footwear 18
Toiletries 19
Required Engraving 19
Aids to Mobility 19
Food 20

TABLE OF CONTENTS (CONT'D)

YOUR HEALTH SERVICES 20

Medical Services 20
Nursing Services 20
Advance Care Planning 20
Living Wills 21
Occupational Therapy Services 21
Pharmacy Services 21
Podiatry Services 22
Dental Services 22
Lab Services 22
X-ray Services 22
Interpreter Services 23
Transportation 23

GENERAL SERVICES 24

Administration 24
Business Office Services 24
Complaints /Concerns 24
Quality Improvement/Neighbourhood Meetings 24
Family Meetings, Events & Education 24
Home Environment Services- Dining 25
Home Environment Services- Laundry/Homekeeping 25
Hairdressing / Barber Services 25
Mail Service 26
Recreation Services 26
Staff Development 26
Social Work Services 27
Telephone & Television Services 27
Maintenance Services 27
Newspaper Service 28
Spiritual Services 28
Volunteer/Companion Services 28

TABLE OF CONTENTS (cont'd)

SAFETY PRECAUTIONS

Witnessing / Co-signing 28
Electrical Appliances 29
Extension Cords 29
Fire Safety 29
Front Door Security Sign-In 29
Front Door Security System 29
Furnishings 30
Infection Control 30
Fragrances/Air Fresheners 30
Pets and Pet Visits 31
Smoking 31
Violence, Abuse & Neglect 31

QUESTIONS AND ANSWERS 32

CONCLUSION 35

CONTACT INFORMATION 36

ADDITIONAL INFORMATION PROVIDED 37

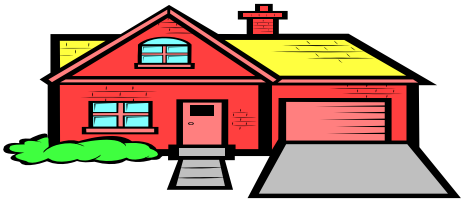
WELCOME !!!

Dear Elder and Family:

Welcome to River East Personal Care Home. This handbook has been prepared to assist you in becoming familiar with your new neighbourhood and the entire home.

As a provider of long term care, we believe in setting and achieving standards of care that will maintain and enhance the quality of life enjoyed by our Elders.

We are pleased you have picked River East Personal Care Home! Our Team is committed to becoming your extended family and providing the feeling of home that you are looking for.



Message to Family and Friends:

A move or significant change in one's life can be overwhelming. Continuing love and support will be especially needed and appreciated during this time.

Everyone can help by:

- ♥ Reading this booklet and familiarizing themselves with the home
- ♥ Visiting regularly and frequently
- ♥ Encouraging children and grandchildren of all ages to visit
- ♥ Acting as an escort for outside medical and other appointments (e.g. specialists, eye examinations, x-rays etc.)
- ♥ Replenishing clothing and toiletries as needed
- ♥ Taking the Elder for outings e.g. – drives, visits to friends, church
- ♥ Providing volunteer assistance
- ♥ Supporting teas, birthday parties and other special events
- ♥ Attending Elder Care Conferences
- ♥ Attending Neighbourhood Meetings

INTRODUCTION

River East Personal Care Home is located in the East Kildonan area of the City of Winnipeg and offers accommodation to 120 elders. River East Personal Care Home is a Manitoba privately owned home managed by Extendicare Inc.

It is a one-story structure situated on 5.4 acres of land. The central core of the building accommodates the Main Dining Room, Fireplace Lounge and Gathering Room.

The back yard of the home features a large tented patio with a flower and vegetable garden that is wheelchair accessible for Elders. Bird feeders are located in the back area to attract different birds for the Elders to watch. The tent and gazebo lend themselves well to coffee parties, luncheons, BBQ's and recreation programs during the summer months.





Elders are accommodated within five neighbourhoods: Faith Lane, Hope Haven, Charity Road, Serenity Cove and Courage Bay. Each neighbourhood has its own lounge. All Elder rooms are private with a bathroom to enhance personal space. Four rooms within the home have adjoining doors to accommodate married couples, providing one room as a bedroom, and the other as a living room area. Cable and telephone connections are available in each room. Twenty five (25) Elders reside in each neighbourhood except for our Memory Care Neighbourhood (Courage Bay), a neighbourhood with twenty (20) elders. This neighbourhood is provided for those Elders who require an environment with reduced stimuli to decrease confusion and anxiety. A private garden is available to these Elders as well as an enclosed garden and gazebo.



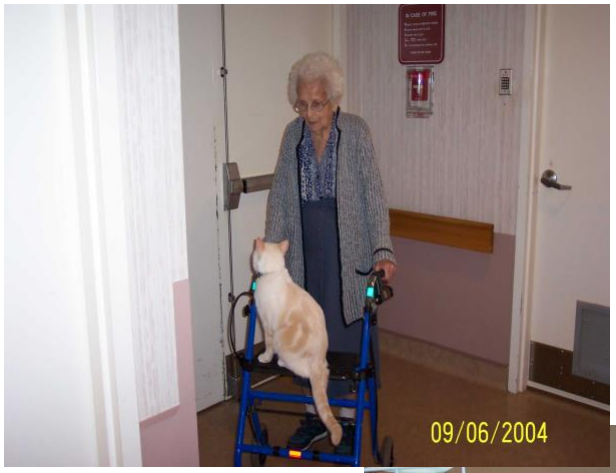
Courage Bay Patio







We at River East Personal Care Home are confident that our Long Term Care Home is one of the most modern and progressive in Canada; able to meet the needs of the elders in our community and help to fulfil the growing need for personal care home suites.

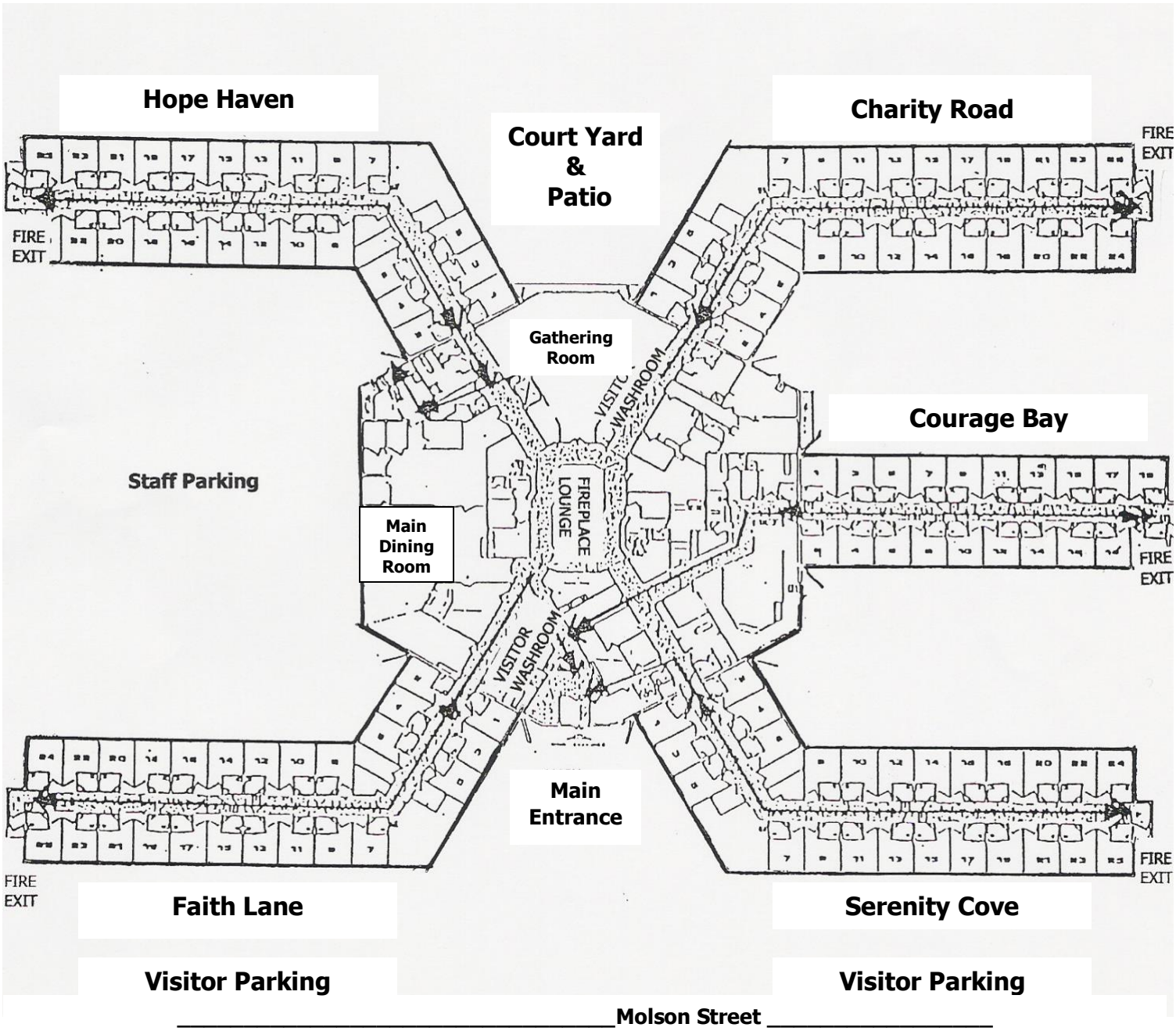






A MAP TO GUIDE YOU

Welcome To Our Home!



OUR PURPOSE

Our purpose is to achieve excellence through our commitment to the delivery of high quality of care for Elders who require long term care regardless of the complexity of the care needed.

The goal of River East Personal Care Home is to provide Elder-centred care through an interdisciplinary approach that fosters the individual's right to privacy, dignity, safety, growth and independence. River East strives to combat the loneliness, helplessness and boredom so prevalent in long term care today.

The Home has been designed and is operated in such a way as to create a homelike and supportive atmosphere for the Elders, their families, staff and volunteers. Our environment enables Elders to exercise control and choice whenever and wherever possible.

We believe that through the initiatives of knowledgeable staff and dynamic managers utilizing the values of Elder-centered care we are delivering exemplary Elder services that make your association with the River East Personal Care Home a life changing experience.



OUR PHILOSOPHY OF CARE

As part of the health care system in the Province of Manitoba, River East Personal Care Home provides quality care services within our community. To provide that service, we believe that we must establish, achieve, and evaluate standards of care that will maintain and enhance the quality of life enjoyed by our Elders.

The Home's primary purpose is to provide personalized care and promote the well being of each Elder. All activities addressing the physical, psychosocial, spiritual, cognitive, therapeutic and recreational needs of our Elder recognize the dignity of each Elder as a human being with a past, a present, and a future.

River East Personal Care Home operates in conjunction with Manitoba Health and the Winnipeg Regional Health Authority to provide quality care.

The home has implemented regional policies such as the Protection for Person's In Care Act in order to prevent the abuse of Elders in our care. We want our Elders and their families to know that we have a Zero Tolerance policy toward the abuse of our Elders and take every report of abuse or neglect very seriously. Our Zero Tolerance of abuse policy is extended to freedom from abuse of our staff, visitors and volunteers.

We have also implemented the Personal Health Information Act (PHIA) policies that protect the information about our Elders that is confidential. Your safety and security are important to us. Any requests to access personal health information must be made in writing to the Privacy Officer (Social Worker). The neighbourhood nurse can provide you with the appropriate form. Requests are processed within 72 hours if it is concerning care currently being provided.

River East Personal Care Home recognizes that it has a corporate and social responsibility as an employer, economic entity, education resource and as a community resource.

To achieve our commitment and meet our responsibilities, we believe that a people-oriented management approach is the key to success.

River East
PERSONAL CARE HOME LTD.

OUR MISSION

Love All.
Serve All.
Help Ever.
Hurt Never.

- Sathya Sai Baba

OUR VISION

Our Home is an Elder centered community that is alive with genuine human caring and loving companionship. We proudly promote a warm and welcoming family focused environment for all who enter these doors. Whether you live, work or visit, your experience will be one of human growth and a respected life that is truly worth living.

OUR VALUES

To live our mission and realize our vision, every action we take as individuals, as a team and as an organization is guided by our values. They are:

Respect: We respect our Elders because of their wisdom and who they are. We demonstrate respect in the way we care for them, their home, their belongings, their loved ones and each other.

Honesty: We speak the truth and it is done in a kind, direct, open and respectful way.

Compassion: When we see someone in need we are moved to act and provide comfort. We listen to our Elders and their families concerns/suggestions and respond sensitively.

Accountability: We will provide the support required to ensure good decision making. We are accountable to each other and if we make a mistake it is addressed honourably.

Innovation Promoting creativity, encouraging new ideas and initiatives, and developing community partnerships lead our Home in delivering quality care and excellent service.

THE BILL OF RIGHTS FOR OUR ELDERS

- Our Elders have the right to dedicated staff that champion Elder Centered care to provide a safeguard from loneliness, helplessness and boredom within our home.
- Our Elders have the right to continue to live at home surrounded by their own belongings.
- Our Elders will have a home that is safe, clean and healthy.
- Living at home also means that Elders have meal time experiences that remind them of family and home.
- Our Elders moving into a neighbourhood have the right to build relationships of their choosing and live without fear of discrimination.
- Our Elders have a private domain that staff should not enter into without being invited and privacy will be maintained during personal care and anytime the Elder requests it.
- Our Elders are free to have as often as is necessary and in private if desired time with those that they choose including family, clergy and legal advisors.
- Our Elders have the right to have instant access to family, friends, animals and staff whenever they feel lonely day or night. When they call, we will answer.
- Our Elders have the right to care for themselves, make choices regarding their life minute to minute and maintain their own independence.
- Our Elders are free to care for other Elders, the pets and the staff as they feel they would like to or have a need to.
- Our Elders are recognized as a unique individual and their need to give care is respected and facilitated.
- Our Elders have the right to live in a home where old institutional rules and tasks have been eliminated. Our Elders decide on their own schedules and the decisions they make as individuals help create their own variety. Staff are open to and nurture this environment to defeat boredom in an Elder's life.
- Our Elders have the right to continue their lives as they did in the community. They choose participation from the leisure calendar only if it is meaningful to them. Our Elders do not have "busy work" fill their hours, we are obligated to help them find meaning in whatever they choose to do.

YOUR ELDER RIGHTS (CONTINUED)

- Our Elders are people with social, psychological, emotional, physical and spiritual needs. We will search to fill their lives with opportunities and those things that will make them complete.
- Our Elders have the right to medical treatment that helps them find physical relief, think more clearly and do more for themselves. When medical treatment is required under these circumstances, information is provided to them in easily understood terms and they make their own decisions related to their care or authorize another person to assist them in decision making.
- Our Elders have the right to refuse any prescribed medical treatment including restraints. Elders choosing to “live at risk” will be respected.
- River East Personal Care Home promises to safeguard the personal health information of each Elder as it relates to their medical care.
- Our Elders medical treatments and conversations will be done in private.
- Our Elders may attend Elder and Family Council and have their views heard within the meeting.
- Our Elders may choose to attend and provide feedback in their post-admission and annual Path of Life or Family Matters meeting.
- Our Elders may wish to use the suggestion box if they wish to remain anonymous.
- Our Elders have a right to approach any staff member within their home directly and have their comments and suggestions respected and acted on without delay.
- Our Elders have the right to a life of continued growth in their home at River East Personal Care Home.
- They are on a path to fulfilment and we are here to be their companions on this part of their journey and to help fill their life with meaning.
- Our Elders at River East Personal Care Home are entitled to have caring staff that are experts in their personal needs and know them by heart. Our staff create a network of continuity within each neighbourhood and lead others to the individualized care of each and every Elder.

HOW ARE WE ORGANIZED?



River East is working to create a home like atmosphere where everyone lives in a community of caring individuals that surround them. Our Organizational Chart (please view it in the Fireplace Lounge) shows the 5 neighbourhoods that our Elders reside in and our relationship with each other.

The soil and root area of the tree represents the support that each of our neighbourhoods gets from Government, our Owners and the Leadership Team. We are there to provide the nourishment that our neighbourhoods need to grow and change.

The trunk of the tree represents the staff working in each neighbourhood providing care to our Elders. They carry nutrients and provide a strong unbending commitment to each neighbourhood that our Elders call “home”.

Each tree has branches that represent each of the Elders in our home, while more fragile they are resilient and able to withstand windy and stormy times. These branches also have leaves attached that tell us what season it is for our neighbourhoods.

MOVING IN

Our home has a waiting list of Elders wishing to make River East their home. These Elders will have an application initiated through the Long Term Care Access Centre. The River East Personal Care Home Social Worker completes an assessment to ensure we can meet the elder's care needs. The application is then reviewed by a team at River East Personal Care Home to determine whether or not the elder is suited to our Home.

An Elder's application may be denied if the team feels the Elder's care needs may be better met in another long term care home.

By reviewing the waiting list and visiting all Elders prior to moving in, River East ensures that it is meeting the needs of everyone waiting for a suite in a long-term care home.

MOVING WITHIN

The Courage Bay Team regularly reviews the status of each Elder living on the neighbourhood. When the Elder no longer meets the criteria for living on Courage Bay they will be moved to a more suitable neighbourhood within the Home. Likewise, if an Elder's care needs become more suitable to Courage Bay, they will move to this neighbourhood when a suite becomes available.

MOVING OUT

Although, at this time, you are planning to make River East Personal Care Home your home, we realize that your health status or preference to reside at River East Personal Care Home may change. Should you wish to explore the possibility of alternate living accommodations we will meet with you to discuss your options.

When an Elder moves out or passes on we must ask that <u>ALL</u> belongings are removed from the suite within 24 hours, as we have Elders anxious to move in.

DONATIONS

We are a large home with little storage space. Due to these limitations, we are unable to store Elder's belongings and gratefully decline donation of these items. Upon vacating a suite please ensure all belongings are removed.

FINANCES

A daily charge for accommodation (Residential / Authorized Charge) is set by Manitoba Health and based on your annual income (or in the case of a married couple based on their combined annual income). The "Notice of Assessment" form that you received after filing income tax is required for the move in process. Rates are reassessed by Manitoba Health on an annual basis, and our Office will notify you, in writing, if any rate changes occur.

Accommodation charges are billed *MONTHLY IN ADVANCE*, and are outlined on a statement sent to you or to the designated Responsible Party. Payment is due the ***first day*** of each month. Payment may be made by direct deposit, cash or cheque, either by mail or in person at the Business Office.

THE RIVER EAST TEAM

Elder centred care, with an emphasis on wellness and maximizing an Elder's potential and capabilities, is provided through an interdisciplinary approach. Families and Elders are encouraged to participate in planning all aspects of care.

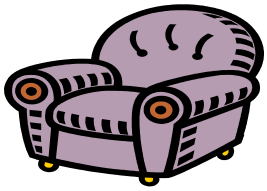
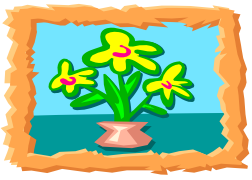
Members of our Interdisciplinary Team include:

- Dietary Services
- Social Work
- Nursing
- Recreation
- Laundry Services
- Homekeeping
- Medical Advisors
- Occupational / Rehabilitation Therapy Service
- Pharmaceutical Consultant
- Maintenance
- Continuous Quality Improvement
- Volunteer Services
- Pastoral care
- Staff Development
- Leadership

ABOUT YOUR NEW HOME…

Our home provides suites for 120 Elders. Each suite is private, with an ensuite washroom including toilet, sink, mirror and medicine cabinet. Each room is furnished with a bed, dresser, bedside table, chair and is identified with a name plate and suite number.

We encourage you to bring some personal items which may help you feel more at home. You may enjoy having a favourite chair, clock, footstool, radio, TV, calendar, afghan and / or comforter, lamps, toss cushions, pictures, photographs and plants. Our maintenance staff will hang your pictures for you. All furnishings must meet safety standards set by the home. If you are unsure, please feel free to send a link to or picture of the item in question to the Social Worker for consideration: kristy.deviet@rivereast.ca


PLEASE NOTE that a number of items are **NOT PERMITTED** in an Elder's room for safety reasons including (but not limited to): rocking or "glider" chairs, scatter rugs or carpeting, foam mattress toppers, many appliances such as electric blankets, heating pads, toasters, kettles, hair dryers, microwaves and heaters as they may pose a fire hazard. In addition, items are prohibited from being placed on top of the permanent light fixtures in an Elder's room, as this is NOT a shelf.

All electrical appliances including your TV, radio, lamps, razors, etc. **MUST** be checked by the Maintenance Department prior to being plugged in. Please notify your neighbourhood staff when moving in any electrical items. The Maintenance Department **MUST** install wall mounted TVs and the wall mount is to be provided by the Elder or their family. All TVs must be 43" or smaller and wall-mounted.

Items of value, including money, should not be kept in your room. We cannot be responsible for any personal items, which may be lost, stolen, removed by another Elder or accidentally damaged. Please use your own discretion when leaving items in the room. You may wish to consider purchasing blanket insurance for the contents of the suite, or even a small locked box.

We must also be mindful of **sharp objects** as other Elders who may wander into your loved one's room could use these inappropriately. This would include items such as scissors, paring knives and tweezers. If absolutely needed, these items

can be kept safely at the nursing station and requested as required and then returned. In some cases, Elders who are cognitively and independently able to do so may use a locked box (key or combination) to maintain these items within their suite. Please consult with staff regarding this.

The neighbourhood you will move on to has been selected for you to best meet your care needs. Please discuss any problems or concerns with your Social Worker. Please be aware that if your care needs change, it may be necessary to move you to another neighbourhood to enable us to provide you with the care that you require. Should your care needs exceed our resources and capabilities, it may become necessary to discharge you to another health care facility.

VISITING THE HOME

We have open visiting hours during the day and evening. However, all doors are locked between 8:00 p.m. and 8:00 a.m. If you have a visitor during this time, please contact a staff member in your neighbourhood who will open the door for your visitor. If you are out of the home and return after the doors are locked, just ring the bell located at the front door and a staff member will let you in. For family members the same instructions apply.

Children and pets are welcome visitors to our home. Please pick up a copy of our pamphlet from the front door area for more information about pets at River East.

Respect in our Home: When visiting, please do not enter our Elders rooms unless invited to do so by the Elder. We also ask that visitors do not enter unauthorized areas of the Home unless accompanied by a staff member.
Intoxicated visitors or disrespectful visitors will be asked to leave.







LEAVING THE HOME

We encourage you to attend outings and family functions whenever possible. You will enjoy the change of atmosphere and the chance to keep in touch with long time friends and family. We ask that you or your family let us know at least ONE HOUR before you plan to go out. This enables us to have everything ready for you. If you are leaving for overnight or several days, you may need to take medication with you. In this case we would appreciate ONE WEEK'S notice if at all possible. You are responsible for any transportation costs associated with visits to family and friends, in addition to recreational outings.

Please sign out at your Neighbourhood desk when you leave the home and sign in when you return. The Manitoba Regulations allow a certain number of leave days per year. For further information, please check with the Social Worker.

PERSONAL ITEMS

- **Personal Clothing**

  We recommend wash and wear clothing. Wool, rayon and delicate items are not advised. We cannot be responsible for non-washable items (example: Wool sweaters) which may inadvertently be sent down to the Laundry. We encourage our Elders to be dressed in street clothing, so we recommend a least seven complete changes, including day and night apparel. Be sure to bring outer clothing if you wish to go outdoors.

  All personal clothing articles must be labelled. This does not need to be done prior to moving in. Clothing will be labelled by our staff for your convenience when you arrive. We ask that any new articles be given to your neighbourhood Nurse who will arrange for labelling. There will be a minimum charge for the purchase of labels. Please check through clothing on a regular basis and remove any items that are no longer appropriate or are not being worn.

- **Footwear**

  For your safety, we ask that you bring shoes with non-slip heels and soles. Your slippers should also have a non-slip sole. PLEASE DO NOT BRING KNITTED OR CROCHETED SLIPPERS. Remember your winter boots or overshoes for those winter outings!

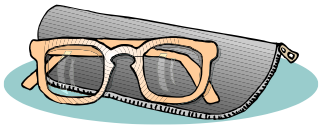
♥ **Toiletries** ***When choosing toiletries please choose scent/fragrance free****

You may choose to bring a number of personal care items, such as a hairbrush, comb, toothbrush, shaver, deodorant and facial tissue. We do provide basic toiletries. However, you are welcome to purchase any brand name toiletries that you prefer to use instead of those supplied. Please refer to the additional information from Manitoba Health the Social Worker will provide to you.

*** Please note*** Only electric shavers are to be used for both males and females. Blade razors have greater potential for injury when in our Home and therefore must not be used.

As well, talcum powders such as Baby Powder can not be used as they are a slipping hazard and can cause difficulty breathing for some people.

PERSONAL ITEMS (cont'd)

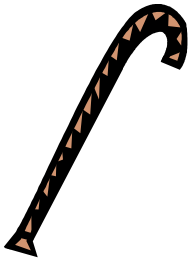


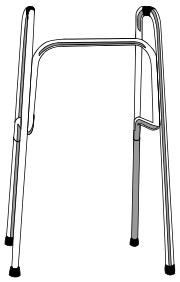


♥ **Required Engraving**

We strongly recommend that prior to moving in, the following items be marked or engraved: dentures, eyeglasses, watches, rings, hearing aids, and other small items that may otherwise be difficult to identify. All pictures brought in should be marked as to which suite they belong to.







♥ **Aids to Mobility**

Elders are financially responsible for items such as canes, walkers, and wheelchairs, as well as for other equipment that may be needed, such as personal slings for use with a mechanical lift. Blue Cross or other private insurance plans (NOT Manitoba Health) may cover a portion of the cost of certain types of equipment with an order from your physician. Please inform your neighbourhood nurse should you require a prescription for equipment.

♥ **Food**

Please check with the Neighbourhood Nurse prior to bringing food, candy, or beverages to ensure that no dietary restrictions are in place. Please advise your family and friends of these dietary regulations. Candies, cookies, etc. must be kept in a closed container labelled with the Elder's name and suite number. Perishable foods, for health and sanitation reasons, should not be stored in the Elder's room. There is a refrigerator in the dining room in each Neighbourhood for that purpose. Ensure that the food is labelled and dated prior to storage.

Refrigerators are allowed in your suite if you would like one, but will need be checked and approved by the Maintenance team prior to use.

YOUR HEALTH SERVICES

♥ **Medical Services**

The Physician/Nurse Practitioner visit our Home weekly and will attend to your medical needs. Shortly after you move in, the Physician/Nurse Practitioner will be coming to meet you. Your neighbourhood nurse will advise the Physician/ Nurse Practitioner of your medical concerns. Should you wish to have your family meet with the Physician, you may set up an appointment through your neighbourhood nurse.

♥ **Nursing Services**

Registered Nurses, Registered Psychiatric Nurses, Licensed Practical Nurses, and Certified Health Care Aides, in an appropriate mix and number, as determined by The Winnipeg Regional Health Authority, provide nursing care on a 24-hour basis.

The Director of Care and Assistant Director of Care are responsible for and supervise the nursing services in the five Neighbourhoods within River East Personal Care Home. These Neighbourhoods are also supervised by a designated Charge Nurse in their absence. Please feel free to approach any nurse if you have questions or concerns about your nursing care.

♥ **Advance Care Planning**

Advance Care Plans provide you with the opportunity to inform the staff and your physician as to how you would like your medical care managed in the

future. Elders may become suddenly ill and unable to provide direction about any life sustaining treatment. This allows discussion prior to that event and identifies your wishes. On the day you move in, the Advance Care Plan will be discussed with you and your family.

As a team, we are here to answer any questions and support your decision. This decision is documented on the Advance Care Plan and signed by a member of the health care team. The Advance Care Plan is kept at the front of your health file to refer to day or night and guide care decisions. The Advance Care Plan may be changed as an Elder's health changes and staff will continue to consult you and your family should the need arise.

**Please note: staff do not perform Cardiopulmonary Resuscitation (CPR). Should you request CPR, this will be provided by ambulance personnel on their arrival at the home.*

YOUR HEALTH SERVICES (con't)

- **Living Wills / Health Care Directives**

  If you have one please notify staff so we can follow your directives in case of emergencies. You should ensure that it is taken with you should you leave the home on a leave of any type or length.

- **Occupation / Rehabilitation Therapy Services**

  Our Home provides the service of a consulting Occupational Therapist. Shortly after you move in the Therapist will assess your rehabilitation care needs, which will be carried out by the Rehabilitation Assistant. Special equipment may be recommended by the Occupational Therapist. The Personal Care Home does not cover the cost of purchase and maintenance of personal equipment. Blue Cross or other insurance plans may cover a portion of the costs. Some equipment such as a wheelchair or a walker may be loaned by the Home temporarily for up to a month. Equipment needs beyond one month will need to be purchased. The home has access to services such as Foster's Shoe home fitting service. Please speak to the Rehabilitation Assistant for more information.



♥ Pharmacy Services

Alentex Pharmacy provides pharmacy services to our Home. Included is the evaluation of drug therapy and advice to the Physician/Nurse Practitioner, administration, nursing staff, families, and the Elders on drug therapy issues. All medications will be ordered by your physician/nurse practitioner and administered according to their orders by qualified nursing personnel. There may be items ordered on behalf of an Elder, by a physician, which are not paid for by the government or this home and must therefore be paid for by the Elder. These are usually non-prescription type items, which almost always are not covered by Pharmacare and for which Pharmacare receipts are not issued.

♥ Podiatry Services

A Foot Nurse visits the home on a regular basis for those who require special foot care. A fee is required for this service. You will have to sign a consent form to pay for the services. Ask your nurse for more details if you

♥ Dental Services

The University of Manitoba Dental Program visits the home to provide dental services for our Elders. Dental Program pamphlets can be obtained at the front reception desk or from your neighbourhood nurse. You are responsible for payment of any fees for dental services. If you choose to visit your own dentist, you or your family must arrange for transportation and an escort.

♥ Lab Services

River East Personal Care Home uses the lab services of Concordia Hospital, who visit the home on a weekly basis. For the comfort of our Elders, lab technicians come directly to the Elder's room to do any tests ordered by the physician/nurse practitioner. When tests are ordered to be done immediately, an independent lab may be utilized at your cost when Concordia Lab is not available. Our aim is to have the Elder's care provided in house to decrease disruption as much as possible.

♥ X-ray Services

River East Personal Care Home uses the x-ray services of Manitoba X-ray. They come to the Home and take x-rays using a portable x-ray machine. Again, for the comfort of our Elders, the technician comes directly to your suite to take x-rays ordered by the physician/nurse practitioner. Should an x-ray be required immediately and Manitoba X-ray is unavailable or if an x-ray

is required that can not be done using the portable machine, you may be sent to the emergency room.

- **Interpreter Services**

  River East Personal Care Home can make arrangements for Interpreter Services, offered through the Winnipeg Regional Health Authority, in an Elder's preferred language.

- **Transportation**

  Elders are responsible for payment of the following transportation costs: Transportation costs associated with recreational outings, routine visits to primary health clinics, physician/optometrist/audiologist/dentist/denturist/or other practitioner clinics, or any transports where the Elder is capable of traveling using a handi-van, taxi, or private automobile; Transportation to a hospital where the visit is due to a primary response for emergency medical service and where the Elder is not returned to the PCH within 24 hours.

GENERAL SERVICES

- **Administration**
  The Leadership Team is responsible for creating an environment which promotes the Mission, Vision and Values of River East Personal Care Home.

- **Business Office Services**
  The Business Office is located at the front reception area and is open from 8:00 a.m. to 4:00 p.m. Monday to Friday. All financial transactions, including monthly accommodation charges are made here. If you have any questions or concerns, please contact the Office or speak with the Social Worker.

- **Complaints/Concerns**
  If at any time you have a question/concern about the Home, your care, services offered or in general, please ask your neighbourhood team first, as they should have an answer for you. If you require additional information, please discuss the matter with a Leadership Team member. If we are unavailable, you may complete a "Concern" form available at the Neighbourhood Nursing Station or Social Work office. Alternatively, you may leave us a voicemail or email. We will be pleased to contact you within 24 hours (excluding weekends and holidays), and complaints can be expected to be resolved within 10 business days.

  If you have already spoken to a member of our Leadership Team and you still need to speak to someone regarding your concerns, please contact the **Winnipeg Regional Health Authority Client Relations Coordinator** at 204-926-7825. They will be happy to assist you.

- **Elder and Family Council Meetings**
  Through our Elder and Family Council meetings we examine quality in all areas and problem solve to provide the very best care. We encourage Elder and family participation at these meetings. You will have an opportunity to voice your opinions/needs and help to make decisions that affect your life at River East Personal Care Home. These meetings occur at least 5 times per year. Please speak with the Life Enrichment Supervisor or watch for meeting dates posted in your neighbourhood calendar if interested.

- **Family Meetings, Events and Education**
  Family meetings, events and education sessions are held throughout the year to update Elders, families and friends about what is happening in Our Home. The meeting dates are generally advertised on posters at the front entrance or in your mail, so please join us! Your input is always welcome.



- **Home Environment Services- Dining**

We hope you will enjoy our meal service! Our menus are planned according to Canada's Food Guide and we consider your personal likes and dislikes. Alternate menu items are always available. We provide a "relaxed breakfast" (see "Question and Answer" section for more detail) in the morning on your neighbourhood. Lunch and supper are provided in the Eden Garden Bistro and between meal snacks are offered throughout the day. Special diets ordered by your physician will be accommodated. Our daily menu is posted on the menu board inside the Eden Garden Bistro. Arrangements can be made through the Business Office to have friends or family join you for a meal. There is a charge for guest meals.



- **Home Environment Services- Laundry /Homekeeping**

Our Home Environment Services team will launder all your wash and wear apparel. We are committed to a personalized laundry service that will make you smile! If you prefer to have your laundry done outside the home, please check with Social Worker or your neighbourhood nurse.



- **Hairdressing / Barber Services**

The Beauty / Barber Shop is located near the front entrance of the Home, across from the Eden Garden Bistro. Haircuts for men and women, permanents, hair colour, shampoo, and sets are available. Your personal Bank Account will be charged for these services. Sorry, NO cash exchanges for these services permitted. Operating hours are posted on the Shop door. You may also call to arrange services and inquire on cost for services.

♥ Mail Services

Your mail will be delivered to your room by personnel in your Neighbourhood. If you have outgoing mail, you may place it in the mailbox near the Reception Desk in the front lobby. Postage is available at the Business Office during their hours of operation.



♥ Recreation Services

We offer a variety of recreational activities meet the social, emotional, intellectual, physical and spiritual needs of our Elders. We greatly encourage our Elders and their family/friends to join in and become involved. Our activities are designed to enhance and promote individuality, independence and socialization while also respecting the Elder's choice to not participate. Elders who choose not to attend large group activities will be offered 1-1 opportunities to meet their leisure needs.

♥ Staff Development

Employees working in long-term care need an extensive body of knowledge and skills to provide quality care to Elders and their families. We at River East recognize that with the ever-increasing complexity of long term care, educating team members is essential. We provide our Team Members with ongoing educational opportunities and resources. This enables them to achieve the level of knowledge and expertise required in providing quality care.

We also offer some education sessions to our Elders, their families and friends. Please watch for notices at River East Personal Care Home and for information in your mail from River East. If there is a topic of interest to you or your family, please feel free to contact our Social Worker.



♥ Social Work Services

Our Social Worker assists Elders, family members/friends when moving in, with social/family issues, education and financial matters. The Social Worker can also be a link to outside community resources for families. If you have a Power of Attorney is in place, a copy of the document is required for your file and should be given to the Social Worker when you move in. Requests to access Personal Health Information will be reviewed by the Team and you will receive a response from the Social Worker.

♥ Telephone & Television Services





The maximum size an Elder's television can be is 43 inches and requires a wall mount. Wall mounting of televisions will be done by our maintenance team. Our maintenance team must check the electrical functioning of all televisions prior to use. There is a cable outlet and telephone jack in each suite. It is family's responsibility to contact a provider of their choosing to make arrangements for service and privately pay for same.

When contacting a service provider, please ensure they understand you are calling on behalf of a private suite and provide them with the room number including the neighbourhood's assigned letter designation (ie, "suite A-24 at 1375 Molson Street"). Please speak with the Social Worker if you need clarification in this.

♥ Maintenance Services

Our Maintenance Team endeavours to keep your environment safe and pleasant. They do preventative maintenance in the building as well as repairs requested by Elders, families and staff. You can assist by reporting any malfunctioning equipment or repairs needed in your suite to any Team member. It will be repaired as quickly as possible.

The Maintenance personnel will hang your pictures.
Please have the neighbourhood staff arrange this for you.



♥ **Newspaper Services**

You may arrange delivery of your newspaper through the circulation department of the paper of choice. We recommend that you prepay your subscription.



♥ **Spiritual Services**

We offer church services representative of a variety of denominational backgrounds. Services are held in our Home on a regular basis. Clergy are available for individual visits as requested by our Elders/families. Please check with the Recreation Team regarding your denominational needs.

♥ **Volunteer Services**

Our volunteer program recruits individuals and service organizations to augment the day-to-day services provided in our home. We have a dedicated group of volunteers, many of whom are family members. If you are interested in joining our team of volunteers, please do not hesitate to contact the Recreation Team.

♥ **Companion Services**

Private based companion services may be used in the Home. It is the responsibility of the Elder or family member to arrange/pay for this service. Please notify the Social Worker if you are making these arrangements. The Home must provide companions an orientation prior to commencement of service.

SAFETY PRECAUTIONS

♥ **Witnessing / Co-signing**

River East team members are not to sign as a witness to legal documents. If you require a witness or co-signer for any documents, you may wish to consult a legal professional.

♥ Electrical Appliances

A Maintenance Team member must check all electrical appliances before you place them in your suite. This may include items such as TV's, radios, lamps, and shavers. Please leave such items with your Neighbourhood nurse.

♥ Extension Cords

The use of extension cords is PROHIBITED. For safety, no more than two appliances are permitted to be plugged into each socket. Please ensure you have a proper length cord for your appliance. This policy is strictly enforced.

♥ Fire Safety

We want to ensure your safety and we require your assistance. You can expect fire drills to be held on a regular basis. Please remain calm and follow the instructions of our team members. Everyone is encouraged to report any potential or actual safety hazard. **If you are in your suite, or are visiting and a fire occurs, please leave the suite immediately, close the door and activate the nearest red pull station for fire.**
Please pick up a Fire Safety pamphlet at the front entrance of Our Home.



♥ Front Door Security – Sign-in

For the security of the Elders and in case of home emergencies like fire, it is vitally important for all family members and visitors to sign in. The sign in book is located at the front entrance of Our Home.

♥ Front Door Security System

A front door security system has been installed to assist in monitoring those Elders who may wander away from home and be in danger. The system involves 2 keypads, one for each front door, which require entering a code for the door to open. The code may be obtained from the Receptionist during business hours or any team member after hours.

It is necessary to change the code from time to time. Please check with any team member should you be unable to exit. Please ensure as you leave, that no other Elder exits the building with you. Report immediately if an Elder attempts to exit with you. Please note that some of the elders that live here believe they are just visiting and may try to convince you that they need to leave. If you are not sure if it is a visitor or an elder who lives here, notify any team member immediately.

♥ Furnishings

Personal furniture must meet the safety standards of River East Personal Care Home. Excessive furnishings create numerous safety issues. Elder's suites must allow for easy access in caring for the Elder as well as ease of cleaning by the HomeKeeping Team. **Beds MUST be kept away from the wall radiators for safety** and there must be egress on both sides.
NOTE: River East can not store excess Elder belongings. They must be removed from the building and stored by family and friends offsite.

♥ Infection Control

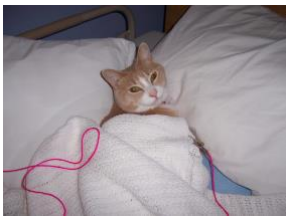
For the protection of our Elders, we ask visitors to not enter Our Home in the event of personal illness. It may be necessary to isolate ill Elders from well Elders at times for everyone's health and well-being Signs will be placed around the neighbourhood and on the Elder's suite door if there is a health concern that all should be aware of. We encourage you to wash your hands well and follow the directions of the neighbourhood team when a concern is identified. We ask that you always wash your hands upon arriving and leaving Our Home. Hand sanitizer is available at the front door and various locations throughout Our Home.
Regarding BED BUGS: We are aware of bed bug concerns in Winnipeg. We would like to assure you that precautions are taken to ensure our Home remains bed bug free.

♥ Fragrance Free Home



For the safety of those with allergies or breathing difficulties we try to maintain a minimal scent environment. Please do not bring air fresheners or deodorizers into the home as we have an air exchange system designed to address unwanted odors. Any toiletries (shampoo, lotion, etc) purchased for our Elders should be unscented or minimal scent. Cologne, perfume and any product using an aerosol spray are not permitted.

♥ Pets and Pet Visits



We love pet visits! For everyone's safety, please ensure all animals visiting are sociable, have up to date vaccinations and are kept on a leash at all times. There is a "Pet Information Form" that should be completed and returned to Life Enrichment.

Please note that cleaning up pet waste is the responsibility of the pet's owner.

♥ Smoking

No smoking is allowed within our home. Smoking regulations are strictly enforced for everyone's safety. **Visitors are not permitted to smoke on the grounds.** This is a city by-law.

♥ Violence, Abuse & Neglect

We believe all Elders, staff, families, volunteers and visitors have the right to an atmosphere free from violent incidents. River East PCH follows the Violence Prevention Program set forth by Manitoba Health. Elders who have been identified as having responsive behaviors will have a special care plan for staff to follow. Standardized logos and purple tape will be used to communicate to all team members to approach with caution. Appropriate follow up will also take place should any family member or visitor exhibit any behavior which may threaten the safety or well-being of others.

We have a **zero tolerance policy** towards violence, abuse, neglect or disrespect in our home. Please report if you have been witness to any of these offences by informing the neighbourhood nurse, the Director of Care and/or the Administrator.

The Protection for Persons in Care Office (PPCO) is an extra safeguard in place for Elders and their families. Should you have a concern that you wish to report to the PPCO or for more information, please contact their office at: 204-788-6366, 1-866-440-6366.

QUESTIONS AND ANSWERS

Question: How can I as an Elder or family member get involved in planning my care at River East Personal Care Home?

Answer: *River East Personal Care Home uses a team approach to planning and providing quality care. When you and your family are invited to a PATH meeting, you will learn about an individual a care plan. This plan is based on an up to date assessment that is completed by the team. It contains ideas and suggestions for staff to follow on a daily basis. It is important that you let the team know what your needs are so they can be added to the care plan. We review the care plan approximately 2 weeks after you move in and update them as care needs change.*

Question: I'm having a hard time adjusting to life at River East. I miss my own home. Is that normal?

Answer: *YES. If you have ever moved before, you may remember how uncomfortable it was in the beginning. Moving to a new place is a major life change and that can cause stress! Each person adjusts to their new living arrangements in their own way and at their own speed. Team members are always there to provide you with the support you need. Don't be afraid to ask for moral support from other Elders, they know what you are going through.*

Question: Are there staff members available during the night? Who will answer if I call with my call light at midnight?

Answer: *YES. There will always be team members on your neighbourhood. River East Personal Care Home maintains staffing according to the government's guidelines designed to provide enough staff for the appropriate care levels 24 hours per day and 7 days per week. During the night, team members do rounds regularly to check on each Elder even if they did not call with the call light. If you prefer not to have your sleep interrupted at night by team members, they will respect your wishes. A sign will be put on your door that indicates your wish not to be disturbed.*

QUESTIONS AND ANSWERS (con't)

Question: What expenses am I responsible for and what does River East Personal Care Home provide?

Answer: *Please see Appendix A: "Responsibility for Goods and Services for Residents of Personal Care Homes" (located in your Admission package).*

Question: Can I keep personal items and valuables in my room?

Answer: *YES. However, you need to ask yourself whether an item is so valuable that if it got lost or broken it would be upsetting. This would likely not be a good item to keep in your room. Accidents do happen and it's best to leave very valuable items like jewellery, cash, credit cards and collector's items in a safety deposit box or with someone you trust.*

Question: When I was being looked after by my spouse/ family at home, they were there for me every minute of the day. Can River East provide that same kind of care?

Answer: *NO. River East can never replace your family. However, we do offer many things that could not be provided in your home. The trade off could prove healthier for everyone. You may not have family there to plan your day, but you will have a team of professionals with years of experience in long term care to assist you. We will always try to make your stay as much like home as possible.*

Question: My room is too small to have my family to visit. Are there any alternatives so that we can continue to get together if we would like to?

Answer: *YES. There are some very nice areas available for family functions in Our Home. You may want to book the Cozy Corner Café, Friendship Centre or Gathering Room depending on the amount of space you require. These areas may be booked through the Recreation Team. There is no charge for the use of these areas, however, we ask that you respect the Home's policies and ensure the area is well cared for and cleaned up before leaving.*

QUESTIONS AND ANSWERS (con't)

Question: Can I hire a professional to provide a service that is not provided by the Home?

Answer: *YES. You may wish to hire a Physiotherapist, Massage Therapist, Foot Care Nurse or companion. Please ensure these individuals have the appropriate credentials for the service being provided. It is appropriate to ask to see proof.*

Question: I've been advised that I should have a restraint to keep me from standing and falling out of my wheelchair. What is a restraint and should I agree to it?

Answer: *A restraint is any restriction of voluntary movement or freedom used to minimally restrict body movement or behaviour. There are three types of restraints:*

1. ***Physical Restraint****- this is the use of any physical or mechanical device to restrain movement of the whole or portion of an Elder's body. An example would be a seat belt that you as an Elder could not open yourself and it would restrict your movement.*
2. ***Chemical Restraint****- a medication may be used to restrain someone when a particular behaviour or act is placing yourself or others at risk for harm.*
3. ***Environmental Restraint****- any barrier that limits the mobility of an Elder and confines them to a specific area or location. For instance if the elder's mobility aide is removed or the elder is placed on isolation precautions.*

Restraints may be used after a team of health care professionals, the Elder and family have assessed the situation and it is determined that a particular behaviour is placing an Elder at risk. Restraints may be applied ONLY when all other alternatives have been exhausted and are applied for a short interval and then reassessed. They are removed as quickly as possible. ***Elders and their families can refuse to have a restraint applied at all and the risks of applying a restraint must be weighed against the risks of not applying one. Consent must be given/signed by the Elder or family member prior to the application of any type of restraint.***

Some risks that come with using restraints include:

- *Skin breakdown*
- *Loss of muscle strength and mobility*
- *Constipation*
- *Loss of bowel and bladder control*
- *Stiff limbs*
- *Humiliation*
- *Depression, anxiety and pain*
- *Agitation*
- *Hopelessness*
- *Anger and fear*
- *Death*

River East Personal Care Home advocates for a "least restraint" environment. We respect the Elder's right to choose to live at risk if they so desire. For more information please speak to your neighbourhood nurse and request a copy of our Restraint Use pamphlet.

CONCLUSION

Every attempt has been made to provide accurate and up-to-date information in this handbook. However, in the same way that life is continually changing, there are many times when policies and regulations do change. We will keep you informed. Please contact us if you have any questions or concerns.



Personal Notes or Questions I have…

To Contact Us

During business hours, Monday to Friday 8 a.m. to 4 p.m., please call us at (204)668-7460.

After hours, evenings, weekends or if we are late in answering during business hours your call will be forwarded to our telephone directory. This will prompt you to choose the number that will connect you to the person or area you are trying to reach. For your convenience you may bypass the directory by entering the extension number when prompted. Our extensions are as follows:

Faith Lane …….	249
Hope Haven……..	250
Charity Road……..	251
Serenity Cove……	252
Courage Bay……..	229
Business Office Reception (Debbie Saunders)……	221
Office Coordinator (Dawn Chester)……	247
Administrator (Tara Parent)……..	224
Director of Care (Kristen Maneluk)……	225
Assistant Director of Care (Sofia Abramovich)……	239
Social Worker (Kristy De Viet) ……..	226
Dementia Program Manager (Michelle Kanaski)…….	232
Food Services/Laundry & Homekeeping Manager (Carla Roberts)…….	238
Hairdressing Salon (Deb)……..	227
Maintenance Supervisor (Ewald Kehler)…….	240
Life Enrichment & Volunteer Services (Julie Zabudny)……..	230
Dietician (Dina Daniella-Santiago)…….	228
Rehab Department (Liz, Ceri & Vraj)……	245

ADDITIONAL INFORMATION PROVIDED:

Health - Preventing Skin Tears Brochure

Preventing Falls Information for Elder and Families Brochure

Personal Care Services- A guide to Services and Charges in Manitoba