



RESIDENT GUIDE

**77 EXHIBITION DRIVE
BRIDGEWATER, NS
B4V 3K6**

Phone: 543-1525

Fax: 543-8083

Website: www.hillsidepines.com

A Great Place to Live and Work

Welcome

Welcome to Hillside Pines. We are a not for profit community governed organization licensed under the Department of Health and Wellness.

We provide 50 Level II beds including 18 double rooms and 14 single rooms.

Our Mission

Care

... high quality individualized care in a homelike atmosphere, respecting residents right to choice.

Accountability

... to our residents and their families; our volunteers and our staff ; our community.

Resource Responsibility

... efficiently and effectively using our resources.

Excellence.

... in providing care to our residents.
... in supporting a healthy and safe environment.
... in all that we do.

PHILOSOPHY STATEMENT

We believe that every resident should be able to embrace Hillside Pines as their home. They have the right to live their lives to its fullest potential emotionally, intellectually, socially, spiritually and culturally. Each resident should be recognized for their uniqueness and be enabled to maintain control over their environment and surroundings in as much as is safe, ethical and within their abilities while preserving their dignity and respect.

We believe in the dignity and worth of all employees and value the quality of life derived from their job satisfaction. Employees deserve to enjoy their role and feel safe in their working environment and relationships.

We believe family, visitors and volunteers should be recognized, appreciated and encouraged to be an integral part in the life and well being of our residents.

Statements on Use of Restraints and Abuse

The resident has the right to be free from any physical or chemical restraints imposed for purposes of discipline or convenience, and not required to treat the resident's medical symptoms.

The facility must ensure that the resident's environment remains as free of accidental hazards as possible, and that each resident receives adequate supervision and assistance devices to prevent accidents. The resident has the right to be free from verbal, sexual, physical, and mental abuse, corporal punishment, and involuntary seclusion.

Preparing for your stay:

What to bring with you: - This list is designed as a general guide to help you decide what you may need.

- A list of any known allergies and sensitivities.
- Your Nova Scotia Health Card.
- Private health insurance cards, for example: Maritime Medical Care or Blue Cross.
- Be sure to bring items that you require daily such as eye glasses, hearing-aides, dentures, clothing and slippers.
- Personal care items are supplied for you; however, if you want a certain brand name you will be responsible for the cost.

CONTACT LIST

Director of Resident Care 543-1525 ext: *224

Email: j.boyle@hillsidepines.com

Nursing questions

Any nursing related concerns if not resolved by RN/LPN Personal Directive information

Director of Finance 543-1525 ext: *223

Email: h.turner@hillsidepines.com

Admission agreement, Pharmacy application, Picture permission, Responsibility for payment agreement and accommodation charges

Therapeutic Recreation Program Manager 543-1525 ext *213

Email: g.steadman@hillsidepines.com

Lifelong interests

Information on the Bus

Physiotherapy/Occupational Therapy issues

Hairdresser Services

Volunteering

Pastoral Care

Director of Environmental Services 543-1525 ext *232 or portable *235

Email: cecil.haughn@hillsidepines.com

Telephones and TV and own furniture

All electrical appliances

Laundry and Housekeeping concerns

Dietitian 543-1525 ext: * 221 Email: p.love@hillsidepines.com

Food likes and dislikes and special requests

Visitor meals and Holiday meals

Caterings

Food brought in to residents

RN/LPN Supervisor 543-1525 ext * 215 or portable *227

Email: nurses@hillsidepines.com

Health inquiries after admission

Advanced Directives

Funeral Home arrangements — notify

Advise of resident going on pass and returning

Administrator 543-1525 ext: 211 Email: m.eisner@hillsidepines.com

If concerns not resolved with Department Heads

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About Hillside Pines

- 1. Accommodations:** We cannot promise you will remain in the same room during your stay with us. There are times we have to make room changes to meet the needs of all our residents. When room changes are necessary you and your family will be notified. Private rooms are not always available. If you wish to be placed on a waiting list, please contact the Director of Care.
- 2. Accommodation fees:** Please arrange to meet with the Business Office prior to the day of admission to review our Responsibility for Payment Agreement and other related forms. Accommodation fees are debited from your bank account the first day of each month.
- 3. Advance Directives:** Hillside Pines has an advanced directive you will be asked to fill out and sign indicating the direction you want your end of life care to follow. An advanced directive can be a “living will”, and/or a document appointing someone to make decisions on your behalf if necessary. This document must be signed by you, and witnessed by someone other than the person you have chosen to make decisions for you. Staff members are not permitted to act as witnesses.
Code Status: During your admission to Hillside Pines, you will be asked to consider the question of your code status. This relates to your wishes regarding the use of emergency life saving measures. **You are encouraged to discuss your wishes regarding this very important choice with your next of kin.** We do not do CPR on residents. We call 911 if that is your wish. Please talk with Nurse Practitioner, Physician or Director of Care.
- 4. Animals:** We have 2 cats that live here. We encourage residents to interact with animals. If you wish to bring pets to visit, please ensure they are on a leash or have a proper carrier.
- 5. Call for Help:** If you require assistance at any time, please use the call bell that is located next to your bed. There is also a call bell located in your bathroom.
- 6. Our Confidentiality Policy** is designed to protect the privacy of residents and staff. We ask that residents and family members respect the

privacy of other residents and our staff. Observations of other residents noted during your visit are confidential.

7. Diversity and Social Inclusion: We strive to create a respectful environment that responds to the cultural, racial and spiritual needs of our residents. Being aware of this diversity will help us understand each other and reduce barriers. We invite you to share with us information that can help us better understand how we can achieve cultural competence in the services we provide to you.
8. Donations: Donations to our home are used to purchase extra items for the residents that are not funded in our regular budget. Your contribution is greatly appreciated. All donations are tax deductible and official income tax receipts will be issued.
9. Environmental Services: Your room will be cleaned daily by a member of the Environmental Services team. If you have any questions or comments concerning this service, direct them to the Director of Environmental Services.
10. Equipment Loans: Hillside Pines does not supply equipment. There is an equipment loan program available to residents through Red Cross. You will be assessed by the Occupational Therapist and Physiotherapist on admission for these needs. These items include special mattresses, wheelchairs and walkers.
11. Falls: Many of our residents have reduced hearing, sight and mobility. For safety reasons, you will be assessed by the team to determine your level of mobility with recommendations and a care plan developed to optimize your abilities safely.
12. Fire Safety: Staff members are trained in fire prevention and safety procedures. If you hear the fire alarm, please remain calm and stay where you are. Staff will immediately begin safety procedures; it is important that you follow their instructions.
13. Flowers: If you require a vase, please speak to one of the staff. Please keep in mind that some residents and staff may be allergic or sensitive to flowers. Under Hillside Pines scent sensitive policy, flowers with strong scents will be removed from the facility.

14. Food Services: Special diet needs/food allergies or sensitivities: When you arrive it is important that the kitchen is made aware if you have a food allergy or sensitivity. If this is the case, please notify the admissions person. Within the first 24 hours the Dietitian or Food Service Worker will visit you to find out your special diet needs, and food likes and dislikes. Every effort will be made to provide you with foods you enjoy and those that meet your specific individual needs.

Visitor/Guest meals: Family and friends are welcome to share a meal with you anytime. Please notify the kitchen or nursing department before 10:30am for dinner and before 3:30pm for supper. The direct phone number to the kitchen is 543-1525 ext *218. The charge for visitor/guest meals is \$5.00 except for Christmas Dinner. Christmas dinner is \$10.00 per person with a limit of 2 guests for each resident/30 guests in total. Closer to Christmas there is a notice for families to buy their tickets for Christmas dinner.

Food brought in to residents: Notify the kitchen of food brought in to residents, especially, if the food needs to be heated or refrigerated. Foods needing to be refrigerated must be labeled with the resident name and dated. The nursing or food services staff can help with this. Hillside Pines can't be responsible if other people eat the food left in the kitchenette fridges. Food left in the main kitchen is more secure - it will be distributed as you request. Any open food found in the kitchenettes that aren't dated or are past the best before date will be discarded by food services staff without reimbursement. If you are wondering what can be brought in, it is best to consult with the Dietitian to ensure appropriate food safety precautions are in place and/or dietary needs are met such as allergies, diabetic or texture needs. Because of these precautions, it is not recommended to share food with other residents.

15. Health Records: Your health record begins at the time of arrival and documents the course of your care while at Hillside Pines. The information contained in your health record is privileged and confidential. Our policy related to the access and release of health information is designed to protect the confidentiality of your health information.

16. Infection Control: Hand washing is the best way to prevent the spread of infections! Please remember to wash often during your stay. It is also okay to remind your visitors and health care provider to wash their

hands. When visiting family members and friends at Hillside Pines, there are a few simple things you can do to help protect yourself and your loved ones from illness:

- **Please do not visit if you are not feeling well.**
 - Cover your cough or sneeze and be sure to wash your hands afterward. A good hand wash means using the soap and water for at least 10 – 15 seconds or using the hand sanitizer gel!
 - Other ways you can help to stop the spread of infection:
 1. Keep your hands away from your eyes, nose and mouth.
 2. Use paper towel to shut off the taps after you've washed your hands.
 3. Tell visitors not to come see you if they are ill.
- 17. Laundry:** Personal laundry is washed, dried, folded and returned to your room. We ask that you put your name on all your clothing to ensure items are not misplaced. Hillside Pines Staff will order labels and place on new items – you will be charged for those labels.
- 18. Mail:** Mail sent to you at Hillside Pines will be delivered to your room. Mail should be addressed to yourself, c/o Hillside Pines, 77 Exhibition Drive, Bridgewater, NS B4V 3K6. Stamps are available from the Therapeutic Recreation Department. You may wish to send outgoing mail using our mail box, please see a staff member for assistance.
- 19. Medicines:** **Do not refill your prescriptions** before you come as we cannot use medications from home. We need them to be reordered through our facility and you will be required to use the Pharmacy that is used by Hillside Pines.
- Let the nursing staff know about any drug allergies that you may have. Remember to include prescriptions, over the counter medicines, herbal remedies, and vitamins.
 - Your medications will be reviewed by the doctor on admission.
 - You will be responsible to pay the co-pay portion of your medications.
 - Your medications will be administered by a nurse.
 - Your medications will be stored in the medication cart and kept in the medication room.
 - Medications are not permitted to be kept at your bed side as per the Homes for Special Care Regulations.

20. Newspapers: The Chronicle Herald is delivered daily and The Progress Bulletin is available weekly in the breezeway area; both papers are shared among all residents. You may arrange the delivery of your own papers at your cost and for your personal use.
21. Palliative Care: Palliative Care is available to comfort and support individuals and families. Services include pain and symptom management and social, emotional and spiritual support. Our Palliative Care (Family) Room is located on the corner of Garden and Lawn View wings. We have Palliative Care Volunteers who will sit with you when family is not able to be here, if you wish. Please let the RN know if you would like the volunteers to help out.
22. Parking: Please do not block the Main Entrance or the Service Delivery Entrance. These areas are to remain open for emergency vehicles and those wishing to pick up or drop off supplies and/or visitors. Parking is also available across the street. Wheel chair parking is located near the Main Entrance.
23. Pastoral Care: There is a Pastoral Care Coordinator; who acts as a liaison between local churches and provides spiritual care for residents, family and staff. A church service is held each Tuesday at 6:30pm. There is a Memory Service primarily for the residents to attend and to say their good-byes to former residents; family members are also welcome to attend.
24. Personal Care Directives: We respect our residents' right to make informed decisions about their health care and treatment options. **You are encouraged to discuss your wishes with your family and make them known to staff.** As per the Personal Directives Act, all residents who are competent are encouraged to designate and consent to a substitute decision maker.
25. Personal Use Account Policy: At Hillside Pines, we offer to keep your money safely in the Business office. You may request any amount of your money Monday to Friday, 8:00 am to 4:00 pm. There is no charge for this service.

- 26. Physician Visits:** Our physician usually makes rounds weekly. If a family member wishes to see the physician regarding a resident's condition, a meeting can be arranged through the nursing department. To coordinate communication to all family members, we request that one person be appointed spokesperson. We also have the services of a Nurse Practitioner who also makes the weekly rounds.
- 27. Recreation:** Therapeutic Recreation strives to meet the needs of all residents by providing programs such as musical gatherings, trivia programs and bus outings. Also one on one visiting and smaller group activities for residents with forms of dementia who function better with less stimulation. A monthly calendar of activities is available at the first of every month and on our website.
- 28. Resident Care Meetings:** In order to meet your needs you and your family will be asked to meet with staff from all departments, the Dietitian and sometimes the Physiotherapist/Occupational Therapist annually to discuss your care. Your next of kin will be notified by phone the month before the meeting is scheduled to occur.
- 29. Resident Comments:** At Hillside Pines, we care what you think about the services you receive. If you have questions, comments, concerns or compliments, please feel free to communicate them to the staff.
- 30. Resident Outings:** Any resident leaving the property must be signed out by the person who is accompanying them. By signing the form it waives Hillside Pines of any legal responsibility in the event of a mishap. For safety we strongly recommend that any resident in a wheel chair **NOT** be pushed up the driveway or off the premises.
- 31. Resident Safety:** Staff works hard to make sure you receive the best and safest care possible. Please report any suspicious activity to staff. Surveillance cameras are located throughout the building to monitor your safety and security. Aerosol cans and powders are not permitted at Hillside. Any chemicals like fingernail polish remover must be kept in the Resident's locked drawer. Resident rooms, due to safety reasons, must be clutter free.
- 32. Room Temperature:** If you find your room too warm or too cold, please tell the staff. We will try to adjust the temperature so you are more

comfortable. We ask you to keep all windows closed during cooler weather to improve the efficiency of the system.

- 33. Scent Sensitive Policy:** Exposure to perfume and other scented products has become a major health problem for many, and may trigger asthma attacks, migraine headaches and severe allergic reactions. All staff, volunteers, residents and visitors are asked to refrain from wearing perfume, scented aftershave lotions, perfumed hair spray and other scented personal care products.
- 34. Smoking:** Hillside Pines is a non-smoking facility. Visitors are **NOT** permitted to smoke on the premises.
- 35. Telephones and Televisions for Residents:** Telephone/internet and TV cable services are provided by Eastlink through Hillside Pines. Recommended TV size is up to 22 inches. These services will be billed monthly and the amounts will appear on your cost of care statement at the beginning of each month.
- 36. Therapeutic Services:** Occupational Therapy and Physiotherapy assessments are arranged following your admission. Occupational Therapy services include special seating and mattress prescription and functional, perceptual, developmental and cognitive assessments. Physiotherapy services include assessment and treatment of mobility challenges.
- 37. Valuables:** We recommend that you do not bring large sums of money and other valuable items. You are responsible for your own belongings. Hillside Pines does not accept any responsibility for lost, damaged, or stolen property left in your room. **CAUTION:** When you remove your eyeglasses, dentures, hearing aids, etc., make sure you place them in an appropriate container and place the container in your bedside table. **DO NOT WRAP ITEMS IN KLEENEX, PAPERTOWELS, OR PLACE THEM ON A FOOD TRAY OR ON YOUR BED** as they may get discarded accidentally.
- 38. Visiting Hours:** Visitors are welcome 9:00 am to 9:00 pm. Exceptions can be made by speaking to the RN in charge. Visitors are asked to use the Main Entrance when entering and exiting the building. This entrance is unlocked at 7:00 am and locked at 9:00 pm. There is a door bell for use after hours located at the main entrance foyer. We ask all visitors to

respect the privacy of the other residents. Observations of other residents noted during your visit are **confidential!**

39. Volunteer Services: Within Hillside Pines, volunteers give generously their time and talents to improve quality of care and to assist staff and residents. To become part of our volunteer team, contact our Program Director at 543-1525 ext *213. Hillside Pines is governed by a Volunteer Board of Directors.

RIGHTS OF RESIDENTS

The Right to be Fully Informed

- The right to daily communication in their language
- The right to assistance if they have sensory impairment
- The right to be notified in advance of any plans to change their room or roommate
- The right to be fully informed of all services available and the charge for each service

The Right to Participate in Their Own Care

- The right to receive adequate and appropriate care
- The right to participate in planning their treatment, care, and discharge
- The right to refuse medications, treatments, and physical or chemical restraints
- The right to review their own record

The Right to Make Independent Choices

- The right to make personal choices, such as what to wear and how to spend their time
- The right to reasonable accommodation of their needs or preferences
- The right to participate in activities, both inside and outside the nursing home
- The right to organize and participate in Resident Council

The Right to Privacy and Confidentiality

- The right to private and unrestricted communication with people
- The right to privacy in treatment and in personal care activities
- The right to confidentiality regarding their medical, personal, or financial affairs.

The Right to Dignity, Respect, and Freedom

- The right to be treated with the fullest measure of consideration, respect, and dignity
- The right to be free from mental and physical abuse
- The right to self-determination

The Right to Security of Possessions

- The right to manage their own financial affairs
- The right to be free from charge for services covered by Medicare

Rights during Transfers and Discharges

- The right to remain in the facility unless a transfer or discharge is necessary, appropriate, or required
- The right to receive a 30-day notice of discharge or as much notice as possible of transfer

The Right to Complain

- The right to present grievances without fear of reprisal
- The right to prompt efforts by the nursing home to resolve grievances

The Right to Visits

- The right to immediate access by their relatives
- The right to reasonable visits by organizations or individuals providing health, social, legal, or other services.