

Welcome to White Rapids Manor



New Resident Package

Our Mission
Excellence in Long-Term Care

Our Vision
To provide quality, long-term care
in a professional, safe and caring manner
for the people we serve

Our Values

1. Integrity

Having a sense of honesty and truthfulness in regard to the motivations for one's actions.

2. Respect

Esteem for, or a sense of the worth or excellence of, a person or a personal quality.

3. Positive Attitude

A positive attitude causes a chain reaction of positive thoughts, events and outcomes, regardless of circumstances. We commit to choosing to make each day at White Rapids Manor a great one for ourselves and for those around us.

Our Team

Kathy Jenkins, Administrator, 368-6505
Marjorie Belzile, Director of Nursing, 368-6518

Barb Rees, Business Office, 368-6508

Sherri Slipp, Food Services Supervisor
Carol Johnston, Activity Coordinator
David Davenport, Maintenance

How to Contact Us

Our Address: 233 Sunbury Drive
Fredericton Junction NB
E5L 1S1

Our Phone Number: 368-6508

A nurse is available at all times to answer any care questions

A few facts

- White Rapids Manor Inc. is a publicly owned corporation that opened in 1978.
- We are inspected annually by the Nursing Home Services branch of the Department of Social Development as part of our license to operate.
- We are a non-profit organization governed by a volunteer board of directors who meet as a group monthly and in addition as committee members.
- We are home to 36 residents who reside in one of 10 single rooms or 13 double rooms.
- We are a registered charity and rely completely on donations to run our mini-bus for residents. Donations also purchase items such as new room furniture for residents.
- To operate our home 24 hours a day, 7 days a week, we employ approximately 50 people, making us one of the largest employers in the community.
- Four area hospital aid groups support us as volunteers and by raising funds to donate to the nursing home for items that enrich our residents' lives.
- We are located a mere 30 minutes' drive from Fredericton or from Oromocto and within an hour's drive from Saint John.
- Visitors are welcome anytime and tours can be arranged in advance through the Director of Nursing at 368-6518.

www.whiterapidsmanor.nb.ca

Selection and admission of residents

A number of things must be done prior to admission.

1. Residents can only be admitted to permanent nursing home beds through the Single Entry Point System (SEP). SEP can be accessed by calling the Department of Social Development at 1-866-444-8838 in the Fredericton area.

The SEP panel meets weekly and produces a list of people waiting for nursing homes and deemed needing nursing home care. If a person passes panel, they are placed on the list, along with the three nursing homes they have chosen, in priority listing.

When this list is received, our Admissions Committee meets and examines who has chosen us and their needs. If no bed is available, the applicants are placed on a waiting list.

2. Those who wish to come to White Rapids Manor must completely fill out our application for admission and submit it to the Director of Nursing.

3. They must show proof of Power of Attorney, which ensures the nursing home communicates with the proper person in all matters concerning the resident. A copy will be kept on file at the manor.

4. They must submit necessary information to the government's financial assessor to determine a resident's eligibility for subsidization and/or amount of costs he/she is responsible for. This financial assessment must be completed prior to admission. The social worker you have been dealing with can provide necessary forms.

Those who have applied to White Rapids Manor and have all necessary information completed will be notified when a bed is available. If the bed is accepted, the admission time is set (within 24 hours). If it is refused, the applicant's name is removed from our waiting list and we must notify the Department.

The power of attorney is encouraged to visit the day before admission to view the room and fill out necessary paperwork.

Discharge

White Rapids Manor, under the Nursing Home Act, is obliged to protect its residents and staff. If a resident presents a threat to other residents, to themselves or to staff, which cannot be resolved, the nursing home has the authority to ask that the resident leave the nursing home within fifteen (15) days or, if the situation warrants, immediately.

White Rapids Manor also has the right to ask a resident to leave within fifteen (15) days, if we feel we cannot meet the resident's needs or if payment for care has not been received on time. The deadline for payment is the fifth (5th) day of the month for care received the month prior. If payment is not received by this date, interest of 1.5% per month will be added to the resident's bill or the resident will be notified of pending discharge.

Furniture

White Rapids Manor provides a bed, dresser, night table, over bed table and chair for each resident. The resident is encouraged to bring pictures or other cherished items to personalize the room. Any other furniture or electrical items brought into the nursing home must be approved by administration for safety reasons.

Telephone

If a resident wishes to have a telephone in his/her room, the power of attorney must make arrangements with the telephone company. The resident is responsible for all charges connected to the phone, including any costs to transfer the phone if the resident is moved at their request. Should White Rapids Manor initiate a move, we will pay the phone reconnection charge.

Television

Cable television is available in each room. The resident is responsible for bringing a television, if s/he wishes. A monthly cable fee is charged to all residents, (\$5.44) which allows for television in the living room and also reduces the cost of cable TV since there are no connect or disconnect charges. This fee is deducted from the monthly Comfort & Clothing Allowance that is \$108 for subsidized residents. This allowance is calculated by the provincial government.

Care of the Room

All cleaning services are carried out by support staff. Cooperation of the resident and families is required in not using tacks or nails. On request, our staff will hang items. It is important that rooms are not cluttered, for the safety of residents and staff.

Clothing

There is limited closet space in the bedrooms, therefore, the resident is asked to limit the number of outfits to around 7, with a maximum of 10. A good rule of thumb is if something new is bought, something old is removed. Housekeeping should be notified of new clothing so that it can be properly labeled.

Family may be asked to alter existing clothing so that the resident may be more easily and comfortably dressed. This is referred to as adaptive clothing and entails such things as openings in the backs of tops, and elastic waistbands. The nursing home invites an Adaptive Clothing sales team into the home each year.

Laundry

Personal laundry is done on-site by our support staff. We label all residents' clothing. All sheets and towels are provided by White Rapids Manor and laundered at the Regional Hospital. Therefore, it is the responsibility of the resident's family to wash any special sheets, such as Brunswick Sheets. Bedspreads should be provided by the family and labeled by housekeeping. They will be laundered on-site

Prohibited Items

A few items are prohibited, for resident and staff safety: powder, straight razors, heating pads, electric blankets and hot water bottles.

Dentures, Eyeglasses & Hearing Aids

Residents are encouraged to have their name inscribed on their dentures and/or eyeglasses and/or hearing aids to facilitate identification by staff. The nursing home is not responsible for lost items.

Wheelchairs, walkers

It is the responsibility of the resident to supply their own wheelchairs and walkers if one is required. Families can purchase them privately or assistance in obtaining a wheelchair is available through Red Cross. Our rehab LPN will help with the task of ordering a wheelchair, as it is crucial that the correct sizing be done with the involvement of Occupational Therapy.

Lifting Devices

Although we will try to maintain a resident's mobility for as long as possible, there may come a time when the resident is no longer able to move about without basic assistance from staff. When it becomes evident that a resident is no longer able to safely be transferred, a mechanical lifting device will be used. This is to ensure the safety of both resident and staff.

Personal care supplies

The nursing home provides one brand of products to meet the personal hygiene and grooming needs of the residents. These supplies include: soaps, lotions, oral hygiene, denture care, nail care equipment, facial tissue, shampoo, toothpaste, and incontinence products.

If a resident chooses to use a different product than the one provided by the nursing home, the costs incurred for the preferred product are the financial responsibility of the resident.

Rooms

Most of our rooms are semi-private. If a family wishes to request a single room, please make this known to administration. The home reserves the right to transfer a resident at any time from one accommodation to another within the facility, based on the needs of the entire population.

Nursing services

The nursing department is under the direction of the Director of Nursing, who is accountable for the overall quality of nursing care in the home. A nurse is also in charge at all times and should be contacted directly and immediately should concerns arise.

Nursing care is provided by a team that consists of Registered Nurses, Licensed Practical Nurses and Resident Attendants. We also have an LPN who works in the area of Rehab and a visiting Occupational Therapist.

Physician

Dr. John Richardson, who is the physician at the attached medical clinic operated by the regional hospital authority, is contracted to provide services to our residents. Any medical concerns should be brought to the RN on duty so that they can be relayed to the physician.

Care Requirements

The nursing home is a residence in which 24-hour nursing care and supportive care is provided. Staff assists the resident in those functions which they cannot do on their own.

The nursing home is not geared to the provision of aggressive medical treatment as might be found in an acute-care hospital. Every effort is made to maintain or improve the health status of the resident in the home and to transfer the resident to hospital, in accordance with their wishes, should the need arise.

To that end, the resident and family will be asked to indicate the degree of medical intervention desired. Specifically, the facility has a policy in which the aim is to keep the resident comfortable but not to provide aggressive resuscitative measures unless they are requested by the resident/family.

Restraints

White Rapids Manor adheres to a least restraint program. All information on the subject has shown that restraining a person leads to frustration and loss of dignity for the resident and may actually increase the risk of injury. We require a physician's order to restrain a resident. Only as a last resort will we restrain our residents, when all other means have been tried and there is a clear and present danger to the resident or others. Family will be notified if a restraint is being considered before it is applied.

Pharmacy Services

Under the Nursing Home Act, all medications must be obtained from the pharmacy contracted by the nursing home to provide this service. Medications are ordered for residents by the physician and administered by the RN or LPN.

- No medication can be brought in and given to the resident.
- The resident cannot keep any medications at the bedside.

The nursing home will supply basic stock drugs and supplies. Should a resident require or request a brand name different from the one stocked by the home, or require the stock medication on a regular basis, s/he is to be financially responsible for the cost of the product. On a quarterly basis, a complete review of all residents' medications is completed.

The NB Prescription Drug Program pays for prescriptions covered under the plan. However, there are a number of "special authorization" drugs that are not covered. The resident or Power of Attorney is responsible for paying drugs not covered by this program. All communication and payment should be done with the pharmacy and physician.

Fire Safety

Fire drills are held on a monthly basis and on a less frequent basis we hold mock disasters as paper exercises or with the assistance of volunteers.

Scent-reduced facility

Due to increasing sensitivities among residents and staff we support a scent-reduced environment in our nursing home and encourage staff, volunteers, residents and family members to use non-scented products.

Flu vaccine

Flu shots are recommended for all residents unless the physician advises otherwise. Consent for giving flu vaccine is required on an annual basis. The resident or next-of-kin must give permission for the Pneumovax and Flu shots.

Since consent must be given yearly for the flu vaccine, residents and next of kin have the option of annual consent or ongoing consent. This can be changed at any time by notifying the director of nursing or nurse in charge in writing. We also recommend that family members/visitors get the flu shot each year.

Activities

A monthly activity calendar is produced and posted under the direction of the activity coordinator. It includes weekly outings, baking, crafts, movies, entertainment, bingo, one-on-one visits and morning coffee. Volunteers are always welcome. Please see the activity coordinator if you are available.

Appointments

It is the family's responsibility to transport residents to and from any medical appointments; however, if they are unable to transport a resident in their vehicle due to wheelchair accessibility, arrangements can be made to use the nursing home's mini-bus.

The family should request use of the mini-bus well in advance of the appointment so that an insured driver can be booked. It is imperative that a family member accompany the resident on this appointment as well. Staff members do not accompany residents on these appointments.

Pastoral services

Area ministers volunteer to provide weekly Sunday services and other visits. They also lead an annual memorial service where we remember residents who have passed away in the preceding year.

Nutrition and food services

The scope and function of the Food Services Department is to provide optimal nutritional care and quality food service to residents. A three-week menu is posted, which changes in the summer and winter. Resident's food preferences are always considered, as is their dietary requirements, such as diabetic or gluten-free.

Residents requiring specific dietary restrictions or texture modifications are assessed by the dietitian.

Meal times are: 7:20 a.m., 11:30 a.m. and 4:30 p.m. There is also a night lunch at around 8 p.m.

Family is welcome to eat with a resident by simply calling a day in advance. There is a nominal fee for the meal.

Payments

The business office is open Monday to Friday, 9 a.m. – 5 p.m. The monthly cost of care must be paid by the 5th day of the following month, preferably by cheque. Payment can be mailed or given directly to the business office during regular business hours. Post-dated cheques can be left with the business office.

Pets

Pet visitors are encouraged, as long as their owner assumes full responsibility for clean up and restrains the pet on a leash.

Alcoholic beverages

The consumption of alcoholic beverages by residents is at the request of the resident and in consultation with the physician and the nurse. They are kept in a locked med room and dispensed by the nurse.

Smoking policy

White Rapids Manor is a non-smoking facility. All smoking must be done off the property by staff and visitors. We are unable to admit residents who smoke.

Leave of Absence for Resident

Each nursing home resident is entitled to a 30-day leave of absence within each fiscal year. This cumulative 30-day period includes visits to family members' homes and hospitalization. Additional days may be requested by the nursing home to Nursing Home Services.

Hairdresser

A licensed hairdresser offers services to resident each week. Each resident is responsible for the normal charge for this service.

Resident Council

Residents and families are invited to meet with the director of nursing and activity coordinator twice a year to discuss ideas for improvement. Meetings will be posted on the activity calendar.

Resident Review

Once a year, a resident and his/her family are invited to meet with the multi-disciplinary team on an individual basis to discuss the resident and any concerns. Family surveys are sent out in advance. Goals are established for the coming months at this meeting.

Hospital services

In the event of a medical emergency or a need for immediate assessment by a physician, residents will be transported by ambulance to DECH or OPH and the family will be contacted.

Removal of Personal Effects

After a resident passes away, we respectfully ask that family either remove personal items within 24 hours or contact us for assistance. Your loved one's personal belongings will be kept for one week, until you are able to pick them up.

Families

Family involvement is of utmost importance to residents. There are no restrictions on visiting; we welcome family and friends of all ages and at all times. Family outings are encouraged and we have an activity room that can be booked for special events.

The nursing home schedules an annual Christmas party for residents and their families and also a summer event.

Families are encouraged to participate in activities at the nursing home or lead an activity.

We also encourage suggestions from families to improve care for the resident and if there are any concerns, we ask that you bring them forward immediately.