FAMILY RESOURCE MANUAL

Welcome to your relative's new home!

Glacier View LODGE

Building a community of care where people thrive.
Glacier View Lodge 'feels like home'.

April 2022

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Welcome to Glacier View Lodge (GVL). We are a long-term care home owned by a not for profit society called Glacier View Lodge Society. We have been in our current location since 1982, but our history extends to an initiative of the Women's Institute of Vancouver Island in 1946. Our volunteer Board of Directors oversees our operation. We welcome community members to be part of the Glacier View Lodge Society.

GVL provides long term care to 102 people, largely seniors and offers community programs for adults and their caregivers in the Comox Valley including a 7 day/week Adult Day Program, Bathing program and Respite stays.

We truly wish to be your family's partner in care. After a period of adjustment, this will become home. You are invited to take an active role in life here.

Long-Term Care homes provide 24-hour professional care and supervision to adults over the age of 19 in a supportive and secure environment. Services are aimed at meeting the complex health needs of those admitted to a care home. Our safe environment supports those who can no longer be cared for in their own home or assisted living residence.

Residents are admitted to the care area of our home that appears to best meet their needs, based on the assessment completed by Island Health staff. Over time, cognition, behaviours and care needs change and we may then recommend a room move to a different care area in our home. The resident and primary contact person will be informed prior to any move. GVL provides a home for your loved one for the rest of their life.

All long-term care facilities who are funded through Island Health offer comparable levels of service and care. As a registered charity and a not for profit society, Glacier View Lodge is continually raising additional funds to enhance our residents' quality of life.

If you find that you would like to support the quality enhancement activities (specialized programs, pets and gardens) or special projects, donations can be made electronically through the Canada Helps link on our website at www.glacierviewlodge.ca (option of one time donation or monthly donations) or in person at our Reception office.

Our Philosophy of Care

We offer skilled nursing care in a vibrant community where life revolves around close and continuing contact with plants, animals and people of all ages, and activities that support meaning, purpose and joy. Our beliefs strongly align with the Eden Alternative Philosophy of Care. See https://www.edenalt.org/about-the-eden-alternative/mission-vision-values/ for more information.

We value relationships and find ways to honour, respect and highlight the life stories and strengths of each of those who come to us for care. Your help completing the social history will help us to talk about things that are meaningful to your relative and develop relationships.

Glacier View Lodge feels like home and welcomes families and community members to be part of our journey.

Ensuring Quality Care

Each resident has a care plan that directs the 24 hour/day care provision. The care team will work with the resident and family to complete an assessment of needs and expectations. A care plan takes into account the physical, social, emotional, and spiritual needs of each resident.

On an ongoing basis, we participate in quality monitoring and invite residents and families to provide feedback and share concerns. The medical representative will be invited to the Care Conference which will be scheduled within 6-8 weeks of admission and annually thereafter. Our Resident Council and Family Council are two additional opportunities to provide feedback.

Glacier View Lodge is licensed under the Community Care and Assisted Living Act and is routinely inspected. Glacier View Lodge also voluntarily participates in a review through Accreditation Canada. This external audit provides a rating of our compliance with a wide variety of nation-wide standards. Glacier View Lodge has been awarded the top level of award, Accredited with Exemplary Standing during our last two reviews.

Dementia Care

Many who come to live at GVL have been diagnosed with a type of dementia, a term referring to many different conditions which impact memory and other brain functions. Eventually the person may not be able to do personal care activities. The brain stops giving their body the messages it needs to maintain balance for

walking or to communicate verbally. Even the digestive system stops working and cannot absorb food even when the person continues to eat. Dementia is a progressive, terminal illness.

The staff at Glacier View Lodge are passionate about discovering the strengths of our residents. Our focus is on finding joy in each day. Staff members use dementia sensitive communication approaches learned through education with dementia specialists such as Teepa Snow. You can learn more about Teepa's approach at www.teepasnow.com or watch her many Youtube videos through her channel at https://www.youtube.com/channel/UCSXrEX7LkWOmfTaV6u1C7wQ.

We care for those with dementia in each of our care units, however we do have a special care unit for those who require additional supports for managing behaviours which pose a risk to themselves or others, or who need a calmer environment.

Resident's Bill of Rights

Following is the Bill of Rights for Residents of Glacier View Lodge. These were developed by our residents, staff, and Board of Directors. We also comply with the Province of B.C. Residents Bill of Rights.

Residents have a right to:

- To feel safe, secure and protected.
- Be heard and to be understood, and to unburden their hearts and worries to others.
- Feel supported emotionally and spiritually.
- Have their privacy respected, and to be cared for by caregivers of the gender of their choice when possible.
- Experience a warm, caring, home-like atmosphere.
- Receive gentle care; knowing that they will be touched, treated, and cared for respectfully.
- Know that their pain is being taken seriously.
- Remain active and socially engaged, by having opportunities to participate in daily activities.
- Participate in decisions that affect their care.
- Know that their families are welcome to participate in daily activities of the Lodge and are included in their care planning.
- Know that their feelings, beliefs, and opinions are considered important.
- Surround themselves with personal items and feel that those "special things" will be handled with care and respect.
- Be cared for by qualified, competent health care professionals.

ROOM AND BELONGINGS

We offer single rooms and a 2-piece bathroom for all our residents. Rooms are equipped with a hospital style bed, nightstand, dresser, and bay window desk. If you have any questions regarding personal furnishings, please contact reception. Each room has an overhead lift to assist those with mobility challenges and a nurse call system. Most of the rooms look out to a garden area.

Families are invited to bring certain items to add to the decor of the room. For the safety of your loved ones, we ask that the item meet certain guidelines. Suggested items: unbreakable pictures /paintings, comforters, televisions. All electrically operated devices must be CSA approved and in safe working order.

While we do prefer that you use the furniture provided by Glacier View Lodge, the dimensions permitted for furniture to be brought in are listed below:

Bed side table	32” W x 20” D x 30” H
Dresser	32” W x 20” D x 40” H
Recliner	32” W x 42” D x 42” H **Must be leather or vinyl so it can be easily cleaned** See page 7 for more details
Flatscreen TV	We require that all televisions be wall mounted to prevent the television from being knocked over and for ease of cleaning in the room. The maximum size television is 50”. The family is responsible for providing a wall mount, unless there is already one in the room. Our Maintenance Staff will mount the TV for you. At time of discharge, we ask that the wall mount be left in the room, to prevent ongoing damage to the wall. See the Receptionist to connect to cablevision services.
Other	Some small pieces such as a bookcase can be brought in if Supervisory Nursing staff deems there is ample space in the room.

Chairs must meet infection control and electrical requirements as follows:

- The chair must have a **leather or vinyl cover** to support cleaning and infection control.
- The chair must meet CSA approval for electrical use.
- The resident must be able to use the chair and manage the controls so that it meets safety requirements.
- The chair must not swivel or rock.

Unsafe items not permitted:

- carpets or area rugs
- furniture that blocks pathways, presents a trip hazard or limits the room available for care.
- furniture with glass doors
- appliances such as microwaves and refrigerators, heaters, plug in fireplaces or electrical items such as heating pads or electric blankets.
- other supplies that will present a fire hazard or block space for care activities.
- items that could pose harm to others (ie. weapons, pocket knives or power tools) or items of great monetary or sentimental value.
- candles
- fabric that cannot be cleaned or laundered

Eliminating clutter allows our team to achieve our highest standard of cleanliness which helps reduce the risk of infection for your loved ones. If in doubt about suitable items, please ask our Nursing staff. Maintenance and deep cleaning of resident-owned equipment is the responsibility of family.

All personal items brought into a care home are the sole responsibility of the resident or their decision makers. All items should be clearly marked with the resident's name. Staff will make every effort to safeguard eyeglasses, dentures, and hearing aids; however, these items do go missing from time to time. As an example, a person with dementia may wander away with another person's eyeglasses and put them somewhere unexpected. The cost of replacement rests with the resident's decision maker. Insurance is recommended to cover the loss of items such as wheelchairs, dentures, and hearing aids.

In many cases, homeowner insurance will cover losses incurred by a spouse living in Long-term Care. Check with your insurance agent to see if your home owner's insurance will cover belongings in Long-term Care, or purchase personal contents insurance.

Clothing

Helping a person who has stiff and painful joints or difficulty with their balance to get dressed can place both the resident and the staff at risk of injury. We recommend that you do not purchase new clothing until staff has done an assessment to find out if adaptive, open-backed clothing is appropriate. We can help you order these items.

Adaptive clothing is comfortable, stylish, and easy to use and makes dressing and transferring easier for both the resident and the staff member who is assisting them. Every effort will be made to meet personal preferences.

All personal clothing is washed io our in-house laundry. Things that need special care (i.e.hand washing, dry clean only) will not be laundered at the Lodge and must be cared for by the family.

A one-time fee of $35 covers labelling of clothing.

Electronics

All devices must be CSA approved and inspected for safety by our maintenance person.

Computers

Families and residents are welcome to use the computer area in the main lounge together, or to access internet using our wireless connection with the code **2450Back**.

Residents are also welcome to bring their own small computer, ipad or ebook for use in their room. Families are responsible for providing equipment and charging cables.

Care2Talk We have a number of Care2Talk devices that simplify communication between the resident and family member. An annual subscription fee is required to use these tablets. They provide a great alternative to the telephone.

Music players
Residents are welcome to bring other electronics, such as their music player.

Air conditioners
Larger items such as air conditioners must first be approved by administration and a contract signed outlining additional costs. Families are responsible for cleaning these appliances.

Cameras & Recording Devices
Glacier View Lodge is responsible to protect our Client's, Resident's, Employee's, and other's privacy. All proposed Recording Activities that may or will identify other Clients, Visitors or Staff are considered a collection of an individual's Personal Information. All such proposed Recording Activities will first be assessed by leadership staff before they are initiated to determine if they are a permissible activity. Please speak to the Director of Care if you wish to use a camera or recording equipment (smart speaker) that may impact another person's privacy as described above.

Telephone
You may arrange for a telephone connection in the room. Connections are possible via either Telus or Shaw…. or consider using Care2Talk.

Television
You are welcome to bring a flat screen television for the room. TV's are welcome to a max of 50". Any TV over 32" must be wall mounted for safety reasons. Families will need to purchase an appropriate wall mount and drop off for installation by our maintenance department.

We have arranged for a bulk rate cablevision. Please see our Receptionist for the current fee and to sign the cablevision agreement.

Mobility Equipment

Basic wheelchairs which are medically required and prescribed will be provided to residents at no cost. Persons who require a modified wheelchair or a specialized wheelchair will be responsible for the cost of any modifications.
Walkers, canes, and other specialized equipment are not provided. The resident is responsible for purchasing or renting equipment such as special cushions or

other equipment such as air concentrators or cpap machines. The cost for deep cleaning and maintenance of the resident's own equipment are the responsibility of the resident.
Power wheelchairs may be permitted, based on demonstrating a need and safe operation. Scooters are permitted for outdoor use and can be used on the grounds providing the resident can demonstrate safe operation of the unit.

Other Things to Bring

- Electric razor
- Non skid socks and slippers
- Eye glasses
- Dentures, Hearing Aides and replacement batteries
- Nutritional supplements that are preferred to the brand provided by the Lodge
- Incontinence products, if preferred to facility provided brand.

Some **toiletries** are provided by the Lodge. In development is a bulk purchasing plan to supply the rest to you. More information to come!

Memory Board
Please create a Memory Board for your relative to assist with way-finding. This is a collection of pictures or documents that are special to your relative and provides a good visual aid for locating their room. The board is posted on the room door, under a plexiglass cover. We invite families to pick up poster board from the Activity staff and create a board for their relative. Please include name labels under each photo, to allow our staff to engage in conversation around loved ones and special lifetime events and to provide memory prompts.

FINANCES

What does it Cost to live in Long Term Care?

The cost of subsidized long-term care starts at a minimum rate set by the Ministry of Health and increases according to the resident's taxable income; typically to 80% of taxable income. It is vital to complete an annual income tax return to Revenue Canada, in order to avoid having the annual fee default to the maximum amount. More details are available on the BC Ministry of Health website or from the Island Health Long-Term Care Access office.

Typical extra living costs in Long-term Care:

- Any expenses for moving in or out of the Long-term Care home; there is a $500.00 charge if Glacier View Lodge is required to pack up the room of a discharged resident.
- Medications not covered through Pharmacare
- Personal transportation, including to and from medical and dental appointments
- Ambulance charges
- Personal clothing
- Labeling of clothing and other personal items
- Dentures
- Eyeglasses and examinations
- Personal care items, such as deodorant, toothbrush, toothpaste, denture brush, electric razor and blades, hairbrush, comb, nail clippers, etc.
- Monthly cablevision
- Personal telephone connection and monthly charges
- Foot care
- Hearing aids and batteries
- Costs for special events (special order in meals or dining out, theatre tickets, etc)
- Oxygen therapy or CP ap machines
- Purchase or rental of specialized mobility equipment and their repair
- Specialized mattresses and cushions
- Hip protectors
- Personal newspaper and magazine subscription fees
- Hairdressing fees
- Medications that are not covered by Pharmacare, such as non-prescription drugs, vitamins, herbal remedies and some specialized medications

- Lock box and supply of CBD oil, if used
- Nutrition supplements requested by the person not typically provided by the home
- Funeral and burial arrangements
- Private services e.g., Physiotherapist, Occupational Therapist, Foot Care, Dentist or Dental Hygienist, Massage Therapists, or private companions

Further information about the services and costs associated with Long-term Care, can be found in the Government of British Columbia, Home and Community Care Policy Manual.
https://www2.gov.bc.ca/assets/gov/health-safety/home-community-care/accountability/hcc-policy-manual/hcc-policy-manual-chapter-7.pdf

How are payments made?

We require that you complete our Pre-Authorized Debit form and automatic withdrawals will be made from your account on the 15th day of each month for the current months' resident fees, along with any personal charges (ie. Hairdressing, tuck shop purchases, etc.)

You will receive a statement of account by email prior to the withdrawal.
Should you have questions about the statement, call Glacier View Lodge and speak with our receptionist. A separate invoice for medications will come from Care Rx. Payment to be made directly to Care RX.

FAMILY RESOURCES

Settling into a new home

We aim to be home-like and comfortable. Please use our main lounge to access the computer station or to visit when activities are not in progress there. There are smaller wing lounges, the front patio and four garden areas, along with longer walking paths into our lower property, for those who can manage the forest trail. We invite you to use our resources to enhance your visits. Please borrow a board game, books, playing cards, visit the pets or the gardens, play a physical game such as basketball, shuffleboard, billiards or ping pong. Activity staff also welcome you to participate in activities or outings with us!

***Our normal use of space is now altered due to the Pandemic. Visitors are able to visit in common areas or with other residents but must keep a mask on.**

We welcome family members to be involved in life at the Lodge, as volunteers and in planning and decision-making committees, such as our Quality Improvement Committee.

We will be inviting you to the annual Care Conferences where we will review your relative's current care needs and set our goals for providing the best quality of life possible.

It is a Partnership

Living in a long-term care home involves a partnership between the residents, family/friends, the staff and volunteers. Glacier View Lodge is responsible to provide individualized, high quality and safe resident-centered care. In order to achieve this, we ask that your family and loved ones:

- Visit regularly
- Take an interest in the care being provided, including attending care conferences
- Know that you are welcome to attend activities with your relative or join us as a volunteer
- Be respectful when speaking with staff, residents, volunteers and other visitors
- Let us know when you have a concern
- Be aware of safety needs
- Provide transportation to community appointments, when able
- Ensure that user fees are paid each month
- Arrange payment for items not covered by the resident's health care plan – clothing, shoes, dentures, medications, oxygen, dental visits, foot care, hearing aids, eyeglasses and specialized equipment and supplies
- Provide personal items such as clothes, supplies and equipment
- Purchase and repair necessary specialty wheelchairs, walkers, broda chairs and other personal equipment
- Be responsible for any valuables brought into the Lodge and left in a resident's room. Purchase liability and content insurance, where appropriate
- Arrange for the telephone connection/disconnection
- Notify us of the wish to use cablevision and supply a wall mount for your relatives' flat screen television
- Tidy the closet and drawers and remove unnecessary clothing. Removing

the last season's clothing and replacing it with the next is very helpful

- Help us provide a good flow for care, and ensure fire safe, by removing excess furniture or belongings from the resident's room

Family Support

Caring for a family member who is experiencing emotional, mental, physical distress and loss of memory can affect all those involved. Caregivers often describe the experience as a rollercoaster ride; there are times of hopefulness and times of worry and concern. You might find the support of our Family Council group helpful; this group meets on the 2nd Thursday afternoon of each month, at 3:15 p.m. in our Adult Day Program room. We hold a similar monthly meeting for residents, so they can share their suggestions on making life at the Lodge the best it can be.

Here are some other helpful websites:
https://comoxvalleyseniorsupport.ca/
www.familycaregiversbc.ca
www.glacierviewlodge.ca

Calling Us

Our phone number is 250-338-1451. The phone is answered by the Receptionist, Monday to Friday from 9 a.m. to 3:30 p.m. After hours, leave a message for the nurse on your relative's care unit. They will do their best to return the calls between essential care tasks.
Call 250-338-1451, and

Press 2 to leave a message for the Nurse in Wings 1 and 2
Press 3 to leave a message for the Nurse on Wings 3 & 4
Press 4 to leave a message for the Nurse in Wing 5 (Special Care)

Leadership staff can be reached by phone at 250 338 1451.

Executive Director	Debbie Smethurst	local 225
Director of Care		local 232
Resident Care Coordinator		local 241
Director of Resident Lifestyle & Community Programs	Liz Friis	local 228
Director of Support Services	Genevieve Lefebvre	local 237
Administrative Assistant	Danielle Purdon	local 224

Communication

Good communication is very important to us.
We will be providing communication to you in a variety of ways:

- Nursing staff will communicate with the identified first contact about health events and your relative's needs. The first contact is responsible for sharing this information.
- Written notification and phone calls will be made to the medical representative prior to Care Conferences.
- The monthly newsletter about events at the Lodge will arrive by email. Any family member who wishes to receive the newsletter should provide their email address to our Receptionist.
- The monthly invoice will be sent by email. We will ask you to provide the email for the person responsible for finances.
- See our website at www.glacierviewlodge.ca, follow our Facebook page at Glacier View Lodge Senior Centre, and Instagram at glacier.view.lodge
- Phone calls about other issues or to remind you of upcoming Family Council meetings
- There is a family notice board in the hallway beside the main unit bathing room Please check there for special notices.

Concerns or Complaints

We hope that this document will answer many of your questions about who is responsible for coordinating the care and services for your relative. For most care issues or queries, direct your questions to your relative's primary nurse, or the Nurse leading the unit that day.

If you have questions, concerns or complaints about our care that cannot be resolved with your relative's nurse, or want to be more involved in life at the Lodge, please be in touch with one of our Leadership Team.

If your concern is unresolved, please complete a **Complaints Form**. These can be found near the Reception office *FYI*… there are **Compliment Forms** there as well!!

For concerns that remain unresolved, please be in touch with the Island Health Licensing Office.

Visiting

*** see our Website for current COVID-19 Visitation Guidelines**

We have no set visiting hours, but we suggest between 9 a.m. and 8 p.m. This will largely depend upon your relative's routine. For more suggestions about visiting and many other topics, visit our website **www.glacierviewlodge.ca**

We have some space available for family/friends to join us at mealtimes. 24 hr. advance notice is required.

Our Activity staff would be pleased to assist you with setting up space to enable larger family gatherings for special celebrations. Please speak with Liz to make arrangements.

Resident's Email

Out of town relatives may keep in touch by sending an e-mail to gvlres@shaw.ca The email is printed for residents a couple of times a week.

Organize Skype visits. Contact Liz.Friis@glacierviewlodge.ca to make these arrangements.

Let us know when your relative goes out!

Knowing the whereabouts of our residents is essential. Please do not assist other residents out of the front door or offer lifts to town. If you are taking a resident out, please call us ahead of time, so they can be ready. Before you leave, complete the sign out log located near their Nursing desk. Add your name and phone number in case we need to call you. If you haven't done this, we may assume that our resident is missing and activate our search procedure which may necessitate a call to the RCMP to help us search for a missing person.

Going to Medical Appointments

Please let us know about community medical appointments. If your relative has an appointment in the Comox Valley and can no longer easily get in and out of a car, please ask us for the HandyDart application form. The local community also offers a wheelchair taxi service.

Longer absences
The Ministry of Health limits how long a person can be away from a long-term care home. Leaves are limited to 30 days added up over the year. Absences due to hospitalizations are not included in this number. Room charges do apply during absences, including hospitalizations. On occasion, a person may need to be transferred to a specialized care facility. If this absence is greater than 30 days, the person's room may be given to another individual and the person may be offered a different room when they return.

End of Life Care
End of life care focuses on making a person comfortable during the final stages of life. Comfort for some may mean medicine and/or treatment to control pain and other symptoms. For others, it may mean having loved ones with them or listening to their favourite music. The focus is on creating a peaceful and kind environment.

Funeral Arrangements
We recognize that making funeral arrangements is a sensitive subject for many families. We encourage you to pre-arrange services with the provider of your choice. The family must provide permission to the funeral home prior to GVL releasing the body to them. If the family is not available and no pre-arrangements have been made for the person at the time of their passing, the Director of Care will select a funeral home.

Packing the room
As a health care facility, we are required to be ready to care for the next person within 48 hours. We ask that families remove personal belonging within 24 hours of a residents passing. Please do not leave items behind; we are not able to accept donations. For those who cannot be here to empty the room, we have a charge of $500 to have our staff do this.

We welcome you to take part in the celebration of life that occurs several times a year at the Lodge. We will send you an invitation.

MEET OUR TEAM

In addition to the Leadership Team listed above, we have a large group of staff members, all carrying out the many tasks involved in providing quality care to your relative.

On an ongoing basis, your main point of contact will be your relative's Primary **Nurse**. This person will be _____. This nurse may not always be on duty when you visit, so please feel free to connect with the Nurse in charge of your relative's care unit whenever you have questions. The nurses will provide treatments, connections with physicians regarding health concerns, deliver medications and update your relative's care plan.

The largest team of staff are our **Health Care Aides**. These are the people who will be providing assistance with activities of daily living (such as dressing, toileting, eating, etc) on a daily basis.

Our **Restorative Care** team carries out the exercises recommended by a Physiotherapist or Occupational Therapist. Restorative Care services includes fitting of assistive devices (wheelchairs, walkers, splints, hip protectors, etc) and exercise programs. There may be some fees associated with Physio or OT.

Our **Receptionist** is here Monday to Friday from 9:00 a.m. – 3:30 p.m. She will ask you to complete our initial Admission information, will be able to answer your questions about telephone and cable connections, and can organize clothing labels for you.

Our **Activity staff** looks forward to getting to know your relative and family and we welcome you to join us for activity programs and outings. Programs are offered 7 days a week. There is no charge for programs led within the Lodge; residents may incur extra costs for special meals or theatre ticket purchase. We also work with a **Music Therapist** who leads both group and individualized.

You will receive a Social History form with the admission package. Please complete this as soon as possible. While it is lovely to have a nice social chat with your relative, it is more meaningful if we can talk about the people and lifetime events that trigger positive memories. This information will be a tremendous help to all of our staff in developing relationships with your relative.

Our **Food services team** provides 3 home cooked nutritious meals and 2 snacks per day. Variety of meals and food is based on the needs of our population.
The Registered Dietitian will monitor your relative's intake and will recommend food texture modifications and other strategies to promote safe and pleasurable eating. **If family members would like to join their relative for a meal**, please call our Receptionist the day before and, prior to the meal, see the Receptionist to make the payment.

Our **Housekeeping team** cleans washrooms, rooms, touch points, floors and remove garbage daily. The **Laundry team** looks after the resident's personal clothing. Our **maintenance team** keeps the building in good condition and will ensure that items brought into the Lodge are safe for use.

Volunteers We are also thankful to a great group of community members who volunteer with us. Volunteer services range from companionship, faith service leaders, pet therapy volunteers, swim partners, gardeners, entertainers, and many more. If you would like to contribute to life at Glacier View Lodge, please consider a volunteer position or join the GVL Auxiliary or the GVL Fundraising Committee.

Students enrolled in health care programs may participate as part of the care team. You may encounter an individual student or large groups of students and all are supervised and accompanied by an instructor.

Our Beauty Salon, **A Cut Above**, several weekdays for Lodge residents and program clients. Our licensed **Hairdresser** provides all the usual hairdressing services at seniors' rates. These charges will appear on your monthly invoice.

Each person must have a **doctor**. Your family physician may continue to provide care once a person moves into long term care, otherwise we will coordinate the services of a new physician. Our medical services are overseen by our **Medical Advisor**.

Pharmacy services are provided by CARE Rx. You will see the pharmacy charges for those items not covered under pharmacare on the monthly invoice.

Other licensed practitioners may provide service within the Lodge, such as Foot care providers, Dental care, specialty Physiotherapy, Massage Therapist and private companions. Some providers have made arrangements for their billing to be included on the monthly invoice and others will require private payment arrangements.

Pets

One of the ways we bring comfort and vibrancy into life at the Lodge is through close and continuing contact with pets. The Lodge is home to cats, birds, and fish, and other visiting animals. We offer pet visitation through the St. John Ambulance Therapy Dog program. We need to know if any of our residents has an allergy to pet dander.

Family pets are welcome to visit. Here are the guidelines:

- Pets must be under control of the owner and on leash, unless you are visiting in your relative's private room.
- Pets must be up to date with their vaccinations.
- Pets must be compatible with other visiting animals, other residents and relaxed/comfortable in our environment.
- Pets may not be in dining spaces during mealtimes.
- Please bring waste bags and clean up after your animal.

RESIDENT SAFETY

Living in long term care presents some different safety issues than at home. In order to keep both residents and staff safe, we have some simple policies we need everyone to follow.

Falls Prevention

Our staff is always on the look out to prevent residents from falling. On admission, please provide the nurse with any information regarding recent falls at home.

We ask that the resident have good fitting footwear with non-skid soles. Please avoid the gift or use of talcum powder as it contributes to a slippery surface. If you see a spill, please help to keep the area safe by wiping it up. Scatter rugs are not permitted in the rooms. Please also provide non slip socks. This provides some safety when people get up in the night.

We like to keep residents as active as possible. Doing so may require a Physiotherapist, Occupational Therapist, or the purchase of specialty mobility equipment. Resident's family is responsible for payment of the costs associated with these services.

Fire

Please help us minimize clutter in your relative's room. All electrical appliances must be CSA approved and inspected by our maintenance person prior to use.

Fire drills are conducted monthly. Should you hear the alarm ring, please stay with your relative until directed to leave by a staff member. There are fire doors throughout the building that will close automatically when the alarm is triggered. These doors are controlled by electromagnets and will be reopened as soon as the alarm is cleared and reset. Should visitors arrive when a fire alarm is ringing, we ask that they do not enter the building until the situation is resolved.

Food and Alcohol Safety

Visitors bringing in foods are asked to check with our Dietitian before sharing food items with their relative. Please note that foods you bring in cannot be shared with other residents.

Alcohol for residents is stored and dispensed by either the Activity staff or the nurse. We also require that the doctor provide orders allowing the consumption of any alcohol. We have a 'no drink & drive' policy. For the safety of others, motorized wheelchairs may not be operated following the consumption of alcoholic beverages or other drugs causing impairment.

Front Door Lock

You will notice that you will need to press a green button to open the front entry door and learn a security code to exit after your visit; see the staff to learn the code. **Please be sure that you do not allow residents to exit the building as you come and go.** There is a secondary lock to enter and exit our special care unit. This measure is in place to prevent residents who may be unsafe from leaving the Lodge on their own.

Infection Control and Immunization

Please do not visit when you are ill. If you have a cough, cold, gastric or flu symptoms, stay home until you are well recovered. We ask that all visitors wash their hands when arriving and leaving our home, at a minimum. A hand sanitizing station is located at the Reception office beside the visitor register. Wash your hands before and after helping your relative with food or other care activities. Please also be sure to cough or sneeze into your elbow to reduce airborne contaminants.

Vaccine passports **must** be shown before entering the building. Those not fully vaccinated for COVID-19 will not be permitted in the building. Vaccinated visitors must wear a mask in all common areas.

It is recommended that visitors have the annual flu vaccine, to reduce the risk of bringing infections into the Lodge. This is available at no cost, at the Lodge, each fall. Those who chose not to have the vaccine must wear a mask during 'flu season' (typically December – March).

The Lodge will be closed to visitors, as directed by the Medical Health Officer, during an outbreak.

Medication Safety

For accurate monitoring and resident safety, we require that all medications come from our contracted pharmacy, CARE Rx, and are administered by our nurse.

We ask that family do not provide any medications, herbal remedies, or over-the-counter drugs to any residents when you visit.

Medical cannabis may be used by residents, as long as the supply, storage and administration of this follows our policies. Please talk to us about this if your relative would like to use it.

Restraint

All residents will be treated with care, compassion, and respect to promote well-being and dignity. A least restraint approach will optimize resident dignity when restraints are considered or in place. The least restraint approach is to prevent serious harm to the resident and others.

Applications for restraint are guided by regulations set out by the Ministry of Health and require rigorous assessment and follow up before implemented.

Restraint refers to the use of physical, environmental, and/or chemical measures to restrict freedom of movement or limit the activity and/or control the behavior of the resident. A decision to use any type of restraint for supporting resident care may only be made if all the following apply (Ministry of Health, 2013)

1. There is an emergency
2. All alternatives to the use of a restraint have been considered and either implemented or rejected

3. The restraint is as minimal as possible taking into consideration both the nature of the restraint and the duration for which it is used

4. The restraint has been approved by the resident or, if the resident in incapable of giving approval, by the resident's medical practitioner and the resident's substitute decision maker

5. The use of the restraint, its type and the duration for which it is used must be documented in the resident care plan

6. The staff administering the restraint has received training in the use and monitoring of the restraint

7. The restraint is necessary to protect the resident or others from serious physical harm

The safety and physical and emotional dignity of the resident is monitored throughout the use of the restraint and assessed after the use of the restraint.

Safekeeping
Glacier View Lodge cannot be responsible for replacement of lost or damaged personal items, such as televisions, hearing aids, eye glasses, or dentures. Please arrange for labelling of these items. In addition, we suggest that you purchase personal contents insurance.

It is recommended that money not be kept in resident rooms. We have charge systems at our Tuck Shop, Hairdresser and on outings to reduce the need to carry cash.

Scents
In respect of those with environmental allergies and respiratory conditions, we ask you not wear or bring heavily scented products or flowers into the Lodge.

Smoking
Glacier View Lodge is a non-smoking facility. We strongly recommend investigation of smoking cessation programs with your relative's physician prior to admission. Visitors may not smoke on the Lodge grounds.

We hope that this document answers many of your questions. Please do not hesitate to ask if you have other questions.

NOTES….Questions to Ask