



**Welcome to  
Westford Nursing Home**

[www.westfordnursinghome.com](http://www.westfordnursinghome.com)

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Westford Nursing Home is a 30 bed, fully licensed, not for profit Nursing Home, in Port Elgin, NB. We have been in operation since April 1986. Our cozy and comfortable Home has an open and friendly atmosphere. The resident is the primary focus of our decision-making and every reasonable effort is made to accommodate special needs and to enhance quality of life of all 30 of our residents. We encourage residents' and family participation in care planning and quality enhancements.

Our size lends itself well to residents settling in and getting to know the other residents, and staff and to adapting to life in a Nursing Home.

We offer the same resident to staff ratio as all other not-for-profit nursing homes in NB. We also provide laundry & housekeeping services as well as a very diligent Maintenance program. Our Activity Director works 5 days per week and runs an extensive group and one-on-one activity program. The Dietary staff cook excellent, home made hearty meals and offer many "special event" menus throughout the year. Snacks are also readily available at all times.

**MISSION STATEMENT:**

Westford Nursing Home enhances the quality of life of adults challenged by age and disability by providing and supporting a safe, caring home in an intimate, rural setting.



## **STATEMENT OF VALUES AND DESIRED OUTCOMES:**

Westford Nursing Home firmly believes in:

### **Self Determination** (We have been successful when):

- ◆ Residents exercise their right to choose/ refuse.
- ◆ Resident choices are respected by everyone.
- ◆ Residents wishes are made known to staff /others.
- ◆ Residents are informed of all viable options and risks /benefits.
- ◆ Residents are held accountable for their choices.
- ◆ Residents are a vital part of decision making at all levels. Families will also be consulted for their input, as appropriate.
- ◆ All relevant information is shared/readily accessible and is used to make decisions /solve problems.

### **Flexibility** (We have been successful when):

- ◆ Services / programs are constantly adapted to meet the changing multi-dimensional needs of our residents and our community.
- ◆ We seek and use input from others to determine our effectiveness.
- ◆ Board, Management and staff are open minded and willing to explore optional approaches.

### **Accountability** (We have been successful when):

- ◆ Resource allocation is done in such a way, as to ensure cost effective, efficient services that meet the needs of the residents, staff and community.
- ◆ We respect Provincial Government Guidelines.
- ◆ Auditors support our practices.
- ◆ We follow through on reasonable requests / suggestions and we hold all individuals accountable to be reasonable.
- ◆ Our buildings and property are maintained safely and they meet all appropriate codes.
- ◆ Decisions are based on fact and are for the greater good of the majority.
- ◆ Professionalism is promoted / supported.

## **STATEMENT OF VALUES**

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### **Respect** (We have been successful when):

- ◆ Residents, staff and families feel valued equally by everyone.
- ◆ Residents, staff and families feel that they are listened to by everyone equally.
- ◆ Promises are kept.
- ◆ Differences between opinions, approaches are recognized and individuals are not judged unfairly or unjustly.
- ◆ An individual comes away from interactions with a sense of worth and integrity.
- ◆ Individuals accept responsibility for their own actions / choices.
- ◆ We are polite, thoughtful and caring.
- ◆ We provide/ protect and respect privacy.

### **Dignity** (We have been successful when):

- ◆ Exchanges/ actions taken support and promote and do not undermine a person's self-respect/sense of worth.
- ◆ People are treated as being "worthy" and in a way that is respectful to them as individuals.
- ◆ Individuality is respected and we see/treat the person versus focusing on performing a task.

### **Trust** (We have been successful when):

- ◆ Confidentiality is maintained.
- ◆ Two-way communication is open and honest and aimed at improving or maintaining quality.
- ◆ Personal integrity is valued.
- ◆ Well-informed, empowered staff confidently make decisions.
- ◆ Information is shared freely.
- ◆ Individuals feel that their "rights" are respected.

### **Compassion and Caring** (We have been successful when):

- ◆ Our residents and their families feel safe and secure and that their needs are met/ respected, whenever possible.
- ◆ Staff, residents and families feel value within the team and promote success of all team efforts.
- ◆ All staff support what is in the best interest of the resident.
- ◆ All Board, Management and Staff support each other.
- ◆ Approaches used with residents demonstrate kindness & patience.

## **STATEMENT OF VALUES**

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### **Quality** (We have been successful when):

- ◆ Our residents, staff, board, volunteers and families express satisfaction with our programs and services.
- ◆ Audit results demonstrate continual improvement.
- ◆ Nursing Home Services Inspections and other inspections demonstrate that Westford Nursing Home meets all standards.
- ◆ External inspection visits confirm that Westford Nursing Home meets all appropriate codes.

### **Health & Safety** (We have been successful when);

- ◆ Staff feel safe at work and residents feel secure & safe as well.
- ◆ Mechanisms are put in place to reduce the likelihood of repeat occurrences of staff & residents incidents.
- ◆ Staff are made aware of what incidents have occurred and how to avoid them occurring again.
- ◆ Staff and visitors respond appropriately to fire drills.
- ◆ Appropriate mechanisms are put in place to reduce resident, staff &/or visitor falls.
- ◆ Spot checks demonstrate staff compliance with policies / procedures that help ensure staff and resident safety.
- ◆ The annual number of staff incidents are kept below 12.
- ◆ Residents injuries are minimal and occur as a result of minor incidents
- ◆ Staff incidents/ accidents of lost time are zero.
- ◆ Staff injuries are minimal and do not require medical attention or time off.

## **WHO MAY BE ADMITTED?**

Residents who have been approved for placement in nursing homes by Single Entry Point - S.E.P.

### **Single Entry Point – (S.E.P.):**

In order for an individual to be admitted to a nursing home he / she will need to have an assessment done by health care workers, outside the Nursing Home. Please call the Department of Social Development (SD) at 1-866-426-5191 or, contact your family physician and request that an assessment for admission to a nursing home be done.

## **ADMISSION:**

When a vacancy occurs at Westford Nursing Home, we review the list from Social Development and identify a potential admission. The individual and a member of his / her family or contact person are informed of our vacancy and offered the bed. If the bed is accepted, a time for admission is arranged. This will be done by the Director of Nursing (D.O.N.) or delegate.

On arrival at the Nursing Home the resident is met by the registered nurse (R.N.) or licensed practical nurse (L.P.N) on duty, nursing staff and /or other staff and accompanied to his / her assigned room. At this time a Nursing History and all other necessary information is gathered by the R.N. or L.P.N. on duty and an individualized care plan will be developed and updated on an ongoing basis.

The resident is introduced to the staff and other residents on the floor and to the Executive Director (E.D.) and Director of Nursing (D.O.N.) when available, within the first week or so after admission.

Within six weeks of admission the family and / or resident will meet with the multi-disciplinary team which can include the physician, dietitian, nursing, activity director and/ or pharmacist. The purpose of this meeting is to review key policies / procedures and to ensure that the resident / family have adapted to life at Westford.

Families are welcome to tour Westford prior to admission at any time.

The Administrative Secretary at 538-1302 can arrange this.

Nursing Office (Staff on Duty) direct phone line is 538-1306, and the Director of Nursing, can be reached at 538-1307.

## **PHYSICIAN:**

Within twenty-four hours the resident's physician is called and arrangements are made for him/her to visit.

If the resident's personal physician is unable to continue to care for the resident, the resident has the right to decide which physician he / she prefers. It is the responsibility of the resident or family to make the necessary arrangements to have physician coverage, if they do not choose the Home's physician.

If there is no preference, the resident is placed under the care of the Home's Physician.

Our Physician usually visits Westford once per week and consults by phone with the R.N. on a regular basis.

**NURSE PRACTITIONER (NP):**

We are currently fortunate to have a nurse practitioner visit the home one day/ week. She sees residents, as necessary, and is able to diagnose and prescribe medication to treat various health concerns.

The NP also works collaboratively with the Homes physician when the resident needs to be seen by a physician.

**DISCHARGE:**

If a resident's behavior or care requirements are such that the Westford is unable to provide safe, quality care to this resident, the resident, their next-of-kin, or legal representative will be given 15 days notice to move the resident. This notice will be waived if immediate discharge is necessary for the safety of the resident, other residents or staff. This will only be undertaken with extreme caution and with the well being of all residents in mind.

**PRIVACY:**

No one can take pictures of residents without the resident's or their next of kins /power of attorney's permission.

Residents' room number and name will only be posted in our lobby or outside their bedroom doors, when the resident or their next-of-kin or power of attorney consents to this being done.

When a resident's door is closed, please knock and wait for permission to enter, prior to entering a resident's room.

**RESIDENT CARE AND PROGRAMS:**

The D.O.N., R.N., Activity Director, Dietician and other members of the care team work cooperatively with the Home's doctor, Nurse Practitioner and the resident's family to prepare an individualized program for each resident.

**PERSONAL NEEDS AND SERVICE:**

Westford Nursing Home does not provide clothing for the residents. Obtaining and maintaining the resident's wardrobe is the responsibility of the resident's family / next of kin.

Westford provides bedding. We encourage family to bring in special comforters/blankets, or comfort sheets, if the resident prefers them.

**CLOTHING NEEDS:**

This list is made to assist the resident/family in packing for admission;

**\* Female resident's needs:**

Slippers / Shoes – Rubber soles preferred.

3-4 pairs of socks, grippy socks

3 dresses                                      4-5 underwear

2-3 sweaters                                  3-4 bras/undershirts

3-6 nightgowns

3 pr. pants

1 housecoat

**\* Male resident's needs:**

Slippers /Shoes – Rubber soles preferred.

4-5 pr. Socks

4-5 pr under shorts / under shirts

4-5 shirts

**NO HANKIES PLEASE**

4-5 pr. Pants

2-3 sweaters

1 bathrobe

\*Please note - if the resident is incontinent, their clothing needs may be greater.

All clothing should be washable, **without velcro.**

All clothing must be marked with the resident's name. Any dry cleaning is charged to the resident and must be looked after by the family / next of kin. (open backed dresses/nightgowns/shirts/ pants are preferred if the resident is disabled).

**TOILET ARTICLES:**

We also recommend that the resident bring;

Hairbrush / comb

Electric razor, if used

Toothbrush, or denture brush – denture supplies, if used

Make-up, perfume, aftershave, deodorant and any other preferred items.

Westford Nursing Home provides basic disposable incontinent supplies. **If a resident prefers to use a specialty product, they are responsible for the cost.** We also supply basic items such as soap and lotion. The resident is responsible for the purchase of brands/preferences not provided by the Home.



### **FURNITURE:**

Residents may bring a favorite chair, pictures for the wall, \*radio, \*television etc., if discussed with the **D.O.N.** ahead of time. We encourage having familiar objects in the room. Personal chairs are not allowed in our lounges – you are welcome to have these chairs in the resident's room only.

**Furniture/ belongings must be kept a minimum of 6” from all surfaces of our heaters, for safety reasons.**

### **WHEELCHAIRS:**

The facility provides a number of wheelchairs for use by the residents.

Walkers and canes are also available.

Specific, specialized equipment must be purchased by the residents.

If a resident requires a wheelchair on a permanent basis, a referral will be made for an occupational therapy seating assessment.

### **SAFETY:**

**For safety reasons**, \*all electrical appliances must have the approval of the Director of Environmental Support Services before being used.

No touch lights, no candles, glider rockers or equipment in ill repair allowed.

While every care is taken to safeguard residents personal articles, the Nursing Home does not assume responsibility for loss or damage to any / all personal effects. Please see Risk Alerts on page 16. No fridges or microwaves allowed. These are available for all residents to use, in our kitchenette.

**Please see what visitors should do when our fire alarm rings on page 17. We have a comprehensive safety program – please ask any staff for more information.**

### **RESIDENT SMOKING/VAPING**

Smoking/Vaping is not permitted inside the Home for safety reasons. If a resident smokes/vapes, the resident or their next of kin/family/POA must make arrangements to purchase the cigarettes and lighter. Again for safety reasons we ask that these items be kept in the nursing office, when not in use. We have residents who wander and there is a risk that a lighter may pose a risk to everyone, in the wrong hands. The resident must wear a smoking apron, when smoking and if they are unable to get to the smoking area independently then family/next of kin/POA must make arrangements for someone to assist them. Staff are unable to provide this assistance.

Smoking/ vaping for staff & visitors is prohibited on Westford's property.

## **DENTAL HYGIENE SERVICES**

Within one month of admission, all residents will have a mini assessment by the dental hygienist to assess the health of the oral cavity and determine any immediate oral care needs for follow-up. **The cost of this initial assessment will be paid by the home.**

Residents who consent to follow-up dental hygiene services may then be screened and treated by the dental hygienist or referred to a dentist, denturist or physician. The dental hygienist will clean the mouth and make recommendations to the nursing staff for daily care of the residents' teeth and gums. For residents who have dentures, these will be cleaned and labeled. There are fees attached to these services. The link between oral infections and other diseases in the body is well documented and accepted within the healthcare community. The main objectives of the dental hygienist are to ensure the resident is pain free, does not have any infections, is able to eat comfortably and has a healthy mouth. This service is available on site.

## **DENTURIST SERVICE**

The services of a Denturist are available on site to residents, on a call-in basis, at resident or family member request. There is a fee for these services. The Social Development Health Card, private insurance or Veteran Health Benefits may cover some costs for this service.

## **FOOTCARE SERVICES**

Basic footcare is provided to residents by our care staff. The services of an LPN trained in specialized foot care are available for any residents who prefer to have this service or who have diabetes or other specialized foot care requirements, beyond the scope of our care staff. There is a fee for this service, (covered by private health insurance plan and/ Veterans Health Benefit if you have one).

## **MONEY OR VALUABLES:**

The Home does not assume responsibility for money left with the resident, nor for any valuables left in the Home.

## **HAIRDRESSING AND BARBERING:**

A qualified beautician and barbering service is available weekly in the Home, at the resident's expense.

## **PERSONAL LAUNDRY AND DRY CLEANING**

Laundry services for wash and wear clothing are provided. Dry cleaning is the responsibility of the resident's family / next of kin.

## **TELEPHONE:**

Each department has a direct phone line:

538-1301 – Executive Director

538-1302 – Business Office

538-1303 – Dietary

538-1306 Nursing

538-1304 - Activity

538-1307 Director of Nursing

538-1305 - Laundry/Housekeeping/Plant

\*Private bedside telephones may be installed at the resident's expense.

Arrangements for this service must be made by the resident or their next of kin/Power of Attorney.

\*Cell phones are an option, the resident and their family may choose.

## **TELEVISION:**

Westford has satellite connections in each resident's room. Should a resident prefer to have a TV in their room they or their Next of Kin or Power of Attorney can let the staff in the Business Office know and we will make the arrangements to have receivers ordered. This process may take up to 2 weeks to complete. The resident or their Next of Kin or Power of Attorney is responsible for purchasing/ maintaining their own television as well as paying the monthly fee for the programming.

We have a set list of channels/ programs available for our residents.

Residents who opt to watch TV in our lobby area or the inner lounge will be charged \$10/month for this service.

General information regarding televisions;

- Room size is limited so discretion should be exercised in choosing the size of television.
- Volume of personal T.V.'s must be kept to a respectful level to ensure minimal disruption to other residents.
- The Home is not responsible for loss or damage to personal belongings of the resident. If a receiver is damaged by a resident/family/ Next of Kin or Power Of Attorney, the cost of the receiver will be billed to the resident's trust account.



**\*The Home is not responsible for loss or damage to any of these items.**

**INTERNET:**

Unfortunately Westford does not have internet available for resident/ family use, at this time.

**MAIL:**

- ✉ Mail is delivered to the residents each regular business day. Our mailing address is:  
57 West Main Street  
Port Elgin, NB  
E4M 1L7



**RESIDENT'S FINANCIAL RESPONSIBILITY:**

Two types of accommodations are available:

- 1) Semi-private
- 2) Private

Both of these types of accommodation cost the same per month. The Home reserves the right to move residents from a private to a semi private or vice versa, depending on safety concerns and or the needs of the Home. **It is important to be aware that rooms can change without notice. These decisions, however, are not made lightly.**

When a resident is going to be admitted arrangements must be made to pay the monthly fee. The resident will be considered to be “private pay” ie, able to cover all costs, unless arrangements are made by the resident or their next of kin to have the fees subsidized by the Department of Social Development, prior to admission.

Prior to admission, staff in our Business Office will be happy to provide contact names and phone numbers for the assessors, to assist with applying for subsidy. The residents and or their next of kin will be given a copy of Westford Nursing Home’s Collection policy, as well. See page 20-21 for a copy of this policy. It is imperative that financial arrangements are finalized within 30 days of admission and all bills owing must be paid in full, within 30 days. Bills for care are payable at the beginning of each month, for the upcoming month.

It is important to understand that not all of the expenses of living in a nursing home are paid for by Medicare/ the province. It is imperative that all bills be paid in full on a timely and regular basis. Failure to do so may lead to a resident being asked to leave the Home. Please see page 20-21 for more important information on this matter.

### **COMFORT FUND / TRUST AGREEMENTS:**

The Home will administer a trust account after a trust agreement has been signed by the resident / next of kin / or legal representative. This form is completed during the admission process.

This trust account is for the extras for the resident i.e. outings with family, clothing, hairdresser, over the counter medications, preferred toiletries or other items of the resident's choice.

For further information regarding funding criteria and guidelines, please refer to the Resident Trust form. One will be provided during the admission process.



### **RESIDENT FOCUSED ACTIVITIES:**

Westford Nursing Home develops and delivers group, as well as individual, recreation and leisure programs; programs designed specifically for today's residents. The program of fun, ability, age appropriate and capabilities activities is organized and available in a monthly Activity Calendar. This is posted on the resident/family bulletin board outside the nursing station and spare copies are kept there as well. Please help yourself and come and join us.

### **Some Activities Offered:**

Baking Groups	Bingo
Card Games	Current events
Manicures	Jan- May Junior Volunteers
Food / Resident Council Meetings	Reading Groups
Gardening	Pastoral Care
Sensory Stimulation	Summer Time – Ice Cream Sundaes
Bowling	Winter- Tea Time Tuesdays
Birthday Parties with Entertainers (Monthly)	

### **Outings / Bus Trips:**

Sackville Cab has a wheel chair van, families can book and pay for to take your loved one to a family event.

**LEAVES OF ABSENCE:**

Arrangements for leaves for vacation or other absences of, up to 30 days per year, may be made without loss of accommodation at Westford Nursing Home. This must be approved by the resident's physician and is arranged through the Director of Nursing and Nursing Home Services.

**Training and Volunteer Management:**

The Home also provides screening and training procedures for volunteers, as well as on-going support of volunteer.

Volunteers are selected and trained to visit with the residents and to assist / lead certain activities. Their friendship and thoughtfulness are greatly appreciated by residents and staff alike. In addition to the regular volunteer network in our community, Westford has developed the Junior Volunteer Program, an Intergenerational Program once unique in the province. In conjunction with the Port Elgin Regional School, it has been arranged for the children to be bused to Westford for afternoon visits with residents, and on occasion, again after school, an average of 2 days a week (depending on enrollment).

While the students are here they gain experience in the different departments and are encouraged to spend time with the seniors who live right here in their community. This adds a wonderful dimension to school outings for plays and concerts, they get to "see their students" in the school productions. The pride on their faces is beautiful to see!

We are always happy to have more volunteers! If you would like further information concerning either volunteer program, please contact the Activity Department at 538-1304.

**Birthdays:**

"In-house" Birthday Parties are held on a monthly basis to celebrate residents' birthdays each month. This gives all the residents a chance to join in on the celebrations. Birthday Parties include a cake, entertainment (provided by one of the volunteers), and you too, if you can come! Please see our procedure for "Parties", at the back of this booklet.

**Staff/ Family Liaison Committee:**

Westford Nursing Home is prepared for a group of staff and interested family members to get together, whenever there is sufficient interest, up to 8-10 times per year on the 3<sup>rd</sup> Friday of the month from 10:00-11:30a.m. The group could discuss what it is like having a loved one in a nursing home, and can be provided with information on coping and we also work collaboratively on various activities to enhance the quality of visiting time. Please see the Activity Director, Director of Nursing or Executive Director for more information.

**Pastoral Care:**

The spiritual needs of residents are ministered to through different churches and organizations in the community, on a rotational basis. The needs of these Pastoral Volunteers are met through the Pastoral Committee. Church Services are scheduled in the Activity Calendar.

**Residents/ Food Council:**

Residents Council or Food Council Meetings take place 8 – 12 times per year. These provide a regular forum for input from residents or family members on the services we offer here at Westford.

**Dietary:**

The Dietary Department offers residents a variety of high quality, nutritious meals to be enjoyed in our sunny, attractive dining room. Seasonal menus feature cultural based cuisine made with home baked goodness as well as festive theme meals and holiday fare.

Dietary staff can easily accommodate the residents' need for a specialized diet as the Home provides the service of a consultant Dietitian.

Meals are served at the following times;

Breakfast 8:00 hrs

Dinner: 12:00 hrs

Supper: 17:00 hrs

The resident can enjoy nutrition outside of these hours if that is their preference.

Visitors are welcome to enjoy a reasonably priced meal with their loved one \*except the Festive Season. Arrangements can be made by phone with a member of the dietary staff. Just a reminder to book early as space is limited. A minimum of three hours advance notice is required to ensure that adequate quantities of food are prepared. Please see our procedure for “parties” at the back of this booklet. Dietary phone number is 538-1303.

\*\*Regretfully we are unable to accommodate family/friends for meals during the Festive Season. We welcome family/friends to take their loved one home or share in our Annual Decorating Party and Christmas Party.



### **Instructions for Visitors:**

**(A) - Visitors are welcome at any time. Pets are also welcome, but must be on a leash and kept with their owner, at all times.**

**(B) – Smoking Vaping**

No smoking or Vaping is allowed on our property.

**(C) – No lit candles** allowed for safety reasons. Battery operated or electric candles may be used but must be CSA approved and checked by maintenance staff.

**(D) – Risk Alerts**

(1) Please keep visits to a minimum if you are experiencing any signs / symptoms of cold and or flu.

(2) Please be advised that there is a serious risk of falls to our residents when snow and /or water is tracked into our Home on footwear / wheels or wheelchairs, stretchers and /or trolleys.

It is **MANDATORY** that **EVERYONE** removes outer footwear, at the front door during inclement weather. We request that you bring slippers in with you.

If wheels of wheelchairs, stretchers, or trolleys track in water it is imperative that you notify a member of our staff immediately.



(3) Some of our Residents may sit with their hat and coat on, by our front door. Please check with our nursing staff before you open the door for anyone. There is a great risk of a confused resident getting lost, if they went out on their own.

(4) Please exercise extra caution on our sidewalks and driveways / parking lot during inclement weather. There is a risk of slips / falls or accidents during storms / unsettled weather conditions.

**Please exercise Due Caution:**

(E) - We welcome children to Westford and encourage family and friends to bring them for a visit. For the safety of your child/children and for the safety of residents, staff and all visitors we ask that you monitor their whereabouts and behavior at all times. Thank you for your cooperation.

(F) – Please feel free to bring in a wall shelf to hold pictures and/or other personal items for your loved one. Do not place any items on top of over bed light fixtures, please.

(G) – All furniture or other belongings must be at least 6” above and away from the heaters. This is by order of the Fire Marshal.

(H) – In order to accommodate lifts and other equipment necessary to ensure the safety of residents and staff, the Home reserves the right to request removal of excess personal items from residents’ rooms. It can be helpful when space is limited for families to remove seasonal items whenever possible.

**If the Fire Alarm Sounds, While Visiting**

- please proceed to the nearest exit.
- please leave the building and then move to our front doors and wait outside until advised by the “Red Hat in charge” that it is safe to re-enter.
- do not panic, our staff are well trained and safety is their primary focus.

(A) **If you discover Smoke or Fire, While Visiting**

- remove anyone from immediate danger
- close any nearby windows or doors
- activate the alarm by pulling the nearest pull station
- **report any / all concerns to any staff member immediately**

**NOTE: Our Home is fully equipped with sprinklers and equipped with numerous smoke / heat detectors.**

**(B) If Evacuation is necessary**

- we have a temporary evacuation site where our residents will be safe – Port Elgin Regional School
- next of kin will be notified where their resident has been taken as soon as it is possible to do so.
- off duty staff and clergy will be called to help deal with residents' needs
- we will return to the Home as soon as it is safe to do so.

**(C) Power Outages / Emergencies**

- Westford Nursing Home has a very detailed and regularly tested Emergency Preparedness Plan

We also have a generator that will provide us with all essential services and helps us ensure that our residents are warm and well fed, for a period of time. Please feel free to discuss our emergency preparedness with any staff member, at any time.

**Dietary Procedure re “private parties”:**

Westford is challenged to find adequate space for regular meals and is very limited in what we can provide for individual resident parties. There are also only two dietary staff working on any given day and they are busy preparing/cleaning up three meals/ day plus snacks. These realities limit our ability to accommodate requests for parties in our Home. We apologize for any inconvenience this may cause.

In the event of a family hosted function, dietary will only be able to provide tea and coffee (including milk, cream, sugar and twin) for a maximum of twenty people.

Dietary staff request that families book caterings a minimum of five days in advance.

Hot beverage service will be provided from 2:00 – 4:00 p.m., unless otherwise agreed upon by dietary staff.

The cost of beverages for 11-20 people is \$20.00 (plus HST) and \$10.00 (plus HST) for 10 or fewer people. The fee is payable at the business office, on the day of the event.

Families are welcome to bring in sandwiches, cakes, cookies, and/or snacks, for a party however, dietary is unable to store / refrigerate food due to limited available space and Public Health regulations.

Dietary staff will deliver tea and coffee to the designated area five minutes prior to the scheduled event.

The resident's family is responsible for setting-up and cleaning up the designated area.

Please keep celebrations reasonably quiet and orderly. Many of our cognitively frail residents find excessive noise/activity very distressing – it can lead to increased agitation and critical incidents that can jeopardize resident and staff safety.

### **Family / Resident Complaint Procedure:**

Any complaint is to be taken seriously. The individual making the complaint is to be allowed to express their opinion, in a private setting. Once the nature of the complaint is clear the individual must refer the complainant to the appropriate person, as noted below.

Any complaints concerning the Home, the Villa and /or the operations of these facilities are to be directed towards the Executive Director, or in her absence, the Director of Nursing.

Any complaint concerning staff working for the facilities operated by the Corporation are to be directed to the Department Head of the staff involved. If resolution of any concerns does not occur then the Executive Director, or in her absence, the Director of Nursing, should be informed.

If the complaint is about the Executive Director then the Chairperson of the Management Committee of the Board of Directors, or the Chairperson of the Board of Directors, may be contacted. These names are available through the business Office -538-1302.

The Executive Director, Director of Nursing or the Management Committee of the Board (depending on the nature of the complaint), will investigate the complaint and then act accordingly. The complainant will be advised of any findings, that do not breach confidentiality. Efforts will be made to resolve any issue within fifteen working days of the receipt of the complaint. 19

Only those complaints that are presented “in person” or “written and signed” will be dealt with. Anonymous letters and /or anonymous verbal complaints will not be dealt with, as they do not allow for proper investigation and management.

NOTE: To all residents, families and friends of residents.

If you see or hear anything that causes you concern, please speak to the RN or LPN/TL on duty right away. We want to know about these concerns as soon as possible so proper investigations can be carried out on a timely basis.

Thank You!



### **COPY OF OUR COLLECTIONS POLICY**

Westford Nursing Home provides a service to our residents. Residents receive this service and must pay or make arrangements for payments of same. When the resident is unable to make these arrangements due to physical and/or mental impairment their next-of-kin or legal representative must do so. This process should occur prior to admission and must be finalized within 30 days of admission.

Private pay residents are those residents who can pay their own bill. They will receive a bill, payable at month end, for the upcoming month.

Subsidized residents are those residents who pay an amount approved by the Financial Assessor with Social Development (SD). This approved payment is due every month. These residents and/or their next-of-kin, or legal representative must also make arrangements with the Financial Assessor and Social Development to provide coverage for the remainder of the monthly charge. If the Financial Assessor refuses subsidy for the remainder of the monthly fee then the next-of-kin or legal representative must make arrangements to pay the appropriate amount.

A bill will be sent for the amount due every month. If the bill is not paid when due and there are arrears of over 30 days, without legitimate reason, the next-of-kin or legal representative may be asked to remove the resident from the Home, and will be required to pay any outstanding bills owed to the Home, including interest at 10 percent. They will receive a letter identifying

a deadline for payment or their bill will be sent to the Home's solicitor and they may be subject to legal action.

The phone number of the Financial Assessor with Social Development is:  
\* 1-866-426-5191

This is a screening number and you inform the person answering the call that you require a Financial Assessment for an admission to a Nursing Home.

The application for financial assistance should be completed prior to admission. **If it is not finalized within 30 days of admission it is expected that the bill for care will be paid by the resident, their next-of-kin or legal representative.**

#### **WHEN A RESIDENT DIES:**

When a resident dies, our staff will pack all personal items belonging to the resident in plastic containers. The containers will be removed from the room and family are requested to pick these up and return the containers to the home within two weeks. Should the family wish to donate any items to the Home we request that they contact either the Director of Nursing at 538-1307 or the Executive Director at 538-1301 to verify if the items can be used/useful within the Home. Over the years we have accumulated large amounts of certain items and we have limited storage available.

Our Activity Director, will arrange for a memorial service to be held at the Home, to enable our residents, staff, family and friends to share in celebrating the life lost.

In order for us to honor the life lost, our staff will be posting a picture of your loved one on our mantle for one week, beside an ever-burning candle. It is our way to share in your loss. We will also have an honor guard formed by staff working and any resident wishing to participate, whenever a resident remains are removed to the funeral home.

## **REHABILITATION SERVICES**

Westford has a part time rehabilitation aide position that provides services involving active and passive therapeutic exercises. Referrals can also be made to the Extra Mural Program to access Occupational and Physiotherapy services. Occupational Therapists and Physiotherapist from Extra Mural visit the Home on a regular basis.

Rehabilitation services, including Speech Language Pathology (SLP), Physiotherapy (PT) and Occupational Therapy (OT) are available for Westford residents by referral to the Extra Mural Program. These professionals visit the home on a regular basis to follow up on residents referred to them. Westford also has a part time rehabilitation aide position to support the exercise and rehabilitation needs of residents and follow through on programs recommended by the SLP, OT, & PT professionals.

### **NOTES**