



7702 #7 Highway  
Musquodoboit Harbour, NS  
B0J 2L0

Tel: (902) 889-3474  
Fax: (902) 889-3825

## **RESIDENT AND FAMILY HANDBOOK**

## **On behalf of our entire Birches community, I am pleased to welcome you!**

What will you find when you first step foot in The Birches? Our building is separated into three living areas for our residents: Ash Lane, Birch Lane, and Cedar Lane. We call them “lanes” because it’s reminiscent of small town community life – on a small country lane, you would know your neighbours and look out for one another. That’s the kind of atmosphere we strive for.

Inside of our facility, you will find many friendly residents, as well as their countless family members and loved ones, who visit often. Last but not least, the Birches community includes an incredible group of donors, volunteers, and dedicated staff.

As you begin to meet the staff at The Birches, you will come to find a diverse team of health care professionals. You will also meet many dedicated staff who work behind the scenes to keep things running smoothly. Together, we all strive to create a community of dignified, gracious living.

**To those who will be living with us,** please know that I, along with our staff and volunteer team, will work hard to ensure you are comfortable and content living here.

We know it will take time for you to get adjusted, but we will assist you in any way we can. This handbook will provide you with information that will help you get settled and become familiar with your new home. It will answer commonly asked questions and help you become acquainted with the many exciting aspects of life at The Birches.

Part of beautiful Musquodoboit Harbour since 1979, The Birches is a not-for-profit long term care home focused on resident-centered care. We strive to make the inside of the facility as welcoming as the nature surrounding us.

As you begin to feel more at home, please let us know if there are improvements we can make to be more responsive to your needs. We know each of our residents brings their own lifetime of unique experiences and knowledge to The Birches. We value your input.

**Welcome home to The Birches!**

**To the loved ones of those who will be living with us,** we know that this is only one step in the emotional journey you have been on.

The loved one you are entrusting to our care is someone you cherish, and someone you have cared for as their needs have changed. We know it has been a struggle to maintain the everyday responsibilities of your life while committing yourself to their care.

We know you have done your best, have drawn on strength you did not know you had, and have now recognized that you need help. You need to find a team you can trust to take care of your loved one in the next stage of their life.

Our commitment is to work each day to prove we are that team. We are here to work with you. We know that, just like your loved one, you will need time to become comfortable and familiar with The Birches. In the meantime, please know we will be responsive to their needs; we will treat them with courtesy and respect; and we will listen and act if you feel we have fallen short.

We encourage you to get involved with resident activities and care whenever possible. You are a welcome and important part of the Birches community as well!

It is our pleasure to welcome each new resident and loved one into the Birches community. Thank you for choosing to join us for this next part of your journey. If you have questions or concerns after reading this handbook, we are here to answer them.

Sincerely,

A handwritten signature in black ink, appearing to read "Dion Moulard". The signature is fluid and cursive, with a large initial "D" and "M".

Dion Moulard, President & CEO

**Our Mission:** To be a community of dignified, gracious living.

**Our Vision:** To be the provider of choice for those needing Continuing Care.

**Our Values:** Quality, Teamwork, Empowerment, Respect, Care

## **Welcome to the Birches!**

### **Moving In**

#### **Your Room:**

The Birches provides both private and semi-private accommodation. The majority of our rooms are semi-private.

Rooms are furnished with a healthcare bed, mattress, dresser, end table, and individual lighting. Your room will also have a bathroom equipped with a wheelchair accessible toilet and sink.

Cable and telephone hookups are located in each room (*cost for both of these services is the responsibility of the resident/family*). Telephones and TVs are not provided by the facility – the resident/family must provide these if desired.

Both the living area and washroom have call buttons/cords to use in case of emergency.

In order to maintain the painted walls in resident rooms, we ask that tape and tacks not be used to hang pictures, etc. Instead, our staff will be happy to hang pictures for you on the pre-hung hangers.

Residents are assigned to a bath or shower day a minimum of once a week. These take place in the tub room which is equipped, including a wheelchair shower and a mechanical lift.

## **What should you bring along?:**

You and your family should ensure you have an adequate supply of clothing on an ongoing basis. Clothing requiring dry cleaning is not recommended. Comfortable and loose-fitting clothes that are industrial machine washable and non-iron are recommended. Fabric that is non-flammable and retards the spread of fire is preferable for the safety of the resident and all the other residents. Upon admission, the Resident's clothing should be clean and in good repair, with initials written in permanent marker on the labels. Shoes should be easy to put on and be non-slip.

Here is a recommended clothing list:

### **Women**

- 10 cotton panties
- 7 pairs of pyjamas or nightgowns
- 10 pairs of stockings or socks (preferably thin cotton socks)
- 2 robes
- 10 undershirts or 4 bras
- 2 pair washable slippers (with non-skid soles)
- 7 pairs of pants
- 1 pair walking shoes
- 7 blouses or 7 dresses
- Seasonal outerwear
- 4 sweaters

### **Men**

- 10 sets of underwear
- 2 robes
- 10 pairs of socks
- 2 pair washable slippers (with non-skid soles)
- 7 pants
- 1 pair walking shoes
- 10 shirts
- Seasonal outerwear
- 4 sweaters
- 7 pairs of pyjamas

### **Required Personal Items**

- electric razor (men)
- toothbrush

**For All:**

A coat, hat or cap, boots, gloves and scarf for the season are required.

**Please note: Due to limited space, family is asked to rotate and remove seasonal clothing as needed.**

**Additional personal items to bring include:** eye glasses, hearing aids, and dentures. These items must be engraved/labelled with the Resident's name prior to admission. *Note: The Resident/family is responsible for the purchase and replacement of hearing aide batteries. The Birches does not accept responsibility for loss or breakage to eye glasses, hearing aids or dentures.*

**Mobility Aids:** If the Resident owns a cane, walker and/or wheelchair please be sure to bring them along. Please label them with the resident's name prior to admission.

**Electrical Items:** Must be CSA labelled and examined by the Maintenance Department before placing in a resident's room. Maintenance and repairs of these items is the responsibility of the resident or their family.

No extension cords are to be brought into the Home.

TVs must be flat screens with a maximum size of a 32-inch screen, due to space constraints. All TVs must be wall-mounted. Wireless headphones must be provided and used by the resident's to avoid disturbing others.

No small appliances such as hair dryers, curling irons, bar fridges, etc. are permitted in resident rooms.

**Toiletry Items:** Basic toiletries are provided by The Birches. If resident wishes specific types, they must provide their own. No perfumes, aftershave, highly scented products or powder are permitted at The Birches.

**Furniture:** Due to limited space and fire regulations, personal chairs must be pre-approved by the Facility Support Manager and Occupational Therapist prior to bringing furniture into the home. There are regulations and size restrictions to be considered. If the resident becomes unable to use their own chair it must be removed from The Birches.

Due to infection control, chairs brought to The Birches must be new and meet certain specifications such as zero clearance for recliners and delivered

directly from the retailer to The Birches. No swivel or rocking chairs are permitted for safety reasons. Furniture must be easily cleaned meaning leather or vinyl. Maintenance and heavy cleaning of personal furniture is the responsibility of the family.

**Decorations:** Wall hangings / pictures are limited to 4 items and must be hung by Maintenance staff. There are to be no tape or pins, or additional items placed on walls. White boards and a shelf are available for each resident. For safety reasons, no items are to be placed on any other area of the room.

**Storage in Residents Rooms:** No items are to be stored on the floor of the main room, on top of the closet, heater or light. Fire regulations require that all spaces be clutter-free.

All clothing and footwear must be stored in dressers or closet in limited quantities.

Unfortunately, The Birches does not have room to store unused personal items. Families are asked to ensure that rooms are uncluttered, and excess personal items and clothing are stored with the family.

**Safety of Items and Valuables:** The Birches is not responsible for the resident's personal property although we will do our best to take care of it. Upon admission you will be asked to make an inventory of personal items. The Birches insurance does not cover residents for any losses of personal items under any circumstances; if you feel you require insurance, please purchase appropriate insurance through your personal insurance agent.

If a resident has valuable papers or jewelry; we suggest that the family store these in a bank safety deposit box on behalf of the resident. ***The Birches is not responsible for the loss of such items.***

**Special Needs Medical Equipment:** The Birches does not supply personal wheelchairs, geriatric chairs, walkers or specially prescribed equipment for continual use; however, an occupational therapist can assess residents for need and assist resident/family members accessing government funding (depending upon eligibility). Purchased or rented equipment should be clearly labelled upon arrival. Maintenance is the responsibility of the resident/family.

## **Other things to Prepare for Admission:**

- You are encouraged to notify friends, family doctor and other professional services of a "change of address".
- Think ahead: will you arrange for newspaper delivery, cable TV or telephone?
- Ensure that you have the information of your Family Doctor and recent medical history
- Take time to review the Resident Agreement, Trust Account, Advanced Health Care Directives & Resident Handbook

## **On Admissions Day:**

- Family members are encouraged to assist with unpacking of your belongings, when possible!
- Family members are encouraged to attend the orientation and nursing meeting with you
- You will have the opportunity to complete the document entitled 'This is Me' to help the staff get to know you better, and ease the transition to the new environment!
- A member of our **nursing team will:**
  - Give you an orientation to the physical surroundings
  - Introduce members of the team
  - Arrange for your photo to be taken for identification
  - Make sure your clothing and equipment is properly labelled
  - Complete a detailed nursing assessment to help you live well here at The Birches. It includes information about your blood pressure, weight, history, allergies, likes, dislikes and medications.
  - Review Health Care Advanced Health Care Directive forms with you and your family
  - Provide you with the 'This is Me ' form to fill out, so we can learn more about you!
  - Order all of your medications from our contracted pharmacy as prescribed by your physician
  - Give you a tour of your room, the dining room, and the rest of our space!



## **Your New Home**

This is a list of spaces you will find in The Birches. We strive to make all spaces in our facility feel like home!

Evergreen Lounge is our largest space, which we use for dining, plus entertainment, and group activities.

Maple Leaf Lounge looks out onto the rear garden and outdoor walking path. It serves as another dining space!

Pine Lounge is a small room, used for meals, team meetings, exercise equipment and some small group activities.

Resident Rooms are found on Ash Lane, Birch Lane and Cedar Lane

A Tuck Shop is located within the main foyer along with a Hairdressing Shop. *Hairdressing fees and Tuck Shop purchases are the responsibility of the resident.*

The Birches Gardens can be enjoyed in finer weather, and are accessible off of Evergreen Lounge, Maple Leaf Lounge and Birch Lounge. *Before accessing the gardens, please check with staff who will need to access an alarm system.*

---

## **Who will make up your care Team at The Birches?**

### **You, Your Family and Friends**

- You are the main source of information for the rest of our team!
- Family and friends are needed to support the team and assist the staff by providing personal information such as likes, dislikes
- Family and friends can support the resident living in The Birches by visiting when possible, assisting with care where and when appropriate, and providing transportation to and from appointments,
- Family and friends are encouraged to stay involved in the resident's life, keeping the resident involved with their family and their community. If, as a family member, you are not sure how to do this, talk to the RN about ways and ideas to keep involved. We need your help to ensure your loved one has the best quality of life possible!

### **Our Care Team**

Care is provided 24 hours/day at The Birches by a team including Registered Nurses, Licensed Practical Nurses, and Continuing Care Assistants. These dedicated staff each support resident care according to the training and professional standards specific to their role. They strive to live our values in all they do.

### **Physician/Nurse Practitioner**

A number of Physicians/Nurse Practitioners provide medical care for residents residing at The Birches.

### **Medical Advisor**

The Medical Advisor provides consultation and advice on facility wide medical issues; Directs medical care when the physician/nurse practitioner cannot be reached; Consults, recommends and advises in care conferences in the absence of the physician/nurse practitioner.

### **Dietitian**

Our Clinical Dietitian is responsible for the nutritional care of all residents. They provide individual assessments, therapeutic diets, and follow up for residents. Serves as internal resource for team members on a variety of nutritional issues.

## **Housekeeping, Dietary and Laundry staff**

This group of staff are responsible for many important aspects of day-to-day life at The Birches.

Some of these staff provide high quality and nutritious meals daily. They become familiar with residents and their food preferences and diet requirements, allowing them to provide a pleasurable dining experience.

Others ensure all residents' clothing is clean and in good repair, and that linen is fresh. The resident's personal laundry is done by these folks (unless family wishes to do it). Clothes are picked up from and delivered straight to the resident's room!

*\*The team is not responsible for lost clothing, shrinkage or damage during the laundry process. Ironing, hand washing, or dry cleaning of resident's personal clothing or possessions must be done by the family.*

Still others ensure that our residents live in a safe, clean, home-like environment. Resident rooms are thoroughly cleaned weekly and as needed by this awesome team. Garbage is emptied, and washrooms are cleaned daily. These folks also make sure spot checks are done daily, and public areas are cleaned frequently!

In taking care of all of these important aspects of resident life, these staff also develop strong relationships with many of our residents!

## **Spiritual Care**

Local clergy and pastoral care volunteers work as part of The Birches Care Team to address the spiritual needs of residents. Each resident and/or their designate will be asked how best these needs can be met.

When possible, church services are held often in the Evergreen Lounge or Fireplace area; as well as on special occasions such as Remembrance Day, Christmas and Easter. When possible, Memorial services are also held annually to remember the lives of those residents who have died during the previous year. Families are encouraged to attend.

As part of the admission process, residents and their family members are asked to declare their religious denomination, or their desire to be non-participants; residents and family members are also asked whether they would like to be ministered to/or participate in services by any or all denominations outside of their declared denomination.

### **Recreation Therapy**

Our Recreation team strives to provide quality recreation and social activities to meet the needs and interests of all residents. Our Recreation Therapist posts a monthly calendar of events within the facility for all to see!

### **Physiotherapy Team**

The Physiotherapy team is dedicated to assisting residents in maintaining or enhancing their level of independence and mobility. Physiotherapy assesses individual mobility needs and recommends aides and programs.

### **Occupational Therapy**

Upon referral, the Occupational Therapist assesses individual limitations to activities of daily living and recommends, trials and assesses effectiveness of assistive devices (seating and positioning equipment) and environmental modifications.

### **Maintenance**

Our maintenance team maintains the building and ensures that all of our systems and equipment are in good repair and function, so residents and staff are able to live and work in a safe, secure, comfortable environment.

### **Finance Clerk**

The Finance Clerk supports residents and families with matters related to billing and resident trust accounts. They also coordinate facility finances, payroll and all other accounting functions that are necessary to keep the Birches running smoothly!

### **Team Lead**

Part of our on-site management team, the Team Lead supports our care team in delivering quality resident care. The Team Lead also ensures we are following infection prevention and control practices that ensure the safety of all.

### **Facility Support Manager**

Part of our on-site management team, the Facility Support Manager oversees many aspects of resident life, from maintenance, to food services, housekeeping, laundry and beyond!

## **Director of Care**

Part of our on-site management team, the Director of Care oversees our entire facility, and focuses on a high-level approach to ensuring The Birches is an amazing place to live and work!

## **Admin and Other Birches Staff**

Many other staff work hard each and every day to help support those we serve at The Birches. These include folks from our CEO, to our Administrative Assistant/HR Clerk, to our corporate supports, and many others. It is impossible to list them all here. Throughout your time at the Birches, you will meet many members of the team. We are all here to help you live well!

## **Volunteers**

Volunteers often contribute their time, talents and skills to our Birches community to enrich the lives of residents!

## **Medical Care**

Medical care for residents at the Birches is provided by a team of physicians and nurse practitioners who work with us in our long term care home. Each resident will become the patient of one of these nursing home physicians or nurse practitioners upon admission. The nursing home physician or nurse practitioner will provide consistent medical care, referrals, etc. to the resident.

## **Resident Council**

Resident Council meets monthly. The Council, supported by our Recreation Therapist, serves as a time for residents to offer input regarding policies, concerns and preferences

The residents may request a meeting with the Director of Care, Facility Supports Manager, or Board of Directors if they so choose.

## **Food at the Birches**

Residents are encouraged to go to the dining room for all meals. Daily menus will be posted outside dining rooms.

Mealtimes (*subject to change*)

- Hot Breakfast from 8 a.m. – 9:30 a.m.  
Relaxed breakfast 9:31 a.m. - 11a.m.
- Lunch (main meal) at 12 p.m.
- Dinner 5 p.m.

### **Special diets:**

Therapeutic diets may be provided as ordered by the dietician. These will be monitored by the dietitian after conferring with the resident, family, and physician/nurse practitioner

### **Snacks:**

Snacks will be offered between meals and before bed, consisting of milk, juice, fruit, cookies, sandwiches, coffee, and tea etc.

### **Room trays:**

Room trays are available only when residents are experiencing a short-term minor illness; major long-term illness; or as indicated by the charge-nurse. A Dietary Liability Waiver must be signed by the resident or Substitute Decision Maker/Power of Attorney for any other requests to have meals available by tray in the resident's room.

### **Visitor meals:**

There is a cafeteria located at Twin Oaks where visitors can purchase meals and snacks during hours of operation.

When family are sitting with a palliative resident, tea, coffee and snacks such as cookies, muffins, are provided to one family member free of charge. Local eateries and the cafeteria are available for more substantive meals. Staff are available to give you more information if required.

### **Bringing Food into the Facility:**

The Birches kitchen cannot accept, store or serve food that was prepared external to their kitchen facility. If a resident or family member wishes to bring a resident food they have purchased or prepared at home, they must:

- Inform the R.N.

continued on next page...

- Food brought in cannot be shared with other residents
- Label the container with date and resident's name and contents. Unlabelled items are discarded.
- Perishable food cannot be stored at The Birches. If families bring a perishable food item in for a resident during a visit, any leftovers must be taken home with the family/visitor.

## **Safety at The Birches**

The Birches has a number of features to keep residents safe including:

- call bell system throughout the facility
- safety handrails in all corridors
- fenced patios
- security system throughout the facility
- special security bracelets
- smoke detectors and complete sprinkler system through out the facility
- Fire drills are held often in different areas of the facility to:
  - ensure staff remains familiar with the evacuation procedures
  - ensure that everyone knows what to do in the event of a fire in the building
  - when a drill is in progress, we expect that visitors will take part in the drill and follow the instructions that are given by the staff
  - during a drill, all incoming phone calls will be asked to phone back after the drill is completed. Please do not be offended if we refuse to connect you with your desired party during a drill.

## **Visiting**

The Birches is considered to be the resident's home. There is no set visiting hours; however generally accepted public hours of access are 9 AM to 9 PM. Family and friends are encouraged to visit often and participate in resident activities; for the safety of both our residents and young children, parents are asked to ensure appropriate parental supervision when bringing young children into our home.

The front door is locked at all times. Use the posted code for entry and exit and ensure no resident leaves without permission. After 9 PM the code is inactive, and you must ring doorbell for entry and be let out by an employee pass key.

continued on next page...

Visitors are asked to please abide by our reduced scent motto. No perfume, aftershave or heavily scented products are to be worn at The Birches. Pets are welcome but must be appropriately controlled and visit only the family member.

During an outbreak of illness or at other times as deemed by Public Health, The Birches may close or adjust visitation for the safety of all.

## **Managing Your Affairs Once You are in The Birches**

The role of The Birches is to provide care, not to make personal or financial decisions for you. The Birches requires residents to have a Substitute Decision-Maker appointed, and strongly urges an Enduring Power of Attorney. This avoids a great deal of difficulty if a resident becomes unable to manage their own affairs. You will also be asked by the nurse to complete an Advance Directive form.

*For more information about managing your personal affairs, please see handouts provided by the Legal Information Society of Nova Scotia on the following issues: Guardianship of Adults, The Public Trustee, Power of Attorney, Patient Rights, Living Wills, Elder Abuse – the Adult Protection Act, the Personal Directives Act.*

## **Confidential Information**

All members of the Birches community are reminded that both resident and employee information is confidential and should be discussed only on a need-to-know basis.

Financial information will only be discussed with a Power of Attorney, Enduring Power of Attorney or a Designated Financially Responsible Person.

NOTE: employees can release information about a resident only to the Substitute Decision-Maker. Other family members or interested parties must get information from that person.



## **Optional Services**

There are a number of services provided and coordinated by The Birches that are available to the Resident for an additional charge above the amount of the Daily Accommodation charge.

### **Optional Services that may be offered by The Birches:**

- Hair styling or hair cut
- Bus for group outings (resident pays for meal and individual services but there is no bus fee)
- Foot care other than basic cutting and filing of toenails.

### **Access to Health Services:**

These services are to be arranged by the resident or the family members, and The Birches staff will provide assistance in ensuring that the resident is prepared to attend these appointments.

- Audiology
- Chiropractic Services
- Dental Services/Dental Hygienist
- Podiatrist / Advanced Foot Care
- Massage Therapy
- Reflexology
- Ophthalmology; Optometry

## **Services That Are the Responsibility of the Family / Resident**

The resident is responsible for the payment of services that fall outside the list of basic services as noted in Section 4.2 of the Residency Agreement.

These include:

- Prescription medication costs that are not funded through Pharmacare and/or Private Insurance including the Pharmacare premiums and co pays, non-covered medications, and those medications that are only partially funded. All medications must be supplied by a pharmacy designated by The Birches.
- Over-the-counter medications ordered by the physician and not covered by The Birches. A list of over-the-counter medications supplied by the Birches will be made available to you on admission and anytime there is a change during your residency.

continued on next page...

- Ambulance costs to and from the hospital and transportation costs to and from appointments.
- An escort, if needed, to take the resident to medical appointments.
- Clothing; adequate footwear; and repairs, alterations and dry cleaning of the wardrobe where necessary.
- The purchase of alcoholic beverages which must be stored in the medication room.
- Cosmetics and skin care products such as lotions, cream, cleansers, shampoos not supplied by The Birches. We ask that you consider the sensitivities of others and remind you of our reduced-scent policy.
- Hearing aids and batteries.
- Eyeglasses and optician services.
- Dental care services and related items such as dentures and denture adhesive.
- Insurance for personal belongings. *The Birches commercial insurance does not cover personal items.*
- Rental or purchasing specialized equipment as needed.
- Purchasing canes, walkers, crutches, wheelchairs (including repair), specialized seating, pressure cushions, and specialized pressure relief mattress when purchased solely for the resident. These items remain the property of the resident.
- Incontinence products above and beyond those provided by the Birches. The Birches provides standard incontinence products. The resident/family may choose to purchase other incontinence products not provided by The Birches.
- The cost of Recreational excursions organized by The Birches if they attend such excursions.
- Repairs of personal effects.
- The cost of personal telephone services, cable television services, subscriptions for newspapers and magazines. All of these are ordered by resident/family and billed directly to the resident or family by the supplier. *If The Birches relocates a resident who subscribes to these services within the Home, The Birches will assume the cost of transferring said services to the new location.*
- Any desired foods or beverages not included in the menu and snack rotation must be provided by Resident / Families and must be identified with resident name, date and contents of container and kept in specified cupboards / fridges. Unlabelled, undated and unidentified items will be discarded.

## **Pharmacy/Medications:**

Medications are:

- only ordered by physicians or Nurse Practitioners
- distributed the RN/LPN
- this includes over the counter and prescription medications
- no medications are permitted to be left or stored in the resident rooms (Department of Health and Wellness Regulations)
- costs not covered by Pharmacare will be billed to the resident or designate by the facility contracted pharmacy

## **Medications Provided by The Birches:** **(No Cost to the Resident)**

Vitamin D

## **Transfers and Moves**

### **Internal Room Transfers:**

Residents or their family members may request, at time of admission or any time thereafter, placement of the resident's name on the internal wait list for transfer to another room. (ie. from semi-private to private, different room location, etc.)

Please be advised that while room change requests will be considered; rooms are designated by the care team; the final decision to designate a room depends on the care team. Although we try to avoid it, The Birches reserves the right to transfer residents within the facility in order to accommodate care requirements of all residents. We reserve the right to move the resident to a different room in the home if the team determines it is necessary for any reason.

During an internal room transfer, family must arrange transfer of phone and cable at that time. Please be aware that there may be a delay of service if this occurs. The Birches will reimburse any expense incurred in a room change The Birches initiates.

## **Transfers to other facilities:**

### To an Acute Facility:

- This type of transfer usually results from an acute change in the resident's health status.
- The resident's bed will be held for 30 days although this time period may be extended.
- Fees for ambulance or other transportation costs are responsibility of the resident.

### To another Long-term Care Home:

- This type of transfer results from a change in care level or a family/resident request and is usually permanent.
- The transfer constitutes a discharge from The Birches.
- In this case, fees for ambulance or other transportation costs are the responsibility of the resident.

## **Moving Out:**

- For permanent, voluntary planned discharges, 72 hours notice in writing should be provided to The Birches Nursing Home.
- The discharge will be arranged by The Birches staff in conjunction with the family. The family is requested to clear the resident's room within 24 hours. Otherwise, staff will pack the belongings and hold in trust for five (5) days at which time items will be disposed of.
- *As payment is due on the first of each month, a refund cheque for the accommodation balance and the trust account will be issued by the accounting office within four (4) weeks of moving out.*

*Please note: we are unable to accept donations of clothing or any other items when a resident leaves The Birches.*

## **Other miscellaneous things to note**

- A list of policies for The Birches are available upon request.
- The Birches is designated as a non-smoking long-term care facility. There is no smoking on The Birches premises.

## **Resident Rights and Responsibilities**

As a resident of The Birches, you have both rights and responsibilities. At The Birches, we believe that the success of our organization is based on our commitment to those we serve.

### **Quality Care:**

You have the right to receive quality care delivered by professional and competent staff.

As a resident of The Birches, you have a responsibility to work as a partner in the care that you receive.

### **Respect:**

You have the right to live in an environment that is free from discrimination and supports cultural diversity in all its forms.

The Birches reserves the right to assign a competent caregiver to you based on the skills that best meets your needs.

You have a responsibility to respect the cultural diversity that exists at The Birches in its staff, volunteers, residents and visitors.

### **Information:**

You have the right to ask for and receive information about your care at The Birches in terms that you understand. You have the right to know who provides your care and you have the right to access your medical files within 24 hours of a written request.

We are committed to providing the care and service you expect. You can help by providing our caregivers accurate information about your health and asking questions when you don't understand.

### **Confidentiality:**

You have the right to confidentiality of your personal, financial and health information. You also have the right to as much privacy as we can provide.

continued on next page...

At the same time, we ask that you appreciate the limitations on privacy based on the need to provide appropriate care and that you respect the privacy of other residents.

### **Health Care:**

You may choose to accept or refuse any procedure or medical treatment, to leave the facility at any time and to know the consequences of your decision.

You accept responsibility for decisions you make about your own health care and treatment.

### **Recognition and Dignity:**

You have the right to be treated with dignity, respect and consideration. You have the right to be addressed by the name you prefer, to share your views, observations and concerns with staff, to ask questions and to receive appropriate responses to your requests.

You have the responsibility to treat other residents and staff with the same consideration.

### **Designation of Substitute Decision-Maker:**

You must designate someone to act on your behalf in the event that you cannot speak for yourself.

It is your responsibility to designate an individual to act on your behalf. If you do not do so, the statutory list in the *Personal Directives Act* will be implemented.

## **Family Rights and Responsibilities**

As a family member of a resident of The Birches, you continue to play an important role in their lives. We welcome your participation in activities and programs for residents and encourage you to become involved in the planning of your loved one's care. At The Birches, we believe everyone plays a part. As a member of the extended Birches community you have both rights and responsibilities.

### **Information:**

You have the right to ask for and receive information about your family member and the care he or she is receiving. You have the right to know who provides their care and who to contact to discuss any aspect of their care.

We are committed to providing the best care and service available. You can help facilitate that process by helping us get to know your family member better. At The Birches, it is also the responsibility of families and/or residents to designate a primary contact (*next of kin*) to receive information and inform other members about issues related to care.

### **Respect:**

You have the right to be treated with dignity, respect and consideration by all members of our staff. You have the right to share your views, observations and concerns with staff and to receive appropriate responses to your requests.

You have the responsibility to treat other residents, family members, volunteers and staff with the same consideration.

### **Involvement:**

You have the right to be involved in planning the care your family member receives, to participate in care planning sessions and, if necessary, to ask for a meeting of your family member's care team.

You are afforded the responsibility to remain involved in the life of your family member while he or she is at The Birches. Interested family members have the opportunity to advocate on behalf of residents and to participate in events and programs that directly impact residents' lives.

## **Trust:**

As a family member, you have the right to have your concerns addressed in a timely manner and to have access to management if your concerns are not resolved.

You have a responsibility to bring any concerns or issues you may have about the care of residents to the attention of management at The Birches. You may wish to contact the Director of Care to assist you with addressing your concern.

## **Concerns and Complaints**

If you have a concern or complaint regarding the care or services being provided, please reach out to us!

For issues involved with dietary, environmental services and maintenance, you can speak to the Facility Supports Manager.

For issues related to nursing or personal care, you can speak to a Registered Nurse.

If you still have questions or concerns following that conversation, you may wish to contact the Director of Care with your concern. Please provide specific details where possible (date, time, persons involved). The Director of Care will investigate concerns and reply to you as soon as possible.

A Registered Nurse is available in The Birches at any time to receive your questions or concerns.



## **End of Life at The Birches**

The Birches has a palliative care room, The Horizon Room.

It is requested that any pre-arranged funeral arrangements made by the family and resident regarding end of life issues be communicated to The Birches staff as soon after admission as possible. This is to ensure that if death occurs, family do not have to make critical decisions at the time of most distress.

Impending death can be a very stressful time for the resident, family, and staff involved. Staff will always endeavour to be supportive of the resident and family's needs through The Birches Palliative Care Program.

*Note: In the event that funeral arrangements are incomplete, the Birches is not responsible for any costs incurred as a result of decisions made by family or friends, be they designated next-of-kin, power of attorney/enduring power of attorney. The Birches strongly urges family members, power of attorney/enduring power of attorney to prearrange funeral arrangements.*

## **Key Contacts**

Main Line: 902-889-3474

Director of Care – Ext. 4139

Nursing Station – Ext. 4122

Team Lead – Ext. 4152

Finance Clerk (Billing and Resident Trust) – Ext. 4129

Administrative Assistant/HR Clerk – Ext. 4121

Facility Support Manager (Laundry, Housekeeping, Maintenance) – Ext. 4127

Recreation Department – Ext. 4124

Maintenance Department – Ext. 4150

Front Desk – Ext. 4125

Charge Nurse Cell Phone (**emergency only**) – 902-891-0570