

Revised July 2022  
SAC-LTC-015

# *St. Anne Centre*

*"Working Together Toward Excellence in Health and Wellness"*

## ***Welcome Package***

2313 Hwy 206, P.O. Box 30 Arichat, Nova  
Scotia B0E 1A0

Phone: (902) 226-2826 Fax: (902) 226-1529

Resident Phone: (902)226-9677

[www.stannecentre.ca](http://www.stannecentre.ca)





## Resident Welcome Package

### St. Anne Centre

*“Working Together Toward Excellence in Health and Wellness”*

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**Resident Welcome Package**  
**St. Anne Centre**

*"Working Together Toward Excellence in Health and Wellness"*

Dear Resident and Loved Ones,

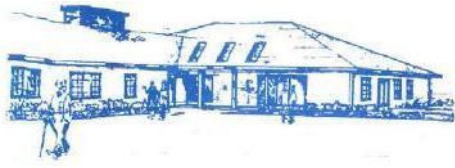
Thank you for entrusting your care to St. Anne Centre.

Enclosed you will find information on the services available, our philosophy of care, as well as some regulations governing the operation of our home. We hope this will be helpful for you. Should you have any further questions, please do not hesitate to ask.

Sincerely,

*Lynn LeBlanc, CEO*

Lynn LeBlanc, RN, BScN CEO



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St. Anne Centre is a community based non-profit organization which provides Long Term Care, Ambulatory Care and Emergency service to the residents of Isle Madame and Louisdale. It is governed by an 11 member Board of Directors.

#### Timelines

- > Established in *1946* as the Red Cross Hospital
- > Taken over by “Les Filles de Jesus” in *1957* and became St. Anne’s Hospital
- > Converted into an 11 bed long term care facility, St. Anne Centre in *1980*
- > Constructed the new St. Anne Community and Nursing Care Centre, consisting of *24* long term care beds and an adjacent Outpatient/ Emergency Department in *1985*
- > In *1996* the **5 bed Veterans’ wing was built**

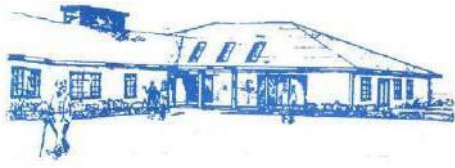
#### **General Information**

St. Anne Centre is home to *29* Residents, with *24* beds funded by the Nova Scotia Department of Health and Wellness – Continuing Care Branch and *5* beds funded by Veterans’ Affairs Canada.

St. Anne Centre is obligated to operate under the Nova Scotia Department of Health and Wellness Long Term Care Program Requirements: Nursing Homes & Residential Care Facilities.

<http://novascotia.ca/dhw/ccs/policies/Long-Term-Care-Facility-Program-Requirements.pdf>. This guides many of our policies and practices.

St. Anne Centre has an active Continuous Quality Improvement Program and we are proud to be accredited by Accreditation Canada.



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#### **Mission Statement**

St. Anne Centre is committed to promoting excellence in health care and to meeting changing health care needs in collaboration with our community and health care providers.

#### **Vision**

*Working Together Toward Excellence in Health and Wellness*

#### **Guiding Principles**

People come first - All people will be treated with respect and dignity.

##### **Integrity**

We are committed to ensure that our conduct earns the respect and trust of our Community and the people we serve.

##### **Accountability**

We are accountable for our actions and for the management of all resources. We make informed decisions in the best interest of the people we serve. We accept responsibility for our decisions and actions.

##### **Quality Improvement and Safety**

We are committed to achieve better outcomes. We work toward system improvement and safety in client care and operations. We continually monitor and evaluate programs, services and processes and implement quality improvement measures to ensure high performance levels.

##### **Collaboration**

We work together with our partners and other stakeholders to achieve improved services.

##### **Engagement**

Clients and families are involved in making decisions regarding their care.

##### **Transparency**

We are committed to be open, honest and accountable



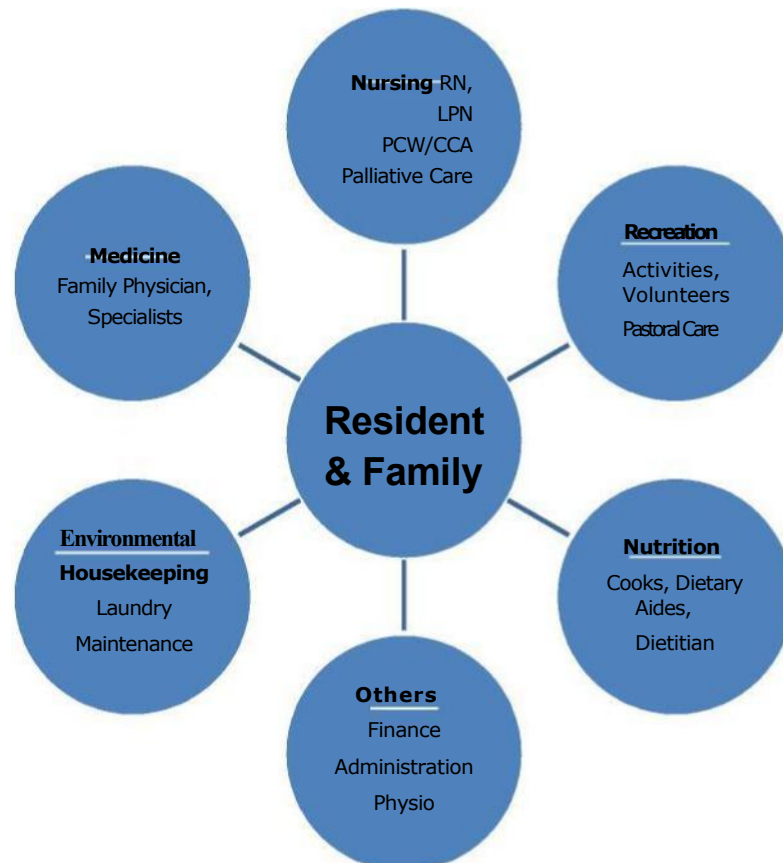
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### **Philosophy of Long Term Care**

- We believe in a resident focused model of care which maintains and enhances the quality of life for each individual resident.
- We provide a resident focused living environment in a home-away-from-home atmosphere.
- We strive to maximize independence and individual strengths and capabilities to promote the health of the body, mind and spirit.
- We support residents’ participation in their Resident Council and value Council’s contribution to decisions and evaluations at St. Anne Centre.
- We strive for continuous quality improvement through communication, productive interdisciplinary team work, mutual pride and respect between staff, volunteers, residents, and the community.
- Our dedicated staff and volunteers provide the residents of long term care with quality professional care and personal services.

### **RESIDENT FOCUSED MODEL OF CARE**





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## **RESIDENT BILL OF RIGHTS**

St. Anne Centre is committed to maintaining the quality of life of its residents and veterans through meeting the essential needs - mental, physical, spiritual, emotional and social. This is accomplished by providing a safe “home away from home” environment.

**ENVIRONMENT:** Residents have the right to a comfortable and safe “home away from home” environment.

**QUALITY OF CARE:** Residents have the right to quality care by competent staff, to be informed of treatments and have a voice in the decision making of the care.

**INDEPENDENCE:** Residents have the right to maintain their independence by means of active participation in facility programming and through ongoing support and stimulation.

**PRIVACY:** Residents have the right to as much privacy as we can provide as they receive care and go about their activities of daily living.

**CONFIDENTIALITY:** Residents have the right to confidentiality of their health, personal and financial information.

**SPIRITUALITY:** Residents have the right to practice their spiritual beliefs and to have these respected.

**FINANCES:** Residents have the right to manage their retained income/comfort fund as they see fit.

**DIGNITY AND RESPECT:** Residents have the right to be treated at all times with dignity and respect. Resident services support inclusiveness and respect both diversity and cultural differences.



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### **Services Provided for Residents**

The staff of St. Anne Centre work together in an Interdisciplinary Team (many different specialized skills) to provide care that is focused on Residents’ Individualized needs. These specialized areas are:

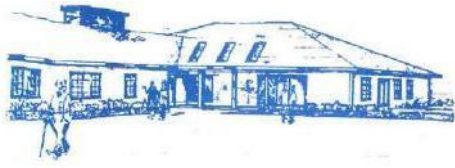
**Nursing Care** – 24 hour nursing care is provided by Registered Nurses, Licensed Practical Nurses and Continuing Care Assistants to aid residents with daily routines and care. We work with the resident and family to maintain the Residents’ highest level of health and wellness.

**Medical Care** – This service is provided by local family physicians, both on a routine basis and also for emergency visits.

**Food and Nutrition Services** – Dietary staff provide home cooked meals, following the Canada Food Guide, keeping in mind individual likes and dislikes and special diets. Residents are assessed by a registered dietitian upon admittance, and regularly thereafter based on their individual needs. The dietitian develops a nutrition care plan which is updated as needed to meet the residents’ specific needs.

**Physiotherapy** – The Physiotherapy Assistant works directly with the residents under the supervision of a Physiotherapist. The Physiotherapist Assistant is also responsible for the implementation of the Specialized Equipment Program supported by the Department of Health and Wellness.

**Recreation Department** – Activities are planned by the Recreation Director. There are daily activities along with various other events in conjunction with holidays, festivals and special occasions. Community members and groups such as choirs visit. Dogs who have been through the Therapeutic Paws of Canada program visit and spend time with residents. The Recreation Director also looks after the Volunteer Program. Please encourage family members to consider volunteering. Pastoral Care is also coordinated by the Recreation Director.



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Pastoral Care services are provided for the residents by local priests and ministers. Catholic services are held weekly. Arrangements are made for services of other denominations when needed.

Laundry & Housekeeping Services – Services are provided to residents 7 days a week. Family members are given the choice to have their clothes laundered at St. Anne Centre, or to have family members take their clothes home for laundering.

Maintenance Department – A maintenance person is available to provide services to St. Anne Centre and the residents daily through the week.

Hairdresser/Barber Services – St. Anne Centre has a licensed hair salon and a licensed hairdresser comes to the Centre once per week (usually Friday). He/she is willing to do cuts, shampoos etc. Permanents and colours are also available.

Dental Services – These services are available by local dentists, dental hygienists and denturists on a need be basis. In-house services can be arranged or the resident, if able, may go out for services.

Other Services Available Through Our Outpatient Department – Foot Clinic, Ophthalmology, Internal Medicine, Mental Health Services, Diabetes Education Centre, Outpatient Nursing & Physician treatments and procedures.



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## **The Resident Plan of Care**

Each Resident has a plan of care that is individualized and focused on their unique needs. The plans are created by the Interdisciplinary Team working with Residents and their families to support each resident’s life-long patterns, and current interests, strengths and needs. A plan of care is a custom made strategy for how the staff will help a resident. It says who does what, for whom, when, where, and how often. It addresses all aspects of life in the nursing home, not just health needs. Care plans can address any medical or non-medical problem. The plan of care is used to give guidance to the team as they provide care to our Residents.

## **Resident Care Meetings**

A Resident Care Meeting is where staff and residents/families talk about life at St. Anne Centre - meals, activities, therapies, personal schedule, medical and nursing care and emotional needs. Residents/families can bring up concerns, ask questions, or offer information to help staff provide care. It is an opportunity to make sure the care plan honours the resident’s choices about care, services, daily schedule, and life in the nursing home. They are planned within 6 weeks of admission and yearly after. If there is a change in Resident needs, an additional meeting may be held.

**Residents and families are encouraged to speak with staff at any time if they have concerns so they may be addressed in a timely manner.**



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## Resident Participation

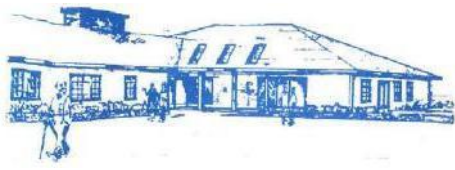
Resident Council - meets monthly to discuss items of concern to all Residents of St. Anne Centre to improve resident quality of life. Family members can request to attend. Concerns are typically relayed to various departments for resolution or staff are invited to attend depending upon the topic.

## Advocating for Residents

What is Advocacy?

An advocate is someone who speaks or writes in support or defense of a person or cause. A person (families/friends) can advocate for a resident in a number of different ways:

- Speak to someone: You can take your comments/concerns to Registered Nursing Staff (RN or LPN) or speak to a department supervisor. The CEO is also available to address your concerns.
- Written comments or complaints: Residents and their families are invited to comment and provide thoughts on how we may improve services. You may place your written suggestions in the comment box located at the front entrance or pass them to a staff member.
- Family Council: The family council is a forum for families to have a voice in decisions that affect them and their loved ones and to improve the quality of residents' lives.
- Website: Family members can also access our website ([www.stannecentre.ca](http://www.stannecentre.ca)) for information and to convey messages/questions to administration.



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## **Admission Policies**

Room Placement - Most of our rooms are semi-private with the exception of a few private ones which are used for special circumstances. Sometimes it is necessary to transfer a resident to another room. This may be due, for example, to incompatibility with a roommate or a change in a resident's condition. Rooms must be used for the best interest of all residents. These moves are made with much consideration of how the move will affect everyone involved.

Visiting - St. Anne Centre is the resident's home. The residents, through their Resident Council, asked us to set the visiting hours between 9 a.m. & 9 p.m. Requests can be made for exceptions by speaking with the nurse in charge, or administration. While visiting a loved one, it is not appropriate to use the residents' washroom. There is a locked public washroom for your use. The key is found at the nursing desk. Please note, when a loved one is either ill or actively dying, we encourage family (two or three at one time) to stay with the resident around the clock if desired. This should be communicated to the Nurse in charge.

Partnerships in Care - When a resident is admitted to St. Anne Centre the person is placed in the care of trained professional staff. Residents/Substitute Decision Maker and their families are encouraged to participate in the plan of care. Decisions regarding the plan of care are made with safety and the residents' preferences and goals of care in mind. Substitute Decision Makers/ Families will be notified when there is a serious change in a resident's condition. For general inquiries, families are encouraged to call (902-226-2826) bearing in mind there are times of the day when nurses are busier with the residents (example morning care, meal times, and medication times).

Personal Directives Act (2010) - A Personal Directive is just one of many planning documents a person may use to ensure their wishes and values related to life decisions are formally documented and communicated. St. Anne Centre will honor an existing personal directive. If one does not exist nurses/physicians will identify a Statutory Decision Maker. More information can be obtained from staff and from the Department of Justice – <http://novascotia.ca/just/pda> .



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Advance Care Planning – Residents and/or their families are asked to express their wishes with respect to the management of deteriorating health status and to discuss them with the nurse and/or physician. An advance directive allows a resident to specify his or her informed choices well in advance or requiring such care. The directive lets the person specify which treatments he or she would or would not wish. More information can be found at <http://www.advancecareplanning.ca/>

Residents’ Health information – The *Personal Health Information Act (PHIA)* is a provincial law that governs the collection, use, disclosure, retention, disposal and destruction of your personal health information. St. Anne Centre employees have been trained on this law and abide by its rules. <http://novascotia.ca/dhw/ppcact/>  
<http://novascotia.ca/dhw/phia/documents/PHIA-Brochure.pdf>

Medications – All medication including medicated creams, drops, herbal supplements, vitamins and over the counter drugs must be submitted to the nurse in charge on admission. Medication profiles are reviewed twice yearly and as needed by an interdisciplinary team consisting of Physician, Pharmacist, Dietitian and Nursing. St. Anne Centre supplies certain over the counter medications at no charge to residents. These include: Vitamin D, Tylenol used occasionally, antacids, and some laxatives.

Appointments – Family members are encouraged to accompany residents on appointments outside of St. Anne Centre. If families are unable, residents may be required to pay for transportation and/or an attendant.

Restraints – St. Anne Centre believes in the practice of least restraint. All possible alternatives have been considered before the decision is made to use a restraint. The consideration for the use of a restraint involves discussions with the resident/family and interdisciplinary team members. If a restraint is deemed necessary, it is considered a temporary measure and used for the shortest duration possible.



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Resident Pass - When a resident goes out on pass, the nursing staff must be informed and the sign out form must be signed by the resident or the person accompanying them. When planning a pass lasting several days or more the nurse in charge should be notified to allow time for preparation of medications and personal care items.

Labeling of Belongings - Clothing and other items should be labeled. Through the generosity of the Auxiliary, we have acquired a labeler in 2019. Housekeeping staff are able to label resident's clothing.

Actions of Residents - Residents may wander in to rooms and misplace items or throw them in the garbage. St. Anne Centre is not responsible for these items.

Abuse - St. Anne Centre has zero tolerance for aggression and/or abuse. Abuse includes physical, emotional and verbal abuse. Examples include - vulgar language, rude and offensive language, rough handling, etc.

Protection for Persons in Care Act - came into force on October 1, 2007. This Act is an extra safe guard for patients and residents 16 years of age and older who are receiving care from Nova Scotia's hospitals, residential care facilities, and nursing homes, homes for the aged or disabled persons under the Homes for Special Care Act, group homes or residential centers under the Children & Family Services Act. Under this Act, abuse may be physical, psychological, emotional, sexual, neglect, theft or medical abuse. It requires health facility administrators and service providers (includes staff and volunteers) to promptly report all allegations or instances of abuse. Anyone else may report abuse under this Act by calling: **1800-225-7225**.

<http://novascotia.ca/dhw/ppcact/>

Smoking - St. Anne Centre allows smoking in designated outdoor areas only according to Municipal bylaw.



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Alcoholic Beverages – are offered on occasion during special activities. This is appropriately monitored by nursing staff with prior approval from a physician. Nursing staff should be consulted and physician approval is required if alcohol is brought to residents. Alcohol may interfere with prescribed treatments or may cause the resident to be unsafe. Alcohol will be kept in the medication room and provided by the nurse.

Food – Residents and families are asked to check with Nursing or Dietary staff if food is brought in. St. Anne Centre has guidelines from the Department of the Environment (<http://novascotia.ca/nse/food-protection/>) that must be followed. Speak with the Recreation Director if you wish to plan a special meal event for a resident.

Toiletries: We provide basic toiletries for personal care. **ABSOLUTELY NO POWDER** as it is hazardous for slips and falls. Powder can also negatively affect resident/staff health.

Scents – We have residents and employees who cannot tolerate fragrances or scented products or flowers. Please try to keep scents to a minimum.

Money – Residents are advised to keep only a small amount of money in their possession. St. Anne Centre is not responsible for money kept by residents. Speak to recreation or business office about the secure storage of money.

Gifts – Employees are not permitted to accept individual gifts from residents. Something that could be shared by all employees is permitted.

Pets – Residents may be permitted to have certain pets visit them in long term care provided the pet is in good health, have the required immunizations, are in the control of the owner and on a leash. The pet can only visit the intended Resident. Residents/families may make inquiries through the Recreation Department.



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#### Furniture and Equipment

St. Anne Centre provides a bed, dresser, chair and closet for Resident use.

All additional furniture must be pre-approved by the Environmental Services Supervisor prior to being brought to St. Anne Centre. To make decisions on the approval of items we consider resident needs, safety guidelines, fire marshal guidelines, space limitations, and fairness to other Residents.

All electrical items must be given to Maintenance to check for CSA/ULC approval and general safety before use at St. Anne Centre.

Televisions should be no larger than 20 inches (measured diagonally). Family need to communicate with the housekeeping supervisor, Director of Care or Maintenance Supervisor if requesting to place a larger unit.

Although we take the utmost care, St. Anne Centre is not responsible for Resident belongings (examples: television, furniture). If it is found that an item is in disrepair or in an unsafe condition, the Resident or family will be asked to have the item repaired or removed within a defined period of time. We reserve the right to dispose of unsafe items.

Donating of Furniture -when considering donating furniture (especially recliners) to St. Anne Centre, please check with maintenance staff. Although it is much appreciated, there are times when we may not have the room to accommodate extra furniture. Please remember donations are for the benefit of all residents and are not given to any specific resident.

Specialized Equipment Program -The Nova Scotia Department of Health and Wellness (DHW) provides access to resident specific equipment for eligible residents of long term care facilities under its mandate through a Specialized Equipment Program. The Specialized Equipment Program is administered through the Canadian Red Cross, Nova Scotia Region in accordance with the criteria established in the *HELP-Specialized Equipment Program Guidelines*.

<http://novascotia.ca/dhw/ccs/policies/policyManual/GuidelinesSpecializedEquipmentProgram.pdf>



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For more information about equipment please speak to the Physiotherapy Assistant.

#### Personal Items

Residents are encouraged and welcomed to have items to personalize their living area. You are asked to limit the amount of items to not clutter the allotted space. Too many items can lead to unsafe situations for both Residents and staff and make it difficult to keep the areas clean.

When families are giving gifts to a resident think about gifts that encourage activities or experiences such as gift certificates for haircuts or bingo instead of small trinkets. Please avoid very large or fragrant plants.

Each Resident’s bedside has shelves to display small personal items and pictures. Please do not place items on window sills. For safety as per Fire Marshall Guidelines, the Maintenance Department should be the only persons to make holes in the walls with nails or screws to hang objects.

St. Anne Centre is not responsible for Resident personal belongings (examples: glasses, dentures, and clothing). When clothes are no longer suitable to wear, the family is responsible to remove them.

We request that clothing brought in is washable. Any clothes that need to be dry-cleaned or need special care are the responsibility of the resident or family members. Residents should limit the number of outfits for the season to five (5) – eight (8). When new outfits are brought in, older outfits need to be removed.

Large motorized scooters are difficult accommodate at St. Anne Centre due to the lack of space. Please contact administration to inquire.



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#### Financial Information

Residents are required to pay their accommodation costs as per Department of Health and Wellness policy ([www.gov.ns.ca/health/ccs](http://www.gov.ns.ca/health/ccs)). This is arranged with the business office upon admission.

An amount of retained income is provided monthly (where qualified) as per provincial legislation for the personal use of the resident. Residents deemed not capable of handling their own finances, may have it managed by their Power of Attorney/Enduring Power of Attorney or it can remain at St. Anne Centre for the purchase of personal belongings and services. It is suggested that residents not keep more than a small amount of money in their possession.

With prior approval of the CEO, a family member may purchase items for the resident and submit receipts to the business office for reimbursement.

Newspapers may be ordered through the business office. St. Anne Centre subscribes to a copy of the Chronicle Herald for general use. This subscription allows for online viewing as well.

If desired, a telephone or internet connection can be ordered for the resident's private use. Residents or family are required to make these arrangements. St. Anne Centre provides a cordless phone for shared residents use if they do not have a personal phone (902-226-9677).

Cable television can be arranged and billed through the business office.

St. Anne Centre business office completes income tax returns for residents upon request.

Please make an appointment with the business office if you wish to conduct business on behalf of the resident.



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### **SAFETY - Fall Prevention**

#### **What can you do to avoid a fall?**

- . Know that you have the right to be safe and to report unsafe conditions to staff (example: spills)
- . Make sure there is enough lighting in your bedroom and bathroom, especially at night. Please call for help if you need it.
- . If you have full side rails on your bed, call for help to get up. Half rails can be a good support for getting in and out of bed.
- . Make use of the grab bars in toilets, tubs and shower areas.
- . When getting in and out of your wheelchair, always put the brakes on and put foot rests out of the way. Call for help when it is needed.
- . Use only your own helping devices, such as canes or walkers. Using someone else’s walker can be dangerous.
- . Wear proper footwear that provides good support and has non-slip soles. Avoid slippers or stocking feet.
- . Discuss your medications with your doctor or nurse.
- . Keep your room and floor free of clutter. Phone and electrical cords should not be in pathways.
- . Have your vision and hearing checked regularly.
- . Get up slowly from a chair or bed to prevent dizziness.
- . Use long handled reaching aids and shoehorns, etc. to avoid bending.
- . Exercise regularly to improve muscle flexibility, strength, balance and coordination. Even a little bit makes a difference.
- . Avoid using powder – it makes floors extremely slippery.

### **FALLS**

Falls account for more than half of all injuries among older adults.



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## SAFETY - Fall Prevention - What Might Cause a fall?



### **VISION AND/OR HEARING DIFFICULTIES:**

- Outdated or damaged glasses or hearing aids.
- Eyeglasses or hearing aids that need cleaning or new batteries.
- Wax build-up in ears.
- Glare or poor lighting

### **MEDICAL CONDITIONS:**

- Chronic diseases such as Arthritis, Osteoporosis and Stroke can weaken muscles and bones, stiffen joints and affect balance.

- Medical conditions like dementia, infections, inner ear problems and high or low blood pressure can make you more prone to falling.

### **DIZZINESS CAUSED BY:**

- Medication side effects.
- Getting up too quickly from chair or bed.
- Poor eating habits or not taking enough fluids.

### **ENVIRONMENT:**

- Wet floors, icy surfaces, reflected glare from floors and windows.
- Poor lighting.
- Objects in your pathway or unstable furniture.
- Poorly fitting footwear or long loose clothing.

### **AGE RELATED CHANGES:**

- Changes in your balance and the way you walk.
- Slower response time.
- Vision and hearing changes.



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## **More about Resident Safety**

**The Board of Directors, Management and Staff place the safety and security of the residents first and foremost at all times.**

Doors – To prevent exposure to unsafe areas, the doors at the end of all halls and the multipurpose activity room can only be opened by security codes. These doors release automatically in the event of a fire alarm.

Roam Alert System – When a resident has been identified as a risk to unsafely leave St. Anne Centre, a special bracelet can be put on the resident that sounds an alarm when the person attempts to leave the building. This alarm can be bypassed by staff for escorted visits outside.

Fire Safety -Please be reassured that St. Anne Centre has emergency plans that are regularly tested to ensure that we can respond appropriately in an emergency. Fire alarms can be frightening because a loud alarm rings and doors automatically close. When the fire alarm rings, residents and families are asked to remain in the area they are in, unless asked to move by staff. If a visitor is in a resident’s room, please stay there and remain calm. Reassure the resident that help is on the way. Our staff members are very well trained in fire procedures and emergency evacuation.

If an Emergency situation should arise, family and friends should not call or come to the Centre. Families calling or coming to the Centre could tie up the telephone lines which have to be kept clear; also the extra traffic could interfere with safety vehicles (fire trucks, ambulances, etc.).

If the residents need to be moved to a safe area of the building or to the relocation site (Richmond County Municipal Building) the families will be contacted. Families may choose to be notified by CareQ, our emergency notification system.



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#### **Guidelines from the Office of the Fire Marshall**

- > There should be nothing left in the halls on either side.
- > Emergency Doors must not be obstructed.
- > Nothing should be stored on window sills. Bedroom doors are not to be blocked. This is so these exit routes are not blocked in an emergency.
- > Crafts, pictures and other combustibles material should be kept to a minimum.
  
- > Stuffed animals should bear a label a fire retardant label.
- > Beds must remain positioned with the head of the bed against the protective plate on the wall.
- > Only 10% of the walls can be covered. This could include a bulletin board where pictures could be posted.
- > Extension cords must not be used. Heaters cannot be used to dry clothes or as shelves.
- > Curtains, bedspreads, upholstered furniture, and mattresses must be fire retardant or inherently fire proof.

#### **More Online resources**

Department of Health and Wellness – Continuing Care  
Branch [www.gov.ns.ca/ccs](http://www.gov.ns.ca/ccs)

Nova Scotia Department of Seniors  
<http://novascotia.ca/seniors/>

Nova Scotia Health Authority  
<http://www.nshealth.ca/>







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## Tips: Setting up a Resident Room in Long Term Care

- > Safety is important. Rooms should be free of clutter, exits and windows must be accessible at all times.
- > Care of the resident is our priority – closets are used to store clothes & personal care items (soap, lotions, toothpaste, and incontinence products) >
- All items with fabric such as stuffed animals, chairs, blankets etc. must be made of fire retardant material.
- > Beds must be kept positioned against the protective plate on the wall. Staff may move them to accommodate use of the ceiling lift.
- > Only 10% of the walls can be covered in pictures. Use the bulletin board. > Extension cords must not be used.
- > Clothes in closets should reflect the season – winter clothes in the winter, summer clothes in summer. There should be no more than 5 - 8 outfits in the closet.
- > If personal items are bought in bulk – soap, shampoo, etc. – only bring in one extra. St. Anne Centre does not have the room to store extra items.
- > Delicate and or valuable items should be kept to a minimum. St. Anne Centre is not responsible for breakage.
- > Changing the décor is permitted within guidelines – if you are taking something new in, take something else home.
- > If family or resident wish to have something brought into their room, permission must be obtained from the Environmental Services Supervisor.

St. Anne Centre reserves the right to manage space in residents' room for safety and ease of care.



## List of St. Anne Centre Policies

### Long Term Care Policies:

SAC-021 Resident Use of Alcoholic Beverages

SAC-030 Residents' Furniture in Long Term Care

SAC-036 Resident Abuse Prevention & Response

SAC-046 Electrical Appliances in Long Term Care

### Administration Policies:

SAC-009 Client/Family/Visitor Complaints

SAC-019 Resident Immunization

SAC-030 Retro Billing for resident Rate Changes

SAC-033 Disclosure of Patient Safety Incidents

