

H. J. MCFARLAND MEMORIAL HOME

RESIDENT/FAMILY ORIENTATION

BOOKLET

August 10, 2007
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SECTION 1 ADMINISTRATION

SECTION 1.1

WELCOME

Thank you for choosing our facility for your care needs. We will do our best to make your stay a pleasant one.

The H. J. McFarland Memorial Home is a not for profit facility and we are proud of our long history of caring. We offer a wide range of services and programs for our Residents to enrich their lives and help them adjust to their new Home. Our motto is:

"To Know, To Listen, To Honour"

The Home is accountable to the public through our elected representatives and we serve local people with and through our local people.

We are committed to excellence in care and we are here for you.

SECTION 1.2

H. J. McFarland Memorial Home

Mission Statement

Our mission is to provide quality life care that encompasses the physical, emotional, spiritual and social needs of every Resident of the Home and which encourages and supports the Resident's right to freedom of choice. Our mission is reflected in our Home motto:

"To Know, To Listen, To Honour"

Vision Statement

Our vision is that every Resident will always be central to our care. The future of continuing this care must maximize autonomy, life satisfaction, dignity and the rights of each Resident.

Values

We value the Resident and their family: their needs define the care we provide and we believe they are always central to the provision of care.

We believe that life is a continuum; today's needs reflect the past and shape the future.

We value the promotion of wellness, recognizing that in providing care, cure is not necessarily the goal; rather it is the achievement of the highest level of unique wellness for each Resident.

We believe in a culture of safety which is achieved by the active involvement of all of us working together. Teamwork is the key to safety.

We believe in promoting, creating, nurturing a positive ethical climate where all our policy making, accountability, self evaluation, resident and business decisions are made conducive to ethical performance.

We value our co-workers and community partners, recognizing their unique contribution to the provision of holistic, Resident-focused care. We consider ourselves to be a team in which each team member has value and in which all are respected for their contribution to Resident care.

Revised January 15, 2007

SECTION 1.3

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse.
3. Every resident has the right not to be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment.
6. Every resident has the right to exercise the rights of a citizen.
7. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of his or her plan of care,
 - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
 - iv. have his or her personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.

12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
16. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else,
 - i. the Residents' Council,
 - ii. the Family Council,
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,
 - iv. staff members,
 - v. government officials,
 - vi. any other person inside or outside the long-term care home.
18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
19. Every resident has the right to have his or her lifestyle and choices respected.
20. Every resident has the right to participate in the Residents' Council.
21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.

23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
24. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
27. Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home.

SECTION 1.4

LIST OF DEPARTMENT HEADS / SUPERVISORY STAFF

613-476-2138

Administrator	Beth Piper	Ext.132
	bpiper@pecounty.on.ca	
Director of Resident Care	Karima Lutzak	Ext.141
	klutzak@pecounty.on.ca	
Nutritional Manager	Phyllis Cole	Ext. 135
	pcole@pecounty.on.ca	
Environmental/Safety Manager	Susan Ferguson	Ext. 137
	sferguson@pecounty.on.ca	
Resident Services Manager	Jary Herman	Ext. 134
	jherman@pecounty.on.ca	
Financial/Budget Officer	Carol Harvey	Ext. 143
	charvey@pecounty.on.ca	
Receptionist/Secretary	Karen Reddick	Ext. 131
	kreddick@pecounty.on.ca	

SECTION 1.5 SERVICES OFFERED

MEDICAL CARE: The Home retains the services of a qualified physician. However, you may continue to use the services of your own physician if you so desire as all of the local physicians visit the Home.

As a resident, you may require medical attention outside the Home. Such appointments are made by the staff who will make arrangements for travel to and from the place of appointment. In all cases, we encourage the family to assist in escorting and providing support when the occasion arises.

NURSING CARE: We employ a Director of Resident Care who is a nurse. A Registered Nurse is on duty twenty-four hours a day, seven days a week. Registered Practical Nurses work the day and evening shifts, seven days a week. Direct care is given by Health Care Aides (HCA) and Personal Support Workers (PSW). Each floor posts a list of staff on duty for each shift.

DIETARY SERVICE: A qualified, full time Food Service Supervisor is employed to oversee this department. The Home also employs a consulting dietician. On admission, a nutritional assessment will be completed for each resident denoting any specialized diet, likes, dislikes or assistive devices required. The nutritional assessments are then completed every three months or sooner, if required. Residents are encouraged to participate in menu planning through the Resident's Council, menu surveys and the suggestion box.

Programs: recreation/leisure under the supervision of our Resident Services Manager many daily, weekly, monthly and seasonal activities are planned and organized. Some examples are films, dances, crafts of all natures, intergenerational programming, gardening, birthday parties, etc. Our aim is to be as flexible as possible and to accommodate all of the interests of each and every resident. All suggestions are welcome.

Rehabilitative programs are also offered and provided by qualified staff who concentrate on specialized therapy services such as gait training, passive exercises, walking programs, heat therapy, and speech therapy, as identified in the plan of care.

Physiotherapy Services are available for each resident as required on an on going basis and are provided by Active Management who oversees the physiotherapy needs of the residents. A consent for physiotherapy services is required.

LAUNDRY: All machine washable clothing/items are laundered at the Home. Anything requiring dry cleaning is sent out at the resident's expense. All items are labeled with the name of the resident by the Home. Minor mending is provided by Laundry staff.

HOUSEKEEPING: Housekeeping services are available daily. Residents are encouraged to keep their own rooms tidy

HAIRDRESSING/BARBER: These services are available on a regular basis. If you wish to book appointments, please notify the Administration Offices. Payments may be made directly with the hairdresser/barber or arrangements for payment may be made at the Administration Office

SUPPLIES: for personal hygiene and grooming, including skin care lotions, powders, shampoos, soap, deodorant, toothpaste, toothbrushes, denture cups, razors and incontinent products are supplied.

EQUIPMENT: for the general use of the residents including wheelchairs, geriatric-chairs, canes, walkers, toilet aids and other self-help aids for the activities of daily living. Residents may also purchase their own equipment. There is assistance available for such purchases pending approval.

MEDICAL DEVICES: such as catheter, colostomy and ileostomy are also supplied.

BEDROOM FURNISHINGS: such as beds, bed rails, bedside tables, desks, bedside lamps are provided by the Home. Residents may furnish their rooms providing all furnishings and equipment have been checked by our Environmental/Safety Department. Resident care requirements may limit the amount of personal items permitted.

Bedding and linen, including firm comfortable mattresses with waterproof and fire retardant covers, pillows, bed linen, wash cloths and towels are provided. The room arrangement can be customized within safety requirements for the staff and resident.

OTHER SERVICES: Resident charges include hairdressing, barber, cable TV, telephone, newspaper subscriptions, non-prescription drugs, drugs not covered under the Ontario drug benefit program, prescription co-payments, preferred accommodation charges (i.e., private room, semi-private room), transportation costs and dental care providing the resident and/or their responsible party agree to the charges.

TRUST ACCOUNT: Residents/families who wish a trust account set up are asked to please notify the Business Office.

SECTION 1.6 BUSINESS OFFICE

The Business Office is open Monday through Friday, 8:30-4:30. The Financial Officer is available to discuss uninsured services, room rates, trust account information and any other related financial concerns.

SECTION 1.7 ADMINISTRATION OFFICE

The Administration Office is open from 8:30 a.m. - 4:30 p.m., Monday to Friday, for any inquiries, information, etc.

SECTION 1.8 MAIL

Mail is delivered to the front office, Monday to Friday, where it is sorted and then delivered by the Programming staff to the resident's room. Outgoing mail may be placed in the mailbox outside the Administration Office. Stamps can be purchased from the Administration Office.

SECTION 1.9 ROOM ACCOMMODATIONS

There are three types of accommodation available at the Home: Basic, Semi-Private and Private Rooms. Rates are set by the Province and are adjusted annually. Financial assistance is available for those residents who qualify.

SECTION 1.10 COMPLAINT PROCEDURES

Please direct all complaints to the Administration Office or the Supervisor of the Department. All complaints will be handled in a professional and confidential manner. Complaints may also be made to the executive of the Residents' Council. On the weekends, please report to the Charge Nurse on duty.

Complaint Forms are available on the Family Information Board outside of the Auditorium.

If your complaints/concerns are not addressed in an appropriate time frame, please feel free to call the Ministry of Health & Long Term Care, Health Care Programs Division, and Kingston Area Office at **1-800-667-1062**.

SECTION 1.11 CABLE TELEVISION/TELEPHONE

Cable TV is available in each resident's room, as well as personal telephone service, providing the resident and the responsible party has agreed to these services. Telephone service must be arranged by the family. Arrangements can be made with Bell Canada for special features, i.e., hearing impaired programmable sets, etc. should the resident require them. ***Please notify the Administration office of the resident's phone number once service has been arranged for.***

It is also important that families notify the Administration office if they **cancel** the telephone and/or cable service. This helps to keep our records accurate.

SECTION 1.12 VISITING HOURS

Visiting hours are from 0900 - 2100 hours. The doors are locked at dusk. Residents returning after the doors are locked can gain admission by ringing the front door bell. It is also advisable to notify the Home by telephone of your approximate time of late arrival. Visiting hours can be adjusted for compassionate reasons.

SECTION 1.13 TRANSPORTATION

Families are encouraged to assist their family members with transportation to medical appointments, hospital visits, etc. If families are unable to assist with transportation or provide accompaniment, the Home can arrange transportation and/or staff accompaniment, providing the resident/responsible party has agreed to this service. Staff accompaniment can be provided at a cost.

SECTION 1.14 PARKING

Parking is available on the premises for those residents who have their own cars at no charge to the resident and ample free parking is also available for family members and visitors.

SECTION 1:15 IDENTIFICATION BRACELETS

It is desirable for all residents to wear an identification bracelet. On admission, the Home will supply a plastic band for identification purposes. Family may wish to make other arrangements for identification purposes. In emergency situations, all residents will be provided with an identification band.

SECTION 1.16 FIRE AND SAFETY PROCEDURES

TO ALL RESIDENTS: BE ALERT TO THE FOLLOWING SAFEGUARDS:

Good housekeeping is the best assurance against fire. Do all you can to maintain your room in good order. Do not let newspapers accumulate in your room. Do not use under your bed for storage. Frequent fire and emergency drills are held to ensure rapid and appropriate response by staff. During such drills, residents and visitors may be directed to a safe location.

IN THE EVENT YOU DISCOVER A FIRE

Pull the nearest fire alarm.
They are located by all exit /stairwell doors.

CAUTION: DO NOT USE THE ELEVATOR WHEN YOU HEAR THE FIRE ALARM.

SECTION 1.17

HEALTH AND SAFETY

The Home has a health and safety committee.

This committee works to keep the Home safe for all residents, visitors, and staff. Safety notices may be posted throughout the Home. Resident care needs may require the re-organization of the resident furnishings and/or a room change to ensure the safety of staff and residents. Please direct any safety concerns you may have to the Environmental/Safety Manager or the nursing staff.

SECTION 1.18

Infection Control

Staff, visitors and residents may be exposed to infectious agents. Hand washing is the most effective method for limiting the spread of infection. We ask that you use the alcohol scrub located at the front entrance upon entering or exiting the building. Most rooms have an alcohol scrub dispenser near the doorway which we encourage you to use. It may be necessary to observe other infection control measures. Nursing staff will notify you of any further requirements.

SECTION 1.19

VISITING PETS

Animals have been shown to decrease stress, improve mood, increase communication and decrease loneliness.

Visiting animals are welcome under the following guidelines:

- a) Visiting pets can be dogs or cats
- b) The pet must be regularly assessed by a veterinarian
- c) The pet must be controlled at all times. Dogs must be on a leash.
- d) Hand hygiene is important. Please use the alcohol scrub when arriving and leaving. Please help your loved one to use the scrub after your visit.
- e) Please visit only with your loved-one.
- f) Pets must be temperament tested. Pets with a poor temperament will be excluded from further visits.
- g) Pets are not allowed in any dining rooms.

SECTION 1.20

H.J. McFarland Memorial Home is a SMOKE FREE facility.

Smoking is allowed on the premises in designated areas and must be at least 30 feet from the building.

Only Residents who have been assessed as independent may smoke on the premises.

Residents assessed as being an unsafe smoker will not be permitted to smoke unless supervision is provided by the family. Staff do not supervise smoking.

For safety, we request that all smoking materials are kept with the nurse.

WE THANK YOU FOR NOT SMOKING!

SECTION 1.21 BED HOLDING

A resident may hold a bed for up to thirty (30) days in addition to the available twenty-one (21) day medical leave and forty-five (45) day psychiatric leave.

To hold a bed, the resident/responsible party shall agree, in writing, for the bed to be held and to be responsible for all applicable charges incurred during the bed holding period.

Bed holding is allowed for only a thirty (30) day period.

SECTION 1.22 ADMISSION AGREEMENT/UNINSURED SERVICES

Each resident/responsible party will be required to sign an admission agreement. The admission agreement is between the H. J. McFarland Memorial Home and the resident/responsible party and lays out the responsibilities of each party.

SECTION 1.23 UNINSURED SERVICES

This form outlines services provided by the Home such as cable TV, telephone charges, transportation costs, etc., providing the resident/responsible party agree to these services.

SECTION 2 NURSING

SECTION 2.1: MEDICATION POLICY

While it is appreciated that many residents like to be able to independently give themselves medicines that they have been used to taking for many years, this does not enable us monitor possible dangerous over usages or interactions with other drugs. Also, some medicines may be contra-indicated either by virtue of allergy or other medical condition the resident may have.

Residents are encouraged to advise the staff of their medical needs at any time of the day or night. If it is an emergency, pull the call bell in the bathroom. Any treatment that is not already anticipated in the resident's chart can be referred to the physician for assessment. If it is not an emergency, arrangements will be made when your physician is available.

Relatives of residents (or friends) are requested not to bring in medications, even vitamins, antacids, laxatives, cold remedies, etc. If there are any certain needs that relatives or friends feel are being overlooked with a specific resident, please contact the nurse and discuss it with her/him so that appropriate management of the problem can be undertaken.

Any prescriptions given by physicians seen out of the Home should not be filled at the drug store but given to the nurse on duty to arrange for dispensing.

Please note that some medications, creams, ointments are not covered under the drug benefit program and the resident will be billed directly for these medications. We will obtain your approval before ordering these medications.

Our pharmacy services are supplied by the Picton Clinic Pharmacy. Consultation services are provided by the pharmacist, Medication supplied by other than this pharmacy will not be administered.

Thank you for your co-operation in these matters. If there are any questions, do not hesitate to discuss them with the Director of Resident Care or the nurse on duty

MEDICAL DIRECTOR: Dr. A. Nancekievill MD
DIRECTOR OF RESIDENT CARE: Karima Lutzak RN BScN

SECTION 2.2: ALCOHOL

Many residents enjoy alcoholic beverages. Pub Night and Happy Hour is scheduled regularly (see Calendar for specific times) Additionally, residents can enjoy their own beverages. Please discuss this with the nurse so that we can include this in the plan of care. Alcoholic beverages must be provided by the resident/family.

SECTION 2.3: RESTRAINT POLICY

There is a restraint policy in place. If a restraint is recommended for a resident, consultation with the resident/family must take place prior to any restraint being applied (except in extraordinary circumstances where the safety of the resident is a priority).

Residents/families do have a choice in this decision to restrain or not to restrain. The policy of the Home is one of least restraint. Alternative measures for safety will be considered before a physical restraint is used.

SECTION 2.4: ADVANCE DIRECTIVE

No treatment is provided without consent and this includes decisions related to care expectations when a resident is experiencing failing health. The treatment options will be discussed as part of the admission process and will be documented on the "Advance Treatment Directive" form. Any decision made can be changed, at any time.

We ask that you carefully review the Advance Treatment Directive and ask any questions you may have. It is desirable to have this form completed, as soon as possible, in order that the care providers are informed of the Residents wishes.

SECTION 2.5: NOTIFICATION OF FAMILY

When a resident's condition changes, family will be notified as soon as possible by the Nursing Department.

SECTION 2.6: DOCTOR'S VISITS

The H. J. McFarland Home has a multi-practitioner service whereby residents are able to maintain the services of their own family doctor. Within seven days of admission, the family doctor will visit the resident and do a complete medical. Doctors visit the Home routinely and whenever necessary depending upon the resident's care needs. Residents without a family physician will be cared for by our Medical Director, Dr. Anne Nancekievill.

SECTION 2.7: USE OF CALL BELL SYSTEM

Beside each resident's bed and washroom there is a nurse call bell system. If assistance is required, you must press the red button on your bedside cord bell or pull the cord in your washroom. Residents, on admission, will be instructed on the use of the call bell system by the nursing staff.

SECTION 2.8: LOCATING RESIDENT CARE STAFF

If you need to find a staff member (PSW/HCA or nurse), look for a red light showing outside of a resident room. The light is located on the ceiling outside of the door and will show as a steady (non-blinking) light. Wait outside the door until the staff member exits the room.

SECTION 2.9 LEAVES OF ABSENCE/OUTINGS/CASUAL LEAVES

A casual leave of absence of up to 48 hours per week is available to residents of a long term facility. Casual leaves are permitted throughout the year in addition to vacation or medical/psychiatric leaves.

Vacation Leave: A vacation leave of absence of twenty-one (21) days a year is available to residents. For all casual, vacation or short outing leaves of absence, the responsible party shall sign out for the resident in the Sign out Book located at the Front Entrance. Please ensure that staff are kept informed when you are taking out a resident.

For extended leaves, required medications must be provided by the pharmacy. Please give the nursing staff early notification so that this can be arranged.

SECTION 2.10

CONSENT FORMS

Upon admission to the Home, the resident/responsible party will be required to sign the following consent forms:

- 1) Privacy consent form
- 2) Consent for pneumo-vax vaccine.
- 3) Consent for influenza vaccine
- 4) Consent for Tami flu
- 5) Advance Treatment Directive
- 6) Consent to Treatment
- 7) Consent for Physiotherapy services
- 8) Restraint consent
- 9) Consent for the administration of naturopathic remedies

An informed consent process is used and Residents are encouraged to be involved in the consent process, as able.

SECTION 2.11

PALLIATIVE CARE SUITE

A suite is available for residents and their families, when needed, for palliative care. Palliative care can be provided in the resident room, but for some residents, the privacy and comfort of the suite is desirable for end-of-life care.

SECTION 3

HOUSEKEEPING/LAUNDRY

SECTION 3.1:

CLOTHING/PERMISSION FORMS

Suggested Clothing List:

Men

7 pair socks	2 sweaters
7 underwear	7 pants
7 changes of night clothes	7 shirts
Outdoor jacket/coat	Electric Razor
Non-skid Slippers	2 pair shoes-non skid
1 robe	Belts or Suspenders

Women

7 dresses	2 slips
7 pair stockings	2 bras
7 underpants	7 nighties
2 sweaters	2 pair non-skid shoes
1 housecoat	1 pair non-skid slippers
	Outdoor jacket/coat

Laundry is done seven (7) days a week. Name tags are provided by the Home at the time of admission and are applied to every item of clothing.

Wash and wear clothing is recommended. Woolens, linens, etc., need to be dry cleaned. Dry cleaning charges are to be paid by the resident. Local merchants carry a good variety of clothing for seniors.

Please advise other family members that all clothing must be marked. Clothes needing to be marked may be taken to the laundry department. There is limited storage space, residents with an extensive wardrobe may be asked to store off season clothes at another location.

You will be notified if clothing replacement is required. Dependent upon resident need, "open-back" clothing or other adapted clothing items may be required. This will be discussed with the resident/family.

SECTION 3.2: LOST ARTICLES

The Home is not responsible for lost items. Please ensure that all valuable items are properly identified prior to admission. Each resident is provided with a locked dresser drawer at the time of admission. All belongings will be tabulated on a property sheet at the time of admission.

SECTION 3.3: FURNISHINGS

We encourage residents to personalize their own rooms. Residents may bring in the following:

- an easy chair
- television
- plants, pictures, etc.

Any other electrical equipment such as lamps or fans must be checked through the environmental/safety department during the week. On the weekend, please check with the Charge Nurse on duty.

Safety is our first concern so it is important that residents are able to move about freely in their rooms without a fear of falling over too many items. Dependent upon resident care needs, personal items may be limited.

*** Extension cords are not to be used at any time. Power bars may be acceptable after discussing with the Environmental/Safety Manager.**

SECTION 3.4: STORAGE/ITEMS

Due to lack of storage space, we would ask that families pick up furniture, equipment, personal items within a two week time frame after Resident is discharged or deceased.

If items are not picked up within this time frame, the Home reserves the right to send the personal effects to a charity of their choice.

If there are extenuating circumstances that prevent the removal of personal

effects, arrangements will need to be made with the Environmental/Safety Manager Susan Ferguson.

SECTION 4 DIETARY

SECTION 4.1: MEAL TIMES

Meals are served in the main dining room as follows:

Breakfast:	8:30 a.m.	Willow Wing Breakfast:	9:00 a.m.
Lunch:	12:00 noon		
Supper:	5:00 p.m.		

Nourishments and evening snacks are also provided. Refrigerators are located on both floors where residents may keep any perishable food. Please label all your food supplies.

For residents who sleep in, a continental breakfast, can be provided.

SECTION 4.2: GUEST MEALS

The Home can provide guest meals to resident's family members or friends.

We do request advance notice and a limit of two guests per resident. In extenuating circumstances, we could extend the guest limit. Please call the Nutritional Manager to arrange this service.

The cost for guest meals are:

Lunch:	\$6.00
Supper:	\$8.00

Guest meal tickets may be purchased, Monday to Friday, at the Dietary Department.

Family members wishing to bring "take out food" into the Home to share a meal with a resident should first notify the Dietary Department so that table arrangements can be made.

If further information is required, please contact the Nutritional Manager, Phyllis Cole.

SECTION 5 PROGRAMS

SECTION 5.1 SOCIAL PROGRAMS

The Home employs a Resident Services Manager who oversees the Rehabilitative & Recreation/Leisure program plans and organizes programs

on a daily, weekly, monthly and seasonal basis. These programs are posted daily and monthly on the bulletin board across from the dining room. Recreational activities offered include bingo, monthly birthday parties, fun and fitness classes, manicures, sing-along, shopping trips, happy hours, picnics, movie nights, barbeques and family dinners. Rehabilitative services focus on restorative care such as gait training. Rehabilitative staff work with the physiotherapy team to provide restorative care.

Residents and family members are encouraged to participate in all programs. Suggestions for improvements or new programs are always welcome.

SECTION 5.2: BIRTHDAYS/ANNIVERSARIES

A special recognition of birthdays is done by posting the resident's name and birth date on our bulletin board in front of the dining room.

A special birthday celebration is also held every second month whereby all those residents who have celebrated birthdays in the past two months are honored.

Families wishing to celebrate a birthday party or special occasion are welcome to use the Home for these events. Families supply the food for these special events while the Home will provide the refreshments (tea, coffee, juice) as required. Please notify the Nutritional Manager so arrangements can be made.

SECTION 5.3: RELIGIOUS SERVICES

Religious services are held at the Home and schedules for these services are posted outside the entrance to the Chapel which is located at the front of the Home.

SECTION 5.4: VOLUNTEERS

The Home is privileged to have volunteers who devote their valuable time to enhance our social programs. The volunteers are involved in teas, bazaars, tuck shop, happy hour, shopping trips, etc. We are always looking for volunteers to assist us with programs, so, if you are interested, please notify our Resident Services Manager.

SECTION 6 BEQUEST FUND

This fund has been set up in memory of those residents who resided at the H. J. McFarland Memorial Home and who wished to make a donation to the Home.

The money is to be utilized for the "comfort of the residents".

Those families/residents wishing to make a donation can contact the Administration Office for further information.

There are, as well, other options that Residents and their families may wish to consider when donating funds, such as:

Palliative Care
Willow Wing (Alzheimer's Unit)
Staff Bursary
Continuous Quality Improvement Committee

We thank our past residents and their families for their much appreciated support.