



OWNERSHIP

Nashwaak Villa Inc. is a publicly owned not for profit nursing home, located in the Village of Stanley of Stanley, N.B. The facility is licensed and inspected annually by the Department of Social Development and offers nursing care to thirty residents. Nashwaak Villa is governed by volunteer Board of Directors.

MISSION STATEMENT

We provide nursing home services to individuals in a safe, homelike environment by ensuring their quality of life is as rich as possible.

We emphasize a warm, friendly atmosphere, as close to home as we can make it, where families feel welcome to come often and visit. We strive to maintain the dignity and individuality of each resident while meeting their physical, spiritual, psycho-social and emotional needs.

SELECTION AND ADMISSION OF RESIDENTS

1) Selection of Residents by Admissions Committee

Selection for admission to the Villa is based on the care requirements, safety and security of the individual and current population profile. The Admissions Committee is responsible for the selection of the most appropriate applicant to fill a vacancy including transfers from other facilities. In order to be considered by the Admissions Committee, the individual:

- a) Must be eligible for nursing home care as determined by the Department of Social Development and have had a Single Entry Point (SEP) assessment completed, including the Financial Assessment.
- b) Must have completed an application for Nashwaak Villa.

A designated family member must have signing authority and power of attorney and agree to act as a contact. The Admission Committee makes the final decision and reserves the right to refuse admission if applicant does not meet the nursing home criteria.

2) Complaints/Concerns/Suggestions

At the Villa, we are committed to continued quality improvement. We welcome any family/resident suggestions that will help us in our determination to constantly improve the way we deliver care. The resident and family have the opportunity to provide advice and input to the administration and Board by way of four mechanisms as outlined below.

- a) Resident Council meetings - informal gatherings where families and residents are encouraged to share their concerns and suggestions with us in order for us to improve.
- b) Case Management - a system where each resident's case is reviewed monthly by the Resource nurse on duty.
- c) Formal complaint process - families and residents may address any concerns or complaints directly to the Executive Director, either in writing or by calling the Villa Monday to Friday. We encourage you to let us know if you have a complaint or concern so that we can address it. Once a complaint is received and investigated a written response is sent to families and a family meeting may also be arranged to address any issues.
- d) Resident Review - an informal gathering of the multi-disciplinary team that provides care to a resident. During this meeting families are asked to give us any suggestions or concerns regarding the care we are providing so we can improve. These are held yearly and we will call and let you know when your family member's care is being reviewed.

Compliments, concerns and suggestions are always welcome. All feed back has merit. Our resident and/or their family should not hesitate to contact the Director of Nursing or the Executive Director if they have a concern.

ACCOMMODATION

1) Rooms

All living areas with the exception of the bedroom and attached bathroom are commonly shared by all residents. The majority of bedrooms are private. Designation of rooms is based on the needs of the individuals, and the availability of required accommodations. The Home reserves the right to transfer a resident at any time from a single to a semi private room within the facility, based on the needs of the entire population. We will endeavor to notify the trustee prior to any move.

2) Furnishings

The Home provides accommodation which includes basic furnishings, linen and bedding. The resident is encouraged to enhance their bed area with personal items such as pictures, small pieces of furniture or a favorite chair (space is limited.... please check with administration), radios, televisions, etc. (We recommend a 32" flat screen that will be installed on a wall bracket). Any item is first to be approved by the Executive Director/Director of Nursing. Heating pads, electric blankets, or hot water bottles are not allowed because of the danger of burns. All electric appliances must be checked and inventoried by the maintenance department before being put into use. All personal items must be labeled as to ownership. Supplementary heat sources, electric or otherwise are not permitted, nor in any use of open flame, i.e: candles.

3) Personal Care Supplies and Clothing

One brand of basic hygienic supplies is used at the Villa. If the resident has specific preferences, other than those supplied by the Villa, these must be obtained by the resident, his/her family or trustee.

- a) **Clothing**- All families are encouraged to provide adaptive/split clothing as required, be easy care and labeled clearly. Please check with the case manager/activity coordinator regarding where to order split/adaptive clothes. Please make sure **any new clothing is labeled** prior to giving to your family member. Please use an indelible marker on admission and we will order steam labels which may take 2-3 weeks to arrive. We have a steam labeler and we will gladly apply labels with the appropriate name for you. Clothes that require dry cleaning are not recommended as we have no such facility on site. We request that you supply enough changes of adaptive/split clothing to do a six day period. Most clothing requires daily changing. There is limited closet space in the bedrooms, and therefore, the resident and family are requested to check these closets twice yearly to ensure that clothing is in good repair and of the right size. Clothes that need mending or hems will be sent home with family for alteration. Please maintain clothing appropriate to the season.
- b) **Mobility aids**- If a resident requires a wheelchair or walker, a referral will be made through the Extra Mural Program.
- c) **Incontinent Supplies** - This home provides one standard line of product. If your family member requires or prefers additional or other products the family may be responsible for the added costs.
- d) **Storage**- There is limited storage and we ask that you take all suitcases and trunks home, as well a seasonal decorations etc.
- e) **Cable TV** - The cost of cable is not included in our budget. Rogers Cable is our cable provider. The Trustee is responsible for contacting Rogers at their toll free number 1-866-818-8592 to obtain cable service.

SERVICES

1) Administrative/Clerical Services

Nashwaak Villa management staff includes the Executive Director and the Director of Nursing supported by an Administrative Assistant.

2) Medical Services

The nursing home has a medical director located in the Stanley Health Centre. Medical services are available weekly and more frequently if there is a need, as assessed by the RN on duty. The nursing home is not geared to the provision of aggressive medical treatment as might be found in a hospital. Every effort is made to maintain or improve the health status of the individual in the home, and to transfer them to the hospital in accordance with their wishes should the need arise. The resident and family will be asked to indicate the degree of medical intervention desired. Specifically, the facility has a policy in which the aim is to keep the resident comfortable, but not to provide aggressive resuscitative measures unless they are requested by the resident. Residents requiring short term acute care are usually transferred to the nearest hospital. 'Code' status will be established at time of admission.

SERVICES (continued)

3) **Nursing Services**

The Villa will provide the amount of nursing care as established under the Nursing Home Act and Regulations. Care is provided under the supervision of a registered nurse.

Case Management - At Nashwaak Villa, each resident's case is reviewed monthly by the Resource Nurse on duty. Please feel free to discuss your loved one's nursing care plan with the resource nurse. If you have a concern that you feel requires immediate attention please call the business office directly at 367-7731. Please ask for the Director of Nursing. She is in the office Monday to Friday and also has voice mail available. Remember, when you have a concern please contact us.

4) **Memorial Donations**

In memory of your loved ones you may donate to the Helping Hands Auxiliary or to a specific project of the Nashwaak Villa Inc. These funds help provide needed items that are not covered by the homes budget.

Nashwaak Villa is a registered charity and as such will be happy to provide a receipt for Income Tax purposes for your much appreciated donation.

5) **Activity Program / Rehabilitation Services**

The Activity Coordinator and volunteers make every effort to create activities on a daily basis that are enjoyed by everyone. This is challenging now as many of our residents do not do well in large groups. Consequently you will see many small group or one on one activities. There is a monthly activity calendar posted. We encourage you to come and visit during an activity. We can always use help and volunteers are very welcome. Come and join a bingo game or group activity. We would love to have your input or singing voice. Rehabilitation services are provided to residents as needs are identified through Extra Mural. Services available include occupational therapy, physiotherapy, and speech/language therapy. These are primarily assessment and educational in nature and do not provide actual daily services to residents. The staff in the nursing homes are limited in their ability to meet daily rehabilitation needs, although one LPN has specific duties in this area.

6) **Dietary Services**

The Dietician makes visits to all residents to determine food likes and dislikes. Please notify the staff if you bring food items in for the residents so that they may be recorded, worked into the meal plan, labeled and stored properly. Meal time is considered a part of socialization for our residents. All are encouraged to come to the dining area for each meal, but individual choice and preference will be the deciding factor. Please limit outside food and treats to your family member only, and notify staff on duty if you are leaving food/beverages behind.

7) **Pharmacy Services** (Medication and prescription program)

The Villa contracts with the local pharmacy for prescriptions to be filled. It is the family's responsibility to meet with the local pharmacist and arrange payment for medications prior to admission. The prescription drug program covers many medications for seniors in nursing homes but it does not cover over the counter medications. In addition, the physician orders some medications that are not covered under this program. In this instance the family will be billed by the pharmacy until the province provides special authorization for this medication.

8) **Pastoral Care Services**

Clergy of all faiths are welcomed and encouraged to participate in ecumenical church services, as well as individual visits. Every effort is made to provide devotional services weekly.

9) **Security**

The Villa cannot assume responsibility for missing articles, however, we encourage our residents to report missing articles immediately. We also encourage the proper labeling of articles before they are brought into the Villa for easier identification of same. Items of major value or sentiment are best left with family.

RESIDENT RESPONSIBILITIES

1) Financial Accounts

On admission the Trustee POA will meet with the Administrative Assistant on how to arrange payment. The Administrative Assistant will look after their Comfort and Clothing allowance and ensure that payments are made for their hair, and Johnstone's Pharmacy, etc. Accounts for the month **must** be paid **in full** by the end of each current month. NSF payments will be subject to a \$ 20.00 service fee. Regular business hours are Monday to Friday 8 a.m. to 4 p.m. The residents will be charged the private pay rate upon admission or discharge, subsequently a resident might have to pay their full pension for only ½ a month.

2) Trustee (Responsible Party)

All residents are required to name a trustee (responsible party) to assist them with those areas of responsibility not provided by the nursing home. A trustee is an individual designated by the resident and/or his or her family to undertake the following responsibilities:

- a) Personal financing such as banking, cashing checks, paying outstanding accounts or arranging for legal business such as wills etc.
- b) Purchasing personal items such as adaptive/split clothing, hobby materials and personal request items such as books, music, etc. If the resident may need supplies or services that are over and above what the Villa supplies, there may be a charge for such products. Our Director of Nursing will contact you with the costs.
- c) Attending to personal grooming needs such as:
 - Dry cleaning and repairing clothing
 - Purchasing or repairing of equipment such as razors, glasses, dentures, wheelchairs, etc.
 - Hair care needs, newspaper delivery, cable TV and private telephones may be arranged by the trustee/resident at the resident's expense. It is the **family's responsibility**, to make their own arrangement **directly** with the hairdressers, Bell Aliant - (circumstances may occasionally require us to move the resident from one room to another, in these cases transferring the phone will be the family responsibility), The Daily Gleaner etc., for their family members and any payment for these services are to be arranged by the family directly with the provider of the service. We cannot accept money on behalf of residents to give to hairdressers for security reasons. Hairdresser service for residents is provided by Wanda Merrill (Hair By Wheels) at 367-9009 or via message at the Villa Hair Care Salon. Please make your own arrangements for hair care and then let the case manager know so we can have your family member ready for their appointment. There is a sign up board at the hair salon for names. **MONEY IS NOT TO BE LEFT AT THE VILLA FOR THE HAIRDRESSER.**
- d) Arranging appointments such as eye or dental exams, as well as necessary transportation. Trustee and family or friends are encouraged to take residents out for drives, walks, meals, visits in their home.
- e) Each trustee is encouraged to maintain communication with their case manager and attend family days, picnics or workshops and keep other family members informed by acting as liaison with the home.

- f) If the resident is financially subsidized, they are issued a Health Card. The following services **may be** covered: dental care, rehabilitation and mobility equipment, eye care, hearing aids and repairs, prosthetics and prosthetic repairs, braces, supports, orthopedic shoes and boots. The trustee must call the dentist (for example) and before any work is done, the service provider will assess what is needed and then he/she (the dentist) will contact the appropriate government office who will determine if the service is covered. You must show the service provider the copy of the Health Card that Nashwaak Villa provides before any repairs are completed.
- g) The home will not assume responsibility for repair/maintenance if the resident has privately purchased their own equipment, i.e. chairs, hearing aids.

RESIDENT RESPONSIBILITIES (continued)

3) **Policies**

The Villa may make and post rules and regulations from time to time for the efficient functioning of the facility:

- a) **Fire Safety:** Fire drills are held on a monthly basis and will from time to time involve mock evacuations of residents.
- b) **Pets:** The Villa may from time to time have a resident pet on the premises in accordance with the approval of the Resident Council. Visiting pets are welcome, however may **NOT** be in the dining room during meal service.
- c) **Alcoholic Beverages:** If these are requested by the resident, they are secured by staff and dispensed by the nurse on duty at the resident's request under the attending physician's order.
- d) **Least restraint policy:** The Nashwaak Villa Inc., nursing home promotes well being and prevention from harm for our residents. To reduce the risk of injury to your loved one or others, the use of a restraint may be required; therefore we have adopted a policy of "**Least Restraint**".
- A "**Least Restraint**" policy means that all possible solutions by the nursing care team will be exhausted before a decision to use a restraint is made.
 - Research shows that restraints do not decrease or prevent injuries. Evidence shows that there is a definite risk of injury resulting from the use of restraints.
 - Restraint use can result in other problems for the resident such as constipation, incontinence, pressure sores, walking difficulties, boredom, loss of dignity, and escalated agitation.
 - When a decision to use a restraint is made you will be consulted and asked to consent to its use.
 - In emergency situations only, a restraint may be applied and you will be consulted at the earliest opportunity.
 - Restraints can be:
Physical (eg: wheelchair seatbelt that cannot be removed by the resident).
Chemical (eg: medication used to inhibit loud yelling, lashing out)
Environmental (eg: a secured unit)
 - Restraints used in our home will be safe and the least restrictive.
 - Restraints used will be regularly checked when in use.

The use of a restraint will always be viewed as a short term or temporary solution. If you would like to discuss this information please contact the Director of Nursing at 367-7731.

- e) **Sitter Service** - under extreme situations where a resident poses a risk to themselves, staff or other residents; at the discretion of the charge nurse, a sitter, assigned specifically to the resident showing unmanageable agitation or violent behaviour, will be called in. Every effort will be made to alert the family of the situation and they may wish to come "sit" with the resident. However, to maintain safety and security, sitters when

necessary, will be the responsibility of the family at \$12.00 per hour. Payment may be made directly to the "sitter", only through the invoice process through our business office.

f) **Resident Bill of Rights Policy**

The Resident has the right to the following:

- To be free from any physical/or chemical restraints imposed for the purpose of discipline or convenience and not required to treat the resident's medical symptoms.
- To a dignified existence; privacy and respect.
- To the appropriate and timely medical and nursing care and treatment.
- To freedom from abuse or neglect.
- To refuse treatment.
- To freedom of association and communication in privacy.
- To communication with persons inside and outside of the facility.
- To confidentiality with respect to health care records in accordance with the law.

PHILOSOPHY OF NASHWAAK VILLA INC.

We believe:

In the inherent dignity and worth of the individual.

In the right of all people to live their lives to the fullest extent possible.

In the importance of a safe homelike environment for residents, staff and all users of the facility.

Our residents should be treated respectfully in accordance with their age.

The resident is still a member of his or her family and community and every effort must be made to continue to involve them in their community.

Every resident has value and contributes in some way to our community.

Everyone deserves variety in life through holistic care and stimulation.

We must listen to our residents and involve them in decisions regarding their care.

Every employee contributes equally to the functioning of the facility.

We deliver services and care through a team effort and the resident and family are a vital part of that team.

Resident choice and preference is the deciding factor in care decisions unless that choice will lead to detrimental medical consequences for the resident or others.

We must continually strive to improve quality.

OBJECTIVES OF NASHWAAK VILLA

To provide medical and nursing care that meets individual needs of residents.

To provide a homelike environment which promotes maximum independence and safety for each resident, staff member and user of the facility.

To provide the essentials of life for the residents, i.e., shelter, food, and security.

To assist the residents to determine and reach their optimal physical, emotional, social and spiritual level.

To work cooperatively with community agencies in providing services to residents.

To provide efficient services in accordance with sound financial management

To provide continuing education to staff members, board members and volunteers with available resources.

To provide a work environment which fosters job satisfaction

To provide interdisciplinary care that meets the individual needs of the resident.

STATEMENT OF PRINCIPLES

As the Villa strives to create a home for its residents, it has adopted the enclosed statement of Principles and is committed to adhere to them in all of its functioning. Nashwaak Villa Inc. recognizes that each resident is a unique individual with unique wants and needs. This facility is committed to ensuring that this uniqueness is maintained by:

- a) Treatment with dignity in a manner that is courteous, fair, considerate and which recognizes one's status as a mature adult
- b) Providing programs that reflect individual spiritual, social, emotional and recreational needs
- c) Providing care based on needs regardless of one's race, religion, culture or financial status
- d) Keeping residents informed regarding the purpose and nature of any treatments provided
- e) Keeping residents informed about any rules or regulations by the facility or by an outside authority that may affect the services they receive
- f) Assuming a resident can manage own their affairs; recognizing that a resident can appoint next of kin or any person to act as administrator of their affairs
- g) Ensuring that chemical or physical restraints are used only when necessary to avoid injury; and only when other means have failed.
- h) Respecting resident's privacy when receiving counseling, treatment, or care, and allow for access to a quiet area to meet with friends or others
- i) Recognizing that medical, financial or personal information is confidential and that such information should only be provided to authorized persons
- j) Promoting the belief that this is a "home" and residents should be able to personalize it within reasonable limits

STATEMENT OF PRINCIPLES (continued)

- k) Assuring you that you are secure in your new home and will not be transferred to another facility without prior knowledge, consent and involvement in the process, unless such a move occurs because we are no longer able to provide the services you require
- l) Providing opportunities to develop one's interest, abilities and potential
- m) Recognizing that you are free to form and enjoy normal relationships with other people
- n) Providing opportunities for you to express any matters of concern about the operation of the facility through the resident council, staff or administration and that any matter raised can be done so without fear of reprisal.
- o) Providing adequate and nutritional meals and snacks that reflect the needs and preferences of the residents
- p) Recognizing that residents have the right to refuse to medical treatment except where the consequences of their refusal could interfere with the lives and safety of one's fellow residents. i.e. communicable diseases or violation of laws
- q) Educating staff on these principles and ensuring that they honor them.

Care Supplies Covered by Nashwaak Villa Inc.

Absorbent puffs	Minor Medical Equipment
Alcohol for medicinal use	Mouth Care Supplies (Colgate/Steniso/Crest)
Antiseptics and Disinfectants	Nail Care Equipment
Bandages - Alliance	Nebulizer Masks
Basins (bath, emesis, solution)	Needles - B-D
Bed Pans	Ostomy Supplies - Hollister
Blood Pressure Cuffs	Packs, hot and cold
Blood Sampling Supplies	Pads, Incontinent - Tena
Blood Testing Strips	Paper, Autoclave
Body Lotion(Smith-Nephew)	Pressure Relieving Devices
Catheters (all types)	Razors, Disposable (Life Brand)
Condom Drainage - Kendall	Rectal Tubes
Denture Adhesives(Polident)	Saline Solution - Baxter
Denture Cleaners (Dynarex)	Scissors
Denture Cups	Shampoo (Arjo Shampoo and Body Wash)
Diabetic Supplies	Sharps Disposal Containers - Kendall
Douche Units	Skin Barriers (Secura Protective Ointment)
Dressing Trays - Source	Skin Cleanser (Secura Moisturizing Cleanser bag bath)
Dressing Supplies	Specimen Collecting Supplies
Droppers, Medicine	Spoons, disposable
Enema Kits, Disposable	Sterile Supplies/Equipment
Facial Tissue (White Swan)	Steri-Strips - 3M
Feminine Hygiene Products (Tena)	Stethoscopes
Fleet Enemas	Stockinette
Foot Care Equipment	Straws, flexible
Forceps, Disposable Surgical	Syringes - BD
Gloves, Sterile and Non-sterile - Alliance	Tape
Hand/Liquid Soap (Wood Wyant Lotion Soap)	Thermometers
Incontinent Care Supplies (Tena disposable)	Tongue Depressors - Med Pro
Irrigation Solution & Trays	Tub and cleaning products - Arjo
Lubricants and Petroleum Jelly - Muko	Urinals
Medicine Cups, paper and plastic - Alliance	Water, sterile and distilled - Baxter

Please note that **all powders**, except prescriptions as ordered by the physician, are prohibited. This is for resident and staff safety. **Blade razors** are also discouraged for reason of safety to both resident and staff. Family members are to bring in an electric razor for all residents who require one. If this is not attainable, please speak with the Director of Nursing. The only type of shaving cream in the facility is Gillette and Life Brand.

We also provide Johnson Shampoo for eye care as necessary.

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