



Oliver Lodge

*Handbook For
Family
Orientation*

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OLIVER LODGE

Vision

Oliver Lodge works in partnership to build a caring community responding to the needs of all those entrusted to our care.

Mission

Oliver Lodge offers resident-centered care by respecting diversity and individuality while nurturing fullness of life.

We Value

- *Our foundation of Christian faith, respecting the diversity of beliefs and style of worship.*
- *Mutual respect and cooperation among all members of the Oliver Lodge community.*
- *Providing a flexible, secure, safe and caring home like environment in a community setting for our residents.*
- *The personality, previous lifestyle, cultural and spiritual practices of each resident.*
- *Preserving the quality of life for residents by individualizing care and choosing activities that support resident choice, independence, dignity and privacy.*
- *Resident's independence, decisions and freedom, acknowledging that safety risks need to be considered.*
- *The role of spiritual nurture, rooted in the love of God for all people in the healing and care of residents.*
- *The participation of family, friends, staff and volunteers in the life of the residents.*
- *The unique contribution of each staff member, and the role that on-going training and support plays in enabling staff to unconditionally accept all those entrusted to our care.*
- *Partnerships and cooperation with other community agencies in addition to our affiliation with the Saskatchewan Health Authority.*
- *Accountability, fairness and stewardship through the efficient and effective use of resources*

Goals

- *To uphold the values of The United Church of Canada in the provision of services, providing quality housing and care that promotes and maintains dignity and health.*
- *To provide a loving, respectful, caring, secure and stimulating environment.*
- *To assist in meeting the physical, spiritual, cultural, emotional, social, intellectual and creative needs of the Oliver Lodge community.*
- *To provide services through Oliver Place Support Services and Community Day Program that enables adults to maintain independence.*
- *To provide quality and compassionate care to our residents and support to family members, friends and staff.*
- *To provide educational opportunities for staff, families, volunteers, students and residents.*
- *To provide meaningful opportunities for volunteers to enhance the quality of life of all those entrusted to our care.*
- *To use work and research that are evidence-based to support and guide the care we offer.*

Moving-In Process For Residents And Families

On moving-in day, come to the main door with the resident at 10:00 a.m. Be prepared to spend about four hours. A Registered Nurse (RN) or Licensed Practical Nurse (LPN) will guide you through the process.

Bring with you:

- List of medications—DO NOT fill prescriptions prior to moving in, as medications are packaged in a “Pac-Med” unit dosage system.
- List of family members and phone numbers
- Cards—Saskatchewan Health Services, Blue Cross, Veteran’s Affairs. Keeping these cards updated is the responsibility of the family.
- List of allergies and reaction produced
- All clothing, to be marked for identification
- Resident’s most recent income tax return/notice of assessment
- Copy of the Power of Attorney documents
- Cheque for current charges and a VOID cheque to set up Electronic Funds Transfer

Learning all about your loved one is a priority for us. Some ways we do this is through:

- “My Plan” care plan
- “Snapshot of Me” contact sheet for next-of- kin, etc.
- “Social History” – a one-page sheet to list some historic information about your loved one such as where they lived, children, etc.

If you have any questions or concerns about your loved one, please ask the nurse on the community where your loved one lives or contact the Director of Care at 306-986-5477 or Assistant Director of Care at 306-986-5470. It is very important to us that you feel confident that your loved one is being well taken care of.

We will have the physician arranged and will take care of the medications. Oliver Lodge uses one carefully selected pharmacy to maintain consistent, prompt and excellent service for all residents.

During the first few weeks you can expect to hear from the:

- Nursing staff to support and assist you in addressing the Serious Illness Sudden Collapse document.
- Recreation Staff to explain the activities available to the resident.

Approximately six weeks following move-in, you can expect to attend a Resident Care Conference. Any family member may attend. This is a multi-disciplinary care conference for all departments to discuss how they are involved in your loved one’s life here at Oliver Lodge.

CLOTHING CHECK LIST

Each person is required to bring and maintain an adequate supply of suitable clothing and personal items. Clothing must be washable and not require ironing; for example, 100% cotton, wool and acetate materials are not suitable. Feather pillows/cushions and all wool clothing cannot be washed on site.

Reasonable precautions are taken with all clothing, however, we do not take responsibility for unmarked clothing or for clothing that requires special care or laundering. Minor repair services are available on the premises. A qualified seamstress, on a fee-for-service basis, may do other repairs and alterations. Her name is available from the Business Office.

Clothing brought into the facility at the time of moving in or at a later date should be left at the nursing station to be marked with name tags. In the event that name tags come off during the laundry process, clothing is put in the "lost and found". Please contact laundry staff if items go missing.

Open-backed clothing may be requested if the resident requires the use of a mechanical lift. Arrangements can be made to open-back the resident's clothing at Oliver Lodge at a fee-for-service basis or have a family member alter the clothing. Clothing can also be purchased from a specialty shop, through catalogue sales, or online. It may be useful to consult with nursing staff before purchasing personal items or clothing.

To eliminate the risk of a fall related to footwear for the resident who is walking, weight bears during a transfer, or foot-propels, please consider the following: the footwear should provide good support, have non-slip soles, closed heels and be firmly attached to the foot (does not fall off when the foot is picked up).

The following is a list of personal items and clothing that should be considered for moving in.

LADIES

6 - 8 dresses
6 - 8 pairs of slacks
6 - 8 blouses or button-up sweaters
4 - 6 slips
6 - 8 sleeveless undershirts or 2 to 3 bras
8 to 10 panties
6 - 8 nightgowns
8 - 10 stockings or socks
2 dressing gowns
4 sweaters (cardigans)
2 pair slippers (washable with non-slip soles)
Shoes
Coat and hat if resident is able to go out
Brush, comb, hairpins, make-up

MEN

6 - 8 pants
6 - 8 shirts
10 - 12 underwear (2 piece)
4 to 6 nightwear
8 - 10 socks
Dressing gown
4 sweaters (cardigans)
2 pair slippers (washable with non-slip soles)
Shoes
Coat and hat if resident is able to go out
Brush, comb

Sundry items are needed for all residents. There is a nominal monthly charge for all residents to cover those situations. We ask residents to supply finger and toe nail clippers, razors, toothbrush and paste, body lotions and other over the counter items when a resident first moves in, if possible.

FURNISHINGS CHECK LIST

At Oliver Lodge we try to provide the resident with a home-like atmosphere while maintaining a safe environment for everyone. Safety Assessments are done on the resident's room shortly after move-in and at periodic intervals. It is important to recognize that the needs and capacity of residents may change over time, and that we may require adjustments to room furnishings in response to these changes.

Valuables: Oliver Lodge is not responsible for lost, misplaced, or stolen items or money. We recommend that residents keep no more than five dollars in their rooms, and leave valuable items with family. Residents should have insurance for their property, either their own or through their family.

To make the rooms more home-like, furniture for resident use may be added. Please check with the Director of Support Services before bringing in furniture and other items to ensure there is adequate space for staff to perform their work safely and that there is no risk to the resident. A request may be made to remove any unsuitable furniture. Microwaves, floor lamps, room heaters and coffee-makers are not allowed. Stick-on decals are not allowed, especially any gel-type stickers that will stain the walls or doors.

All rooms are furnished with a bed and nightstand. In addition, there are two bulletin boards. One is for staff information related to the resident. The other is for personal belongings. If you have information that you want communicated to staff, a note can be left on the bulletin board.

Duvets are not allowed. Favorite blankets are acceptable with labeling, and we do supply bedspreads and blankets, sheets and pillowcases.

Maintenance staff will hang pictures, T.V., etc. Care staff can assist with completing a requisition to get work done in the room. Some things you might consider:

- A television, radio or clock. Wall mounts for flat-screen TV's are provided and the maximum size of any type of TV should not exceed 36". Co-axial cable is also provided.
- A comfortable, stable, non-swivel/non-rocking arm chair or a lift chair that has arms. Please check with staff prior to purchasing or providing, to ensure safety and that the room can accommodate the type chosen.
- A few pictures or paintings may be hung. As wall space is quite limited, a multi-picture frame is an excellent idea to show off several pictures within one frame.
- **Only hooks supplied by Oliver Lodge** are allowed for hanging pictures, clocks, etc.

- Safety is always a priority for Oliver Lodge. Wherever possible, please select items that don't have a glass lens (picture frames, clocks, etc.). Table lamps should not have greater than 40W bulbs.
- A small fridge. Please check with the Director of Care or the Director of Support Services. The fridge must be cleaned and serviced by the resident's family.

Room Cleaning: A complete bed linen change is done once per week. A basic cleaning of each room is done every second day, and a thorough room cleaning once every second week. Major housecleaning is performed on a yearly basis. Family is responsible for cleaning excessive amounts of knick-knacks and ornaments.

Property Removal: It is the responsibility of the family to remove all personal items from Oliver Lodge within 24 hours upon the death of a resident. The Director of Support Services and/or the Director of Care can approve any donations of property to Oliver Lodge. Donations to other charitable organizations are the responsibility of the family.

COMMUNITIES AND STAFFING

Our 139 Oliver Lodge residents live in communities of people with similar care needs.

1. Oliver Lodge South consists of three communities

Sunshine Court

- 13 residents
- Rooms 38 - 50

Rainbow Village

- 18 residents
- Rooms 1 - 4, 24 - 37

Angels' Cove

- 19 residents
- Rooms 5 - 23

2. Oliver Lodge North consists of 3 floors divided into communities

1st Floor

Heritage Way

- 17 residents
- Rooms 101 - 117

Maple Lane

- 15 residents
- Rooms 118 - 132

Secured neighbourhoods serving the needs of residents with dementia/Alzheimer's

2nd Floor

Sunset Terrace

- 17 residents
- Rooms 201 - 217

Prairie Place

- 15 residents
- Rooms 218 - 232

3rd Floor Park View

- 25 residents
- Rooms 301 – 325

The nursing department consists of the Director of Care, Assistant Director of Care, Registered Nurses, Licensed Practical Nurses, Continuing Care Assistants, and a Staff Scheduler/Supply Clerk. Staff is permanently placed in a community, so residents have the benefit of caregivers who know their needs and are able to detect subtle changes in the resident's condition. This provides a wonderful opportunity for residents, families and staff to know each other well.

The staff works as a team and consider family an important part of this team. Families can participate in resident care to the degree that the family and the resident are comfortable, but there is no expectation that the family should physically care for the resident. Sensitivity to your ability and your relationship with your family member will help you determine what you wish to do. Family members are not permitted to be in a resident's room when personal care is being provided. If you would like to do something but need some guidance, ask for an explanation. There are both male and female attendants on staff.

If you do something routinely for a resident and you expect to be away, please let staff know. There is a lot you can do: encourage resident to drink water or juice, comb hair, wash hands and face, help at meal times.

Vigil Care Call Management System: Oliver Lodge has a computer-based call system called Vigil Care Management System. When a resident pulls the call cord, caregivers are alerted through silent pocket pagers, minimizing noise and contributing to a quiet, home-like environment.

Some rooms are equipped with a means of notifying staff without the resident being able to use the cord. Sensors continually monitor the room to detect unexpected behaviour (extended time out of bed, in the bathroom or leaving the room) and report this information to the silent pagers carried by staff.

Roam Alert Bracelets: Residents who wander wear Roam Alert bracelets. This bracelet locks the outside exit door when the resident approaches. There is a charge for this. Please do not let another resident go out a door unless you know it is safe to do so.

Resident Behaviour: At times some residents will behave in unusual, even bizarre ways. This is not their fault. The cause is medical, often related to declining cognitive function. Our staff is trained to deal with such issues. Please respect their approach.

Restraints: At Oliver Lodge we follow the "Least Restrain Policy" of the Saskatchewan Health Authority. We will look at all possible alternatives before restraining a resident.

Physicians: Each resident has a doctor who has privileges to provide medical care in long-term care facilities. Doctors can be changed at the family's request and the family is responsible for informing the doctor of the change. Doctors who make regular visits can be suggested. The routine visiting schedules of doctors range from weekly to monthly. When there is an emergency, the doctor is notified immediately. For day-to-day concerns, a system is used to keep track of what the doctor needs to know about each resident when the doctor visits.

“NEED TO KNOW” INFORMATION

Communication: Oliver Lodge strives to provide excellent care for our residents and Day Program participants. We also believe that effective communication with families and other individuals involved in Residents and Participants lives is critical. To support this goal, we expect that everyone is respectful and appropriate in their communication here.

We value input and feedback from families and loved ones. In many cases, it is appropriate and helpful to have discussions with those directly providing care or services. However, circumstances may arise where you have a concern about the performance of duties by an individual employee or volunteer. If this should occur, please follow the process described below:

- Please speak to the supervisor in that area, specifically the nurse (R.N. or L.P.N.), if the matter is in regards to care.
- If your concern is not addressed, or if it relates to another area of our service, please bring it to the attention of the Department Head, as described below. You will receive a timely response, and in any case within 30 days.
 - The Director of Care, or Assistant Director of Care for all care matters.
 - The Director of Support Services or the Head of Maintenance if the matter relates to maintenance or building grounds.
 - The Director of Support Service if the matter relates to laundry or housekeeping services.
 - Director of Food Services, if the matter relates to food quality, preferences, menu, or other food service business.
 - The Business Manager, if the matter relates to administrative services, including billing.
 - The Director of the Community Day Program, for matters regarding the Day Program
 - The Director of Recreation and Volunteer Services for all recreation and/or volunteer matters
 - The Director of Spiritual Care for matters related to Spiritual Care, including accessing specific faith-related services.
- If the response to your concern does not resolve the matter, please bring it to the attention of the Executive Director. The Executive Director will provide a timely response, and in any case within 30 days.

- If this does not resolve the matter you should direct it to the Chairperson of the Board of Directors of Oliver Lodge. S/he will provide a timely response, and in any case within 30 days.
- You are also welcome to contact either the Client Representative at the Saskatchewan Health Authority and/or the Office of the Ombudsman at any time to have your concern heard.
- Client Representative: 306-655-0250 client.rep@saskhealthauthority.ca
- Ombudsman: 306-933-5500 www.ombudsman.sk.ca
- Concerns of a more general nature may also be raised through the Resident and Family Council.

It is expected that all communication be respectful and polite. Verbal abuse will not be tolerated. We strive to be a loving community.

Each family is asked to appoint one family member to whom Oliver Lodge will direct essential communications, consents, etc. If a resident or family member has a concern or a question about care, speak with the Continuing Care Assistant or to the nurse. If your expectations are not met, please speak to the Director of Care or Assistant Director of Care. Families can request a Care Conference to discuss needs of and changes regarding the resident.

We provide the maximum staffing complement that we are able throughout the building. If a family feels that extra care is needed, the nursing staff will discuss with the family the possibility of the family hiring outside services.

Power of Attorney (POA): A power of attorney (POA) is a legal document that allows an individual (the “grantor”) to give someone else (the “attorney”) the authority to act on their behalf. The grantor names the attorney in the document to do certain things for them, as their legal representative.

An attorney can only do the things they have been given the authority to do in the power of attorney document. S/he must act honestly, in good faith, in the best interests of the grantor, and with the care that could be reasonably expected of a person with the attorney’s experience and expertise.

For more information on power of attorney, go to the website of “Public Legal Education of Saskatchewan (PLEA) at plea.org.

Resident Care Conferences are held approximately 6 weeks after moving in and then annually, or at the request of a family member. The conference is attended by family, the resident when appropriate, and staff involved in resident’s care. The Pharmacist and sometimes the physician also attend the conference.

Room Transfers: Oliver Lodge tries to place residents in the appropriate community, depending on needs. However, if deemed necessary to facilitate the optimum in nursing care and comfort for the resident, a room move may be made.

Visiting Hours are unlimited. If the resident is not well, please limit the number of visitors. Please consider the comfort and needs of other residents. Children are welcome but should only visit if they are closely supervised. They are not allowed to wander about. Other residents' safety and privacy are paramount. The main and ramp entrance doors are open from 6:00 am to 8:00 pm. Outside of these times, please call ahead or ring doorbell.

Public Washrooms are located throughout the building.

Infection Control: Visitors are expected to wash their hands at the entrance upon arrival and when departing from Oliver Lodge. There is a hand wash sink at the main entrance and also waterless hand sanitizers in various locations throughout the building. When there is an infection control sign on the resident's door, check with nursing staff for special instructions. Humidifiers are not allowed at Oliver Lodge due to infection control hazards posed by their use.

Fall Prevention: Oliver Lodge is committed to the safety and well-being of our residents. A Fall Prevention Strategy developed by the Saskatchewan Health Authority as a commitment to the safety and well-being of all residents has been adopted by Oliver Lodge. A Falls Risk Assessment is done on admission and steps put in place to reduce the risk of resident falls and fall-related injuries. Unfortunately, some falls are hard to prevent.

Outings with Family or Friends: Please sign in and out at the nursing desk and pick up medications if necessary. If you know ahead of an outing, please call in and let the nurse know. If the leave is for more than 3 days, it is essential to call the nurse so she can order the necessary medications from pharmacy.

Medical Appointments: It is the family members responsibility to accompany residents to and from appointments. If a family member is unable to accompany the resident, the family will have to make other arrangements. A list of agencies that can assist with appointments is available at the Nursing Stations

Many doctors, including specialists, will not insist on follow up appointments once they realize that their patient is a resident in long term care and under frequent medical supervision.

If a family makes an appointment for a resident, please notify the nurse in the resident's community of the time, date, place, address, reason for appointment and information needed to go along with the resident. If the appointment you have arranged is cancelled, please notify the nurse as soon as possible.

Transportation costs are the responsibility of the resident or family. Each resident will be registered with Access Transit (City of Saskatoon). Wheelchair transportation is available from the following agencies:

- Access Transit 306-975-3555
- A.V. Shuttle 306-975-2222
- United/Blueline 306-653-3333
- Radio Cab 306-242-1221
- Comfort Cab 306-664-6464

Please note: If your loved one is using a “Broda Chair”, you should ensure the transportation service can accommodate these larger chairs.

Family, volunteers, and attendants accompanying a resident can travel free of charge. For your convenience a Go-Pass for Access Transit is available at the Business Office. The Business Office will charge the resident’s account. Access Transit may leave without you if you are not waiting 15 minutes ahead of time.

Families are responsible when transferring residents into a car. Staff members do not assist with these transfers.

Cardiopulmonary Resuscitation (CPR): Oliver Lodge follows the provincial Ministry of Health standards and the wishes of the resident and family, as expressed in the Serious Illness/Sudden Collapse Agreement regarding the use of emergency interventions. This may or may not include the use of CPR, depending on the above.

Advance Health Care Directive (AHCD): The resident has the right to consent to, or decline, any treatment including life-sustaining treatment. In the event of sudden illness or cardiac arrest, the wishes of the resident are of paramount importance in guiding the choice of treatment. These wishes may be expressed in advance in the form of a Personal Health Care Directive executed by the resident. During the moving-in process the Director of Spiritual Care or nursing staff will contact you about filling out the *Serious Illness/Sudden Collapse Guidelines* form. If the resident has an Advance Health Care Directive (AHCD), it will be placed at the front of the resident’s chart. Copies of the AHCD will be made and sent to hospital with the resident. The *Sudden Illness/Sudden Collapse Guidelines* form will be filled out to reflect wishes contained in the AHCD.

Medications: The pharmacist, nursing staff and physician, review medications annually and as needed. Medications are supplied by a pharmacy that partners with Oliver Lodge. **DO NOT** have prescriptions refilled prior to moving in, since medications are packaged in a pac-med unit dosage system. Medications that a resident brings in are unable to be repackaged. The pharmacy will provide other drugstore items to Oliver Lodge, if ordered.

Oxygen: Oliver Lodge provides only emergency oxygen. If oxygen is required for an extended time, a doctor’s order is required and families are responsible for purchasing or renting the equipment if it is not covered by special plans.

Hearing Aids, Glasses and Dentures: Please bring only working items currently in use. Families are responsible to keep these items in working order. Oliver Lodge is not responsible for lost items.

Incontinence Products: If your loved one requires incontinent products, we order these and bill them to their account at cost. If the resident is on a specialty surface, they will need “Ultrasorb” pads, and will be charged for same.

Hot Water Bottles, Heating Pads and Electric blankets: These are not allowed due to safety risks.

Foot Care: Special Care Assistants will keep resident’s toenails and fingernails cut and clean. If the resident is diabetic or the resident’s feet require special care, we advise using a podiatrist or trained foot-care nurse. The Victorian Order of Nurses (VON) provides this type of foot care at Oliver Lodge on a monthly basis. The resident’s account is charged for the cost of this care. Consent needs to be signed prior to first treatment.

Alcohol: Residents need a doctor’s approval to drink alcohol. Sometimes the alcohol is not compatible with their medications. Residents’ alcohol is stored in the medication room. Alcohol cannot be served to residents or visitors in common areas. Alcohol storage is not allowed in a resident room.

Smoking: Oliver Lodge is a smoke-free facility. Please do not smoke in the parking lot. Smoking areas designated for residents are not for use by visitors.

Inter-Facility Transfers: It is possible to transfer to a different long-term care home. This request may have been made prior to the resident arriving at Oliver Lodge. Many families are pleased how their loved one has settled in and therefore requests that those prearranged transfers be cancelled. It is a common experience that confused residents may deteriorate when they are moved to unfamiliar surroundings.

If a transfer is desired for any reason, this may be arranged through Client/Patient Access Services (CPAS) of the Saskatchewan Health Authority.

Newspaper delivery is the family’s responsibility. Arrangements can be made with the StarPhoenix to deliver the paper directly to the resident’s door. Payment is made directly to the StarPhoenix.

Business Mail: If the resident does not take care of his or her own financial affairs, please have all business mail redirected to the address of the responsible person.

Telephone and Cable TV: It is the responsibility of the resident or family to contact the provider of your choice to set up phone and cable service for the resident. Please arrange billing to be mailed directly to the individual who handles the resident’s finances. The family is responsible to contact their provider about any changes to the phone and cable services.

Photos: It is the policy of Oliver Lodge to have a resident ID photo. Oliver Lodge will take the photo. Photos of residents may be taken for risk management, wound management or other care related issues and will only be used internally for the benefit of the resident. Specific permission shall be obtained for any other purpose, such as advertising, public relations or any other public distribution.

Meeting rooms and lounges are available for the use of staff and residents. These rooms must be booked in advance at the Business Office.

Guest Suite: Oliver Lodge has a guest suite available for the use of family/friends of our residents. The room may be booked and paid for at the Business Office.

Parking: Limited parking is available for visitors. Please ensure you sign in at either the Reception desk or the Nurse Station at Oliver Lodge South. Frequent visitors can request a parking pass from the Business Office.

PHYSIOTHERAPY

The Physiotherapy Department is open Monday to Friday from 8:00 a.m. to 4:30 p.m. and is staffed by a full-time physiotherapy assistant and a part-time physiotherapist.

The Physiotherapy Department is involved in resident assessments on admission, Falls Prevention, equipment provision, i.e. wheelchairs and walkers, TLR training and reassessment, and Occupational Health and Safety.

Assessment: The physiotherapist will assess the resident's mobility and need for specialized equipment within the first 4 weeks but generally within days of admission.

Rehabilitation: If you desire rehabilitation or specialized treatment for the resident, private physiotherapy services can be contracted by the family and are welcomed.

Walking Program: If a resident is able to walk, one of our priorities is to maintain their ability. The physiotherapist will assign residents to the walking program. It is carried out by the physiotherapy assistant and volunteers.

Family members are encouraged to participate in assisting the resident to walk. Instruction from the physiotherapist to ensure the safety of yourself and the resident is advised.

We encourage walking to the dining room as well as self-propelling a wheelchair as part of general activity if a resident is able.

Equipment: Most standard wheelchairs and walkers are provided free of charge to residents of Saskatchewan from the Abilities Council. However, if specific equipment is required that is not provided by the Abilities Council, the family may be requested to provide them, i.e. sheepskin boots for heel pressure relief. Blue Cross may cover part of the cost. Consultation with the physiotherapist prior to purchasing specialized equipment is advised.

We look forward to working with the resident to make their home comfortable and to allow them to be as physically active as possible.

Footwear: To reduce the risk of a fall related to footwear for the resident who is walking or weight bears during a transfer, please consider the following: the footwear should provide good support, have non-slip soles, have closed heels and be firmly attached to the foot (does not fall off when the foot is picked up).

Transfers Lifts and Repositioning - TLR®

Information for Families – How Your Loved One is Moved Safely

Client Mobility Risk Assessment

Workers are trained to do a client mobility risk assessment before any move occurs. This assessment helps to determine the level of assistance your loved one may need. It may be different than how your loved one, with or without your help, moved before. The goal is to prevent injuries to your loved one and to the workers.



Workers adhere to provincial policies that direct them to use the TLR program principles for safe moving.

For these reasons, it is the workers who perform the moves with your loved one. While we acknowledge many family members want to help or move their loved one themselves, it is safer for everyone to let the trained workers perform the move.

How You Can Help

- Know that workers are trained to do the assessment and perform the moving task in the safest way.
- Understand appropriate equipment would be used to ensure a safe move. Equipment may be a transfer belt around your loved one's waist to cue/guide them, slider sheets to help reposition your loved one in bed or in a chair, or even a mechanical lift to move them from one location to another.
- Help to keep your loved one's room safe for the move. A crowded room can increase the risk of injury - working together you and the staff can help create an environment that is safe for everyone.

SAFETY FOR EVERYONE

Your loved one's safety and the safety of workers are important. That is why workers are specially trained to move clients safely - whether in bed, from a bed to a chair and even with mechanical lifts.

The training workers receive is called Transferring Lifting Repositioning (TLR®)©. TLR is a provincially recognized program used extensively in Saskatchewan.

It is important to remember that TLR methods, as well as the equipment, used to move your loved one may change as his/her physical and/or medical status changes.

Please contact any member of the care team if you have questions about how your loved one is safely moved.

Safe Moving Techniques

The goal is not to take away independence, but to ensure a safe move.

TLR safe client moving techniques include:



- independent - able to safely move on his/her own
- guided - some verbal guidance or cuing is needed
- standing transfers - with one or two workers
- mechanical lifts - sit/stand or total lift
- repositioning in bed/chair

At times the workers may also need assistance from other workers to ensure a safe move is completed.

An Example of a TLR Logo

The TLR logo includes a visual of the technique. Logos may be in different sizes or colors.

Workers use their TLR training and the information on the TLR logo to assist with a safe move.

Standing Transfer w/belt Two Workers	
Name: _____	
Date: _____	Initials: _____
	
AMT APPROVES 	
Additional information	

This technique most often starts with the client in a sitting position. The client requires:

- at least two workers for guidance and stabilization

The client may require one or more assistants to manage equipment and/or attachments. The number of assistants would be determined by the size/weight/shape of equipment as well as the number of attachments.

At the time of the move and for the duration of the move the client is able to achieve all of the following:

- can bear their entire body weight through their legs
- can take effective steps
- is cooperative
- understands what is expected
- is predictable and reliable in performance and behaviour

Workers always consider the risk of abusive/violent behaviour, be trained to recognise potentially violent situations, as well as how to respond to and report violent incidents.

Refer to TLR User Manual for additional information

FOOD AND NUTRITION SERVICES

The Food and Nutrition Services Department is open from 6:00 am to 7:30 pm daily.

Mission Statement: To provide nutritious, high quality meals to Oliver Lodge, Community Day Program and Oliver Place residents, as well as staff, volunteers and guests in order to maintain or enhance nutritional well-being.

Meal Times: Three meals are provided daily for residents, plus snacks are available between meals.

Breakfast: 7:30 am to 9:15 am
Dinner: 11:45 am; 12 noon or 12:15 pm
Supper 4:45 pm; 5:15 pm or 5:30 pm

Meals are served in one of our four resident dining rooms. Guests are not allowed to consume resident's food.

Special Diets: These are ordered by the physician and monitored by the Nursing and Food Services Departments. A consulting long term care Dietitian is available upon request.

Guest Meals: Meals are available for a charge.

Family rooms are available in Oliver Lodge North. Please call 306-382-4111 to reserve the family room and 306-986-5465 to order your meal if you require one.

Designated seating in the dining room is available in Oliver Lodge South. Please call 306-986-5465 to reserve your seating and order your meal.

Meal vouchers are available from the Business Office or may be charged to the resident's account. Two hours notice of guest meals is required and we cannot accommodate large groups.

Complimentary coffee is available in our dining rooms.

Catering: Beverage service and light fare may be arranged for special gatherings within Oliver Lodge. Please contact the Director of Food Services at 306-986-5468 for further information.

Food for Loved Ones: Food that is brought in should only be served to your loved one and approved by the care staff. It will be the responsibility of the family member to serve the special meal to the resident. Extra food cannot be stored in the Food Services department or kitchenettes and cannot be prepared by the Food Services staff.

From “Food for Loved Ones” Brochure – Saskatoon Health Region

Food For Loved Ones

A visitors guide to bringing safe food into facilities in the Saskatoon Health Region. Food that is brought in should only be served to your loved one, unless it is prepared in an inspected facility.

Introduction

People always enjoy receiving gifts of food from family and friends. However, clients in long term care homes / hospital are at risk for food poisoning due to their age or weakened immune systems. Therefore it is important to consider the type of food that you are going to bring for your loved ones.

Preparing Safe Food

- When you are feeling sick, do not prepare food for others. You could pass on your illness to them.
- Always wash your hands with hot, soapy water for 20 seconds before preparing or serving food. Also wash your hands anytime you touch anything dirty.
- Transport food from the store as quickly as possible. Never leave food sitting in a warm vehicle.
- Keep hot foods hot (above 60°C) and cold foods cold (less than 4°C) at all times. This helps to prevent food poisoning. When bringing food, use thermoses, coolers or ice packs to maintain temperatures.
- Use sealed containers to store food.
- Microwave safe containers are recommended for food that will be reheated.

Following are lists of foods according to their safety.

Feel free to bring food that is considered lower risk. Please ensure that storage recommendations are followed. Foods that are higher risk are more likely to cause food poisoning. Therefore, it is recommended that high risk foods should not be brought in. If you have questions about whether or not food is safe, please check with food service staff before bringing the food into the facility.

Low Risk Foods

- Fruit pies and tarts
- Cookies, muffins, loaves, breads, and buns
- Cakes and squares (no cream fillings)
- Ice cream (store bought in original container)
- Lettuce, cabbage, spinach, or jellied salads containing only raw fruits and vegetables, and served with store bought dressing or dips
- Food items prepared at an inspected facility
- Unopened packaged foods

High Risk Foods

- Cream, meringue, or pumpkin pies
- Pastries with cream or meat filling
- Eggs, devilled eggs, or pickled eggs
- Macaroni or potato salad
- Homemade dressings, sauces, or dips
- Unpasteurized dairy products
- Cooked or creamed vegetables
- Meaty, poultry, fish, or shellfish dishes
- Casseroles
- Sandwiches made with fillings such as egg, meat, fish, seafood, poultry, cheese
- Gravies
- Home canned or prepared foods

Guidelines for Bringing in Food

1. Notify care staff.
2. If you are unsure of your loved one's special diet needs call the Food Service staff. They will ensure the food is right for the diet.
3. Label food with loved one's name, food item, date, and time it was brought in.
4. Store non-perishable food in sealed containers in the loved one's room.
5. It is recommended that you store perishable foods in the sealed containers in the fridge.
6. It is recommended that foods requiring reheating are stored in an appropriate container for reheating.
7. Food brought in for client social functions can not be stored or reheated in the facility's main kitchen. The facility main kitchen can only handle food purchased by the facility to prevent unintentional contamination of the food preparation area. Some facilities may have cooking equipment available in activity or resident areas or provide microwaves for reheating food.

Please Note

- Perishable foods kept at room temperature for more than 2 hours should be thrown out.
- Perishable foods in the fridge should be thrown out after 36 hours.

This brochure has been adapted from Regina Qu'Appelle Health Region.

For more information please contact Food and Nutrition Services on site.
Department of Food and Nutrition Services, Saskatoon Health Region
Food & Nutrition/Food Safety – June 2011

RECREATION DEPARTMENT

Our goal is to enhance the quality of life of our residents by providing a monthly recreation program that is balanced to meet the residents' spiritual, social, intellectual, emotional, cultural and physical needs.

Recreation Department staff request a social history and perform a recreation assessment on each resident who moves in to Oliver Lodge. A mini-mental test is administered which determines the resident's orientation, memory recall, attention span and ability to hear and understand instructions. We then determine potential program participation and develop goals and objectives to meet individual leisure needs.

Daily recreation programs are an important factor in enhancing the quality of life of our residents. We offer four types of programs each day at Oliver Lodge.

- **Global Programs:** open to all residents who choose to attend. Examples include music programs, church services, videos and group performances. You will find these programs advertised on our monthly calendar. You are welcome to drop in on a casual basis and enjoy the programs with your family member.
- **Leisure Interest Programs:** specific to individuals who have been selected to take part due to former leisure interests, special talents and abilities. Groups include Resident/Family Council, carpet bowling, shuffleboard, bingo, gardening, etc.
- **Sensory Small Group Programs:** specific to goals and objectives set for individual residents and led by Recreation staff trained in programming for residents with stroke, Alzheimer's disease and other related dementias. These programs are not advertised on our monthly calendar.
- **1-1 Intervention:** Close contact with another person is important for physical, social, emotional and spiritual well-being. A resident who is unable to take part in the above program formats will receive one-to-one visits with Recreation staff and/or volunteer visitors.

Equipment: Shuffleboard rocks, cards, board games, jigsaw puzzles, etc. are available for your use as you visit residents. Contact a member of the Recreation staff to determine the location and method of borrowing the equipment.

A monthly calendar: is available beside the whiteboard in each neighbourhood. This calendar notes all programs that residents can choose to attend but does not include sensory small group programs and 1-1 intervention as mentioned above. Programs that Recreation staff feel are suited to your family member are posted on the resident care bulletin board in each resident's room. Please feel free to drop in and discuss these choices with Recreation staff.

For the hard-of-hearing: An Infra Red listening system is in the main program areas. The sound from the microphone and audio-visual equipment is projected directly into headsets that are distributed to residents during programs and maintained by the Recreation staff. Personal headsets may be purchased by residents and/or families for use in their rooms.

The hairdressing salon: A variety of services are available and a price list is available. Contact the hairdresser for appointments. Hairdressing services are charged to the resident's account at the Business Office. The shop is vacant in the evening. If the family or a hairdresser of your own choice would care to do the resident's hair, this may be arranged by contacting the hairdresser. The resident's hair may be washed in the bath, at the nurses's request. Gift Certificates for hairdressing services are available for purchase from the hairdresser.

Family Involvement: Residents should be encouraged to attend programs by family members/friends. You are encouraged to attend the programs with them to see what they are all about. Although the Recreation staff provides many opportunities for social interaction, nothing can take the place of a one-to-one visit with loved ones and friends. We hope you will coordinate your visiting schedule so that residents may have the best of both worlds.

Dining Room Assistance: A growing number of residents require the complete assistance of nursing staff at meal times. Others often have tasks that they are unable to perform on their own such as cutting food, buttering bread, etc. Families are welcome and encouraged to assist their loved one in the dining room at mealtime. If you wish to assist others at your family member's table, please contact the Director of Recreation and Volunteer Services. Special orientation and training will be provided.

Council for a Cause: Oliver Lodge has a regular, open meeting for residents and their families, held four times a year. It is sometimes referred to as "Resident/Family Council". This is an opportunity for questions and discussion regarding both strengths and weaknesses in the experience at Oliver Lodge. The Chairperson of the Council attends periodic meetings of the Oliver Lodge Board of Directors. Meeting times and location are posted around the building in advance.

The Council has "Resident and Family Representatives" who meet more often to collaboratively problem-solve with the management team at Oliver Lodge. The names and contact information are posted in each care area.

Family members are encouraged to attend and find out what is going on at Oliver Lodge. Make plans now to attend our next meeting.

Volunteer Services: Oliver Lodge has a very well developed volunteer program. Many of our programs require the help of volunteers. We welcome all interested family members and friends to find out more about how you can use your special talents and abilities to enhance the quality of life for our residents. Please contact the Director of Recreation and Volunteer Services office.

Pet Visits: Pets are welcome at Oliver Lodge and bring joy to our residents. Pets must be on a leash and with the owner. Due to Health Regulations, pets are not allowed in the dining room or kitchen. Please clean up after your pet. An orientation to pet visits is available through the Director of Recreation and Volunteer Services.

Children: We are delighted when children and babies come to Oliver Lodge to visit. The Recreation Department has partnerships with two local day cares and St. Edward School. Children need to be within view and under the supervision of the person who is responsible for them. Children cannot wander freely through the building. Noise level is a concern for some residents.

The Resident Library: An Oliver Lodge volunteer exchanges books from the Saskatoon Public Library. Large print books are available. Taped books may be obtained through the Library or CNIB by special request. Contact the Recreation Staff for an application form.

Memory Boxes: Memory Boxes are outside of each resident's room. We ask each family to fill the Memory Box with pictures and memorabilia of your loved one. If you require assistance with your Memory Box, please contact the Recreation Department. We look forward to seeing everyone's "memories".

SPIRITUAL CARE

Introduction:

Oliver Lodge had its beginnings in 1949 when a group of women from Knox and Third Avenue United Churches saw a need for housing for widows of war veterans and other older single women. Saskatoon Presbytery agreed and rented an air force barrack located just south of the present site of the Saskatchewan Polytechnic. By 1962 a new 54 bed independent living residence was built and named Oliver Lodge after Rev. Dr. Edmund Oliver Moderator of the United Church of Canada and Principal of St. Andrew's College. Through building expansions and increasingly complex Long Term Care needs, the United Church has continued to be at the core of Oliver Lodge's vision, mission and purpose which believes in the value of all life, and seeks to provide fullness of life to all persons in our care.

Spiritual Care at Oliver Lodge:

Spiritual Care at Oliver Lodge is based on the understanding that all humans need meaning, purpose and value in life... at every stage of life. Every Oliver Lodge resident is offered a holistic approach to care that respects the dignity of each person. This includes Spiritual Care.

Spirituality by definition is the way we search for and identify meaning and purpose, how we claim our sense of identity, and how we choose our values. Spirituality informs our sense of how we are connected to the world in which we live. Thus, all people have spirituality, whether or not they participate in formal religious practices.

The transition to Long Term Care is not easy and most residents require good support as they look back on their lives, grieve losses (especially loss of independence) and come to terms with a new sense of self as they age. The Director of Spiritual Care is responsible for the overall spiritual health of residents and their family members moving into this phase of life. The Director of Spiritual Care (the Chaplain) has extensive specialized training in counseling, assessment, and end of life care. The Chaplain respects and supports all residents and their families express Spirituality, in whatever way is meaningful to them, and is an active listener who helps identify levels of hope, purpose, relatedness and meaning in the midst of monumental changes.

Spiritual Care Programs offered at Oliver Lodge:

- ❖ One-to-One visitation of residents.
- ❖ Personal counselling for residents and families, especially around concerns of loss and grief, life changes, and change in identity.
- ❖ Support during end of life and at the time of death. (available 24 hours)
- ❖ Twice yearly memorial services honouring residents of Oliver Lodge who have died.
- ❖ Resident programs related to life enrichment, such as Sing-alongs, and ‘Music Care for Dementia’ programs.
- ❖ ‘Coffee and Conversation’ program for spouses of residents living with Dementia.
- ❖ Sunday morning Interdenominational Worship service.
- ❖ Weekly United Church Worship (open to all)
- ❖ Monthly (excluding July and August) Roman Catholic Mass.
- ❖ Coordination of rituals specific to religious traditions in cooperation with community clergy.

The Chaplain is available to all residents, family members, staff and volunteers regardless of beliefs or values.

BUSINESS OFFICE

Office hours are from Monday to Friday 8:00 a.m. to 4:00 p.m. All financial business is handled in the office. A monthly statement of all charges incurred within the month is printed by the last working day of the month for each resident. Statements are mailed out.

Upon moving in, a void cheque is required to set up an electronic funds transfer (EFT) for payment of the resident's monthly statement. The funds transfer electronically from the resident's bank account to Oliver Lodge on the 5th business day of each month.

Rent (Income Tested Resident Charge) is based on resident's income and is calculated by Saskatchewan Ministry of Health in Regina. Resident charges are based on annual reported income from Line 150 of the Income Tax Return which is why a copy of the resident's most recent Income Tax Return is required. For a resident who is married, the spouse's Income Tax Return information is also required.

The Income Tested Resident Charge (ITRC) is adjusted quarterly and is indexed to the economic increase in OAS/GIS benefits. The ITRC is the amount charged according to *The Special-care Homes Rates Regulations*.

Moving-in and discharge protocol from Saskatchewan Health Authority (SHA) requires that families remove belongings from the resident's room within 24 hours. The monthly resident fee will be charged including the date of discharge plus two days following vacancy (after belongings are removed from room).

EMERGENCY PREPAREDNESS

Fire drills are held on a monthly basis. The announcement “*Code Red*” comes over the Intercom System. If visiting, simply close the door and remain with the resident. If there actually is a fire, a staff member will come to direct you and the resident to a safe area.

COMMUNITY DAY PROGRAM

The Community Day Program is a planned program of activities designed to promote well-being through social and health related services. The purpose is to enhance the quality of life for seniors living in the community as well as support for their caregivers.

A variety of programs are available to provide opportunities for recreation, exercise, mental stimulation and social interaction. Participants also have the opportunity to bathe while at Oliver Lodge. A hot noon meal and snacks are provided throughout the day.

Hours of operation are Monday through Friday from 9:30 am - 3:00 pm. 16 spaces are available each day.

OLIVER PLACE

Oliver Place is a 69-suite enriched seniors’ housing complex attached to Oliver Lodge by the Linkage. A hot meal is available daily for a charge in the Linkage Dining Room for the residents of Oliver Place. Many of the residents of Oliver Place volunteer at Oliver Lodge. You will often see them helping out during various programs.

TELEPHONE NUMBERS

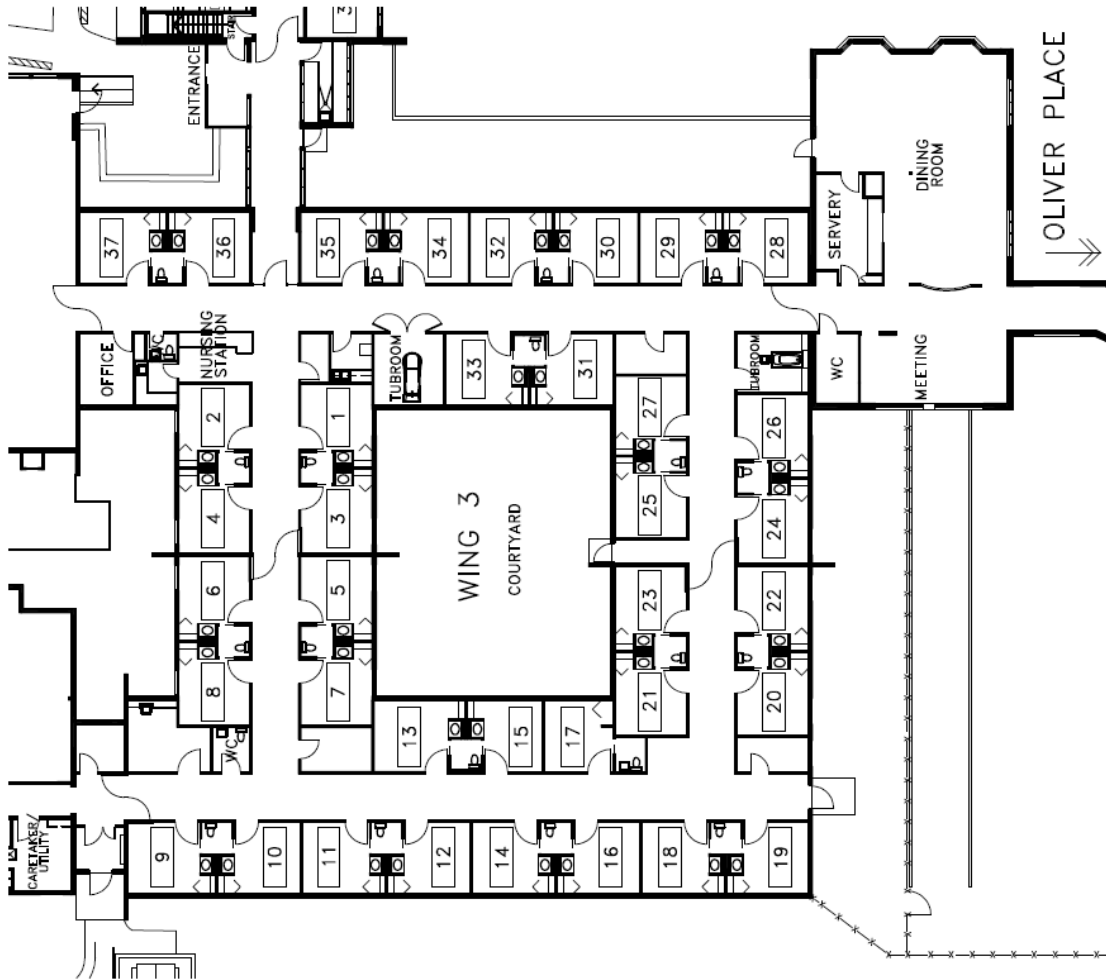
OLIVER LODGE	
Business Office	306-382-4111
Oliver Lodge South	306-986-5466
Heritage Way/Maple Lane (1 st floor)	306-986-5480
Sunset Terrace/Prairie Place (2 nd floor)	306-986-5482
Park View (3 rd floor)	306-986-5485
Executive Director	306-986-5462
Director of Care	306-986-5477
Assistant Director of Care	306-986-5470
Staff Scheduler/Supply Clerk	306-986-5476
Business Manager	306-986-5473
Physiotherapist	306-986-5463
Director of Recreation & Volunteers	306-986-5471
Recreation Co-ordinators	306-986-5472
Community Day Program	306-986-5469
Director of Support Services	306-986-5464
Director of Food Services	306-986-5468
Kitchen	306-986-5465
Director of Spiritual Care	306-986-5467
Hairdresser	306-986-5478

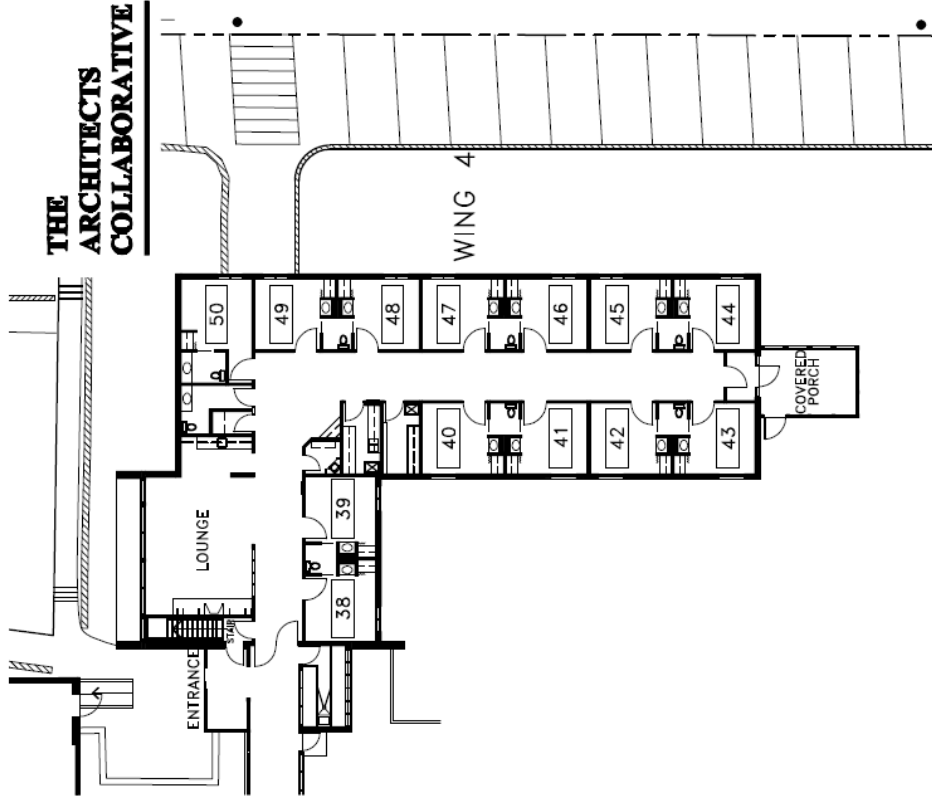
ADDRESS

OLIVER LODGE
1405 Faulkner Crescent
Saskatoon SK
S7L 3R5

FAX

306-382-9822






Main Floor Plan
Wing 4
 Oliver Lodge
 Scale 1: 275 Oct 12, 2010

