

# Welcome to White Rapids Manor



## *New Resident Package*

### Our Vision

Every person, every day achieves their full potential

# Our Values

We believe...

- ▶ that we are human beings, caring for other human beings
- ▶ we are all caregivers
- ▶ care giving is best achieved through kindness and compassion
- ▶ safe, high quality care is fundamental to person-centered care
- ▶ in a holistic approach to meeting people's needs of body, mind and spirit families, friends and loved ones are vital to the process
- ▶ the opportunity for individuals to make personal choices related to their care is essential
- ▶ physical environments can enhance healing, health, and wellbeing
- ▶ long-term care can be a transformational experience for residents, families, and caregivers

# Our Team

Kathy Jenkins, Administrator, 368-6505

Sari Lomax, Director of Nursing, 368-6518

Madonna MacDonald, Business Office, 368-6508

Sherri Slipp, Support Services Supervisor, 368-6506

Willee Dugas, Activity Coordinator, 368-6509

Adam Aubin, Maintenance, 368-6507

# How to Contact Us

Our Address: 235 Sunbury Drive  
Fredericton Junction NB  
E5L 1S1

Our Phone Number: 368-6508

A registered nurse is always available to answer any care questions

## A Few Facts

- White Rapids Manor Inc. 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, and in addition as committee members.
- We are home to 40 residents who reside in one of 8 single rooms, 14 double rooms, or 4 semi-private 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 furniture, for residents.
- To operate our home 24 hours a day, 7 days a week; we employ more than 60 people, making us one of the largest employers in the community.
- 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](http://www.whiterapidsmanor.nb.ca)

## Selection and Admission of Residents

Several 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 fill out our application for admission and submit it to the Director of Nursing.

3. They must submit a copy of a Power of Attorney, or a signed form indicating responsible party, 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. If more than one person is listed on the Power of Attorney, one person should be designated as spokesperson.

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 the 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, themselves, or 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. Payment of the monthly nursing home rate is done at the first of each month for that month of care. Upon admission, the resident's trustee must pay the daily rate to the end of the month. If the province

has not concluded its review of the resident's finances and possible subsidy, the private pay rate shall be paid. Once the province has concluded its review and has informed the nursing home, the amount will be corrected, and any extra payment will be reimbursed or credited to the resident's account.

### Confidentiality

White Rapids Manor has a duty to protect residents' and employees' privacy. We ask that families assist us with this by being aware of our commitment to confidentiality. As a visitor to White Rapids Manor, you will unconsciously become privy to information about other residents, employees, and other nursing home matters. Any information you observe or become aware of should not be disclosed or discussed with anyone other than those persons authorized to receive such information.

In addition, photographs can only be taken of your family member; not of any other resident or staff member. If you have any concerns, please go to the Nurse in Charge, the Director of Nursing, or the Administrator.

### Furniture

White Rapids Manor provides a bed, clothing storage area, 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 items brought into the nursing home must be approved by administration for safety reasons.

### Electrical

All electrical equipment brought into the nursing home must be CSA approved and checked by maintenance before using. Please inform the nurse during admission of any electrical appliances such as radios, clocks, or electric razors.

### 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. A \$13.19 monthly cable fee is charged to all residents, which continues our reduced bulk rate. This fee is added to the monthly payment that is calculated by the province and withdrawn on the 5th. There are televisions in the Activity Room and End Lounge for all residents.

### 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 safely and securely 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. A good rule of thumb is if something new is bought, something old is removed. Also, family is responsible for all clothing repairs. 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.

### Laundry

All 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 on-site. Families are encouraged to bring in a bedspread that has meaning or is personal for the resident.

### 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.

### Valuables

Although residents are encouraged to bring in comfort items from home, White Rapids Manor cannot ensure the safety of personal items. Due to the number of public visitors, wandering residents, and other issues beyond our control, it is strongly encouraged that valuable items be left at home. Prior to admission, it is advisable to replace items such as jewelry with inexpensive substitutes. White Rapids Manor is not responsible for lost items.

### Wheelchairs and Walkers

It is the responsibility of the resident to supply their own wheelchair or walker if one is required. Families can purchase them privately or assistance in obtaining a wheelchair is available through Registered Providers. White Rapids Manor has an on-staff **Rehab LPN** who will help with the task of ordering a wheelchair, as it is crucial that the correct sizing be done with the involvement of an Occupational Therapist.

### Lifting Devices

Although we try to maintain a resident's mobility for as long as possible, there may come a time when a 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 residents 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 (see attached Appendix 1).

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

### Safety Items that Resident is Required to Pay for

The following items, if required by the resident to ensure their safety, will be the financial responsibility of the POA/Trustee:

- Bed exit and chair exit electronic pads
- Slings required for mechanical lifts
- "Roam Alert" electronic bracelets (door security system)
- Hip protectors

The RN Case Manager or Rehab LPN will discuss the necessity of these safety items, as they are identified, with the Trustee/POA.

### Rooms

Most of our rooms are double rooms. 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. Also, a Registered Nurse is always in charge 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 Rehab and a visiting Occupational Therapist.

### Physician

The nursing home signs a contract for services with a licensed physician to act as the Medical Advisor. The physician visits the nursing home regularly to provide services to our residents. Any medical concerns should be brought to the Registered Nurse 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 assist 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. The facility has a policy in which the aim is to keep the resident comfortable, rather than provide aggressive resuscitative measures unless they are requested by the resident/family.

### Restraints

White Rapids Manor adheres to a least restraint program. All research on the subject has shown that restraining a person leads to frustration and loss of dignity for the resident and may 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 on an as needed temporary basis. 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 (see Appendix 2). 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 monthly, 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 admission. The resident or next-of-kin must give permission for the Pneumovax and Flu shots. This can be changed at any time by notifying the Director of Nursing or nurse in charge (RN) 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 and activities such as baking, crafts, movies, entertainment, bingo, one-on-one visits, and morning coffee. Volunteers are always welcome. Please see the Activity Coordinator if you are interested in volunteering with us.

### Outings

The Activity Department aims to take residents out regularly on the mini-bus. It may be for shopping, sight-seeing, lunch, or just a drive. If you do not wish your family member to go on these outings, please notify the Director of Nursing.

### 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

White Rapids Manor has a Pastoral Care Coordinator who visits residents weekly at the nursing home. He also visits residents if they are in hospital. In addition, local ministers volunteer to provide weekly Sunday services and other visits. If you have special requests for your family members, please advise the RN.

### 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 diets.

Residents requiring specific dietary restrictions or texture modifications are assessed by the dietitian. Mealtimes are at 7:30 a.m., 12 p.m. and 5 p.m. There is also an afternoon snack and night lunch. Family is welcome to eat with a resident by simply calling a day in advance. There is a nominal fee for the meal.

### Payments

White Rapids Manor uses a Pre-Authorized Debit system for the monthly cost of care. This payment is determined by the Province of NB, which informs the nursing home of the amount the resident will pay for monthly care. This payment is deducted on the 5<sup>th</sup> of every month for the month in question.

If the province has not concluded its review of the resident's finances and possible subsidy, the private pay rate shall be paid. Once the province has concluded its review and has informed the nursing home, the amount will be corrected and any extra payment will be reimbursed or credited to the resident's account.

### Pets

Pet visitors are encouraged if they have their vaccinations and their owner assumes full responsibility for cleanup. The pet must be kept 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 medication 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.

### 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. During these absences, payment is still required to the nursing home.

### Hairdresser

A licensed hairdresser offers services to residents each week. Each resident is responsible for paying for this service and will be invoiced directly by the provider.

### Resident Council

Residents and families are invited to meet with the Support Services Supervisor and Activity Coordinator four times a year to discuss ideas for improvement. Meeting dates and times 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 satisfaction 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 will carefully pack all belongings and keep them on-site for pick-up. We respectfully ask that these items be picked up within seven days.

### 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. The only time visiting is restricted is if there is a viral outbreak in the community or in the nursing home. If you have any symptoms of illness you are asked to postpone your visit until a future time in order to protect our resident community.

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. The Activity Department encourages family involvement as well.

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.

### Additional Charges

Each month, residents who are subsidized by the Provincial government, retain a Comfort & Clothing Allowance. These funds are kept by the trustee or family member who is Power of Attorney over the resident. The province intends these funds to be used for personal comfort items for the resident. This can include things such as clothing, hair care, outings, etc.

We understand some residents wish to retain money on their person or in their rooms, however, we cannot accept responsibility for these funds. This is an individual choice of the family and resident.

Any nominal charges incurred by residents for such things as outings to Time Horton's, Dairy Queen, etc. will be tracked by the Office. When the amount reaches in the \$50 range, we will notify you and deduct that amount at the time of the next monthly payment. If you have any questions please contact Madonna MacDonald at the business office, 368-6513.

### Food Brought in by Family/Friends

Under Nursing Home Services regulations, only approved vendors are to provide food products to the nursing home. In the event family or friends wish to bring in a special item for a loved one it cannot be shared with other residents. This

would include items for a special event, such as a family birthday, or a meal for the resident.

### Resident Foot Care

We provide basic foot care to all residents. Those who are diabetic or have any foot or nail care issues are recommended to have advanced foot care. In this situation, the RN case manager will contact you and provide the name of a private foot care provider. The cost for advanced foot care is determined by the provider, and families will be invoiced directly by the foot care provider.

### Sitter Services

The RN may assess and determine a sitter is required for a resident for various reasons, including aggression or inappropriate behavior. Once approved by the Director of Nursing or representative, the family/trustee of the resident is to be contacted and informed that a sitter has been deemed necessary and rationale explained. The family/trustee is requested to either provide this service themselves (as family members and if they can do so safely) or, if they cannot, the resident/family/trustee is responsible for the cost of these services.

## Appendix 1 Care Supplies Covered by White Rapids

Absorbent puffs	Minor Medical Equipment
Alcohol for medicinal use	Mouth Care Supplies (Colgate or Crest)
Antiseptics and Disinfectants	Nail Care Equipment
Bandages	Nebulizer Masks
Basins (bath, emesis, solution)	Needles
Bed Pans	Ostomy Supplies
Blood Pressure Cuffs	Packs, hot and cold
Blood Sampling Supplies	Pads, Incontinent
Blood Testing Strips	Paper, Autoclave
Body Lotion (Vaseline or Life Brand)	Pressure Relieving Devices
Catheters (all types)	Razors, Disposable (Life Brand)
Condom Drainage	Rectal Tubes
Denture Adhesives (Polident or Life Brand)	Saline Solution
Denture Cleaners (Polident or Life Brand)	Scissors
Denture Cups	Shampoo (Arjo Gentle Rain Shampoo and Body Wash)
Diabetic Supplies	Sharps Disposal Containers
Douche Units	Skin Barriers (Coloplast Critic-Aid Clear Skin Protectant)
Dressing Trays	Skin Cleanser (Smith & Nephew Skin Cleanser, Tena Wash Cream)
Dressing Supplies	Specimen Collecting Supplies
Droppers, Medicine	Spoons, disposable
Enema Kits, Disposable	Sterile Supplies/Equipment
Facial Tissue (Envirologic)	Steri-Strips
Feminine Hygiene Products (Life Brand)	Stethoscopes
Fleet Enemas	Stockinette
Foot Care Equipment	Straws, flexible
Forceps, Disposable Surgical	Syringes
Gloves, Sterile and Non-sterile	Tape
Hand/Liquid Soap (Smith & Nephew Skin Cleanser and Tena Wash Cream)	Thermometers
Incontinent Care Supplies (Tena)	Tongue Depressors
Irrigation Solution & Trays	Tub and cleaning products
Lubricants and Petroleum Jelly	Urinals
Medicine Cups, paper and plastic	Water, sterile and distilled

Please note that **all powders**, except prescriptions as ordered by the physician, are prohibited. This is for resident and staff safety.

**Blade razors** are also discouraged for reason of safety to both resident and staff. Family members are asked to bring in an electric razor for all residents who require one. If this is not attainable, please speak with the Director of Nursing.

The only type of shaving cream in the facility is Gillette and Life Brand. We also provide Johnson and Life Brand **Baby Shampoo** for eye care as necessary.

**Appendix 2**  
**Medications Covered by White Rapids on a Temporary as Needed Basis**

Requirement	Drug Used
<b>1. ANALGESIC:</b> Pain control	Acetaminophen 325 mg tablets
	Acetaminophen 650 mg suppositories (Abenol)
<b>2. ANTIDIARRHEAL:</b> Treat/prevent diarrhea	Imodium (Loperamide) 2 mg tablets
<b>3. ANTIEMETIC:</b> Treat/prevent nausea/vomiting	Gravol (Dimenhydrinate) 50 mg tabs
	Gravol 100 mg suppository
	Gravol (Dimenhydrinate) 50mg/ml injectable
<b>4. ANTACID/ANTIFLATULENT:</b> Treat/prevent heartburn/gas	Gaviscon Liquid
<b>5. ANTIPYRETIC:</b> Treat fever	Acetaminophen 325 mg tablet
	Acetaminophen 650 mg (Abenol)
<b>7. ANTITUSSIVE:</b> Settles coughs	Life Brand Expectorant
<b>8. LAXITIVE/ STOOL SOFTENER:</b> Treat/prevent bowel constipation	Senokot S
	Bisacodyl Suppositories
	Clearlax
<b>9. LOZENGES:</b> Soothe sore throat	Life Antiseptic Throat Lozenges