



PERSONAL EXPENSES

The daily room rate is established by Manitoba Health using a formula based on your net income. Personal toiletries such as toothbrushes, toothpaste, brushes, combs, lotion, Kleenex, deodorant, electric razor, nail clippers (one small fingernail clipper and one large toenail clipper) are not covered in the daily room rate and must be purchased by the resident or family. **These items are to be regularly replenished.**

Soap and shampoo are provided by the facility unless the resident has a personal preference.

ADDITIONAL PERSONAL EXPENSES MAY INCLUDE:

- Wheelchair
- Walker
- Glasses
- Hearing Aid
- Labeling of Clothing
- Hairdressing
- Television
- Telephone
- Foot care
- Transportation
- Roam Alert rental
- Recreation outings and special events
- Commode, if for your use only
- Sling for lift, if for your use only
- Bed and/or Chair alarm devices if required



ITEMS THAT ARE CONSIDERED HAZARDOUS AND CANNOT BE BROUGHT INTO A PERSONAL CARE HOME

- Heating pads, hot water bottles or other warming devices
- Rocking chairs, area or throw rugs
- Mouth wash containing alcohol – should be alcohol free
- Denture cleaner containing potassium monopersulfate- this chemical can burn the resident's mouth and throat if not rinsed properly
- Straight razors with blades – as residents can cut themselves- electric shavers are approved
- No sharp edges – paper scissors are allowed
- No powder of any kind as can cause cancer
- Foot Stools
- Aerosols such as body sprays, hairsprays, air fresheners, wood polish, insecticides, etc.

MEDICAL EXPENSES

Dental Care

Dental services are provided at Fred Douglas Lodge through the University of Manitoba. The cost of service is payable directly to the University of Manitoba by the resident/designated responsible party before treatment can be done. Out of facility appointments with a dentist of the resident's choice are permitted.

Denturist

The unit nurse will inform the designated responsible party about the need for dentures, re-fitting and/or repair. Generally, the designated responsible party makes arrangements for appointments; however, if unable to do so, the unit nurse or social worker may assist with such arrangements. It is recommended that residents have their dentures marked for identification.

Eye and Hearing Care

The unit nurse will arrange appointments with an ophthalmologist or audiologist on physician's order. Residents are responsible for optician and audiology fees. Eyeglasses and hearing devices should be marked for identification.



Visually impaired residents may be referred to The Canadian National Institute for the Blind (CNIB). Staff from CNIB provide assessments for visual aids/assistance devices, recommendations for the living environment, and collaborate with staff and families to assist residents in adapting to living with a visual impairment.

Nail Care

Basic nail care can be provided by health care aides. However, if diabetic, fingernail care is provided by the unit nurse.

Foot care for those with diabetic foot care needs, thickened calluses or toenails, or other complex cases is available on a fee for service basis by our onsite foot care nurse. The service is usually provided every 6 weeks or on an “as needed” basis for residents.

Speech – Language Pathology

Speech-language pathology provides services to residents who are at risk for speech, language, voice, communication and swallowing disorders and is available on a consult basis.

Laboratory/X-Ray Services

Lab, x-ray and ECG/EKG services are provided in the facility on a physician's order, at no charge to the resident. Specialized x-rays/imaging (ie) MRI or CT scans require out-of-facility appointments. Out of facility appointments and transportation will be coordinated with family and the nursing team.

HAIR SALON SERVICES

Hairdressing/barber services are available on-site Wednesday to Friday. The hair salon is located on the main floor and is staffed by a stylist and an assistant. Appointments may be made by calling the nursing station or the salon at ext 102. Payments may be made through the resident's trust account.

When not in outbreak, personal hairstylists can come into the facility or residents can go out for appointments.



LAUNDRY & LABELLING SERVICES

Laundry service is available at the home at no additional charge. It is important to note that due to the volume of daily laundry, special care such as handwashing of clothing items is not possible. All clothing should be washable and permanent press clothing is recommended. Do not include woolen garments.

All clothing must be labeled whether or not it is laundered at Fred Douglas Lodge. Fred Douglas Lodge will label all clothing for a \$30.00 fee. There is an annual fee of \$3.00, typically charged to the resident's trust account in April.

We recommend that glasses and dentures be labeled prior to admission if possible.

Other personal items such as ornaments, pictures, dressers should also be labelled on the back or bottom of the item

Laundry Labelling Procedure:

- The Resident Personal Laundry Labeling Form is located at the Burrows Entrance next to all the brochures in the plastic holders.
- Residents with new clothing or families dropping off clothing will need to fill out the form and keep one copy for themselves and put the second copy in the bag with the clothes to be labeled.
- Whoever receives the clothes (screener or other staff) will take the bagged clothing to Info/Cashier and place it in the stainless steel receptacle marked Laundry/Labeling.
- Laundry staff will check the container on a daily basis and remove any clothing for labelling.

Keep in mind that clothing should be comfortable and easy to put on and take off. Adaptive clothing may be needed based on a resident's abilities.



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Families are encouraged to check clothing periodically and make any necessary repairs or replacements.

WHEN IS A GOOD TIME TO CALL THE NURSING STATION?

Families are welcome to call the nursing stations throughout the day or night. However, we recommend that families call after 1pm during the day time.

The nursing stations are usually very busy from 3:30pm to 5:00pm and then again from 6:30pm to 7:30pm.

Please leave a voice message and your call will be returned within 24 hours.

ACCESS TO LOVED ONES MEDICAL INFORMATION/RECORDS

Only those who hold power of attorney and substitute decision maker status can request medical charts and information from FDL's privacy officer. To do so, the power of attorney can contact the privacy officer at 204-586-8541 at 111 or fill out FDL PHIA request form and bring it to the nurse on your next visit. The privacy officer will gather the necessary information and contact you when available for pick up. The FDL form can be found on the company's website.

WHAT HAPPENS TO PHI AFTER DISCHARGE

After a resident is discharged, their personal health information is stored in our medical records department for a period of six (6) years.

Once the retention period has expired, records are destroyed through shredding by a hired service provider.



CLINICAL DIETITIAN

The menus at Fred Douglas Lodge are based on Canada's Food Guide to support resident health. Menu selections are determined by diet order, food allergies, and food preferences.

After admission to Fred Douglas Lodge, the dietitian will complete an initial nutritional assessment, recommend an appropriate nutrition care plan and will provide follow-up thereafter.

If you have any nutritional concerns, you can ask to speak with the Dietitian at ext 138 or areimer@fdl.mb.ca

WHO PAYS FOR MY WHEELCHAIR?

The cost and maintenance of the wheelchair, cushions and accessories (purchase or rent) are your responsibility. Manitoba Health does not fund these items in personal care homes (PCH). You may qualify for funding through your insurance plan or programs such as EIA, First Nations and Inuit Health Branch or Veterans Affairs Canada. If you think you are eligible, ask your insurer (Source – Community Therapy Services)

How do I get a wheelchair?

- Speak to the nurse about your interest in purchasing or renting a wheelchair.
- The nurse will send a referral to the Occupational Therapist (OT) / rehab department
- An assessment is done by the OT.
- The OT will discuss her assessment and recommendations for purchase or rental with you.
- The OT / rehab department will proceed as directed by family.
- The OT/ rehab department will work with the vendor to ensure that you receive the appropriate wheelchair and seating components and that they are adjusted to your needs.



Payment for purchase or rental is to be made directly to the vendor. The cost for this service **cannot** be made from the resident's trust account.

How do I get maintenance or repairs to the wheelchair?

- If you notice an issue with your wheelchair:
 - ✓ Report it to the nurse
 - ✓ The nurse will send a consult to the rehab department
 - ✓ The rehab dept will arrange for repairs or maintenance as directed.
- You can also opt to do your own maintenance or repairs.

Any costs associated with maintenance or repair must be covered by the resident and /or family. The cost for this service **cannot** be made from the resident's trust account.

WHAT IS THE PROCESS TO FOLLOW IF MY ROOM REQUIRE REPAIRS?

Please inform the nurse on the unit. The nurse will complete a work order for the maintenance department.

CARE CONFERENCES

Approximately six (6) weeks following admission and annually thereafter, the social worker will invite the resident and the family or friend to a Care Conference.

Care Conferences provide the opportunity to share information, ask questions and better address the wishes of the resident and family members/designated caregivers. Together we want to ensure a resident's stay is as positive an experience as possible. Care plans and current medication list will also be reviewed.



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RESIDENT AND FAMILY COUNCIL MEETINGS

Resident and family council meetings are held on a bi-monthly basis with the exception of July, August and December. Meetings are typically held on Mondays (resident council meetings - on the first Monday and family council meetings - on the last Monday). These meetings provide resident and family members with the opportunity to participate in decision-making matters at Fred Douglas Lodge and help the care home maintain and improve the quality of life for the residents.

FURNITURE SUBSTITUTION

Residents / family members may substitute furniture supplied by the Lodge with approval before the item is brought to the Lodge. Only a small refrigerator or chair are permitted substitutes.

Please connect with the social worker for a copy of the furniture substitution form.

It is important to note the following:

- No oversize furniture is allowed in the resident's room.
- Chair must be wipeable, non-porous, fluid resistant and can withstand cleaning / disinfection with facility-approved disinfectants.
- Family members will be responsible for the maintenance of the refrigerator brought to the resident's room.

FIRE CODE

Employees at Fred Douglas Lodge must participate in regular fire safety training, policy and procedures.

Monthly fire drills are a part of this education and residents are encouraged to participate. While in the facility, visitors may hear "Code Red" announced over the PA system and the ringing of the fire alarm system.

In the event of a drill or an actual fire, follow the direction of the unit nurse or incident commander. You should not attempt to leave the area on your own,



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as fire doors will be closed. We also request that you do not attempt to transport any resident without direction from staff. The staff will assist with appropriate procedures.



VISITING PETS

Unfortunately, we are unable to accommodate personal pets, but we appreciate family and friends bringing pets into the facility to visit with their loved ones. All pets must be obedient and good tempered.

We ask that the following be adhered to:

- Visiting pets must be registered with the facility
- Vaccinations must be current and the animal must be in good health
- Pets must be leashed and supervised at all times
- Pets are not allowed in dining and food preparation areas

Owners may be asked to remove the pet if:

- The pet appears unkempt or unwell (a potential health hazard to residents and other pets)
- The pet exhibits aggressive or disruptive behavior
- The pet is unleashed or unattended
- The pet owner fails to bag pet waste and place it in an outdoor receptacle
- The pet causes noise that disturbs other residents
- The pet is not registered with the facility



MEDICAL ASSISTANCE IN DYING

[204-926-1380](tel:204-926-1380) / [1-844-891 1825](tel:1-844-891-1825) / maid@wrha.mb.ca

Fred Douglas Society affirms that our residents and their families will not be abandoned at any point in the dying process, even if or when the resident has made a choice for Medical Assistance in Dying. We do this as a faith-based facility that upholds social justice, and honours faithfulness and integrity in relationships. We will maintain this high standard of care, ensuring a safe environment for residents regardless of a resident's choice either for or against Medical Assistance in Dying.

Fred Douglas Society recognizes that Medical Assistance in Dying involves competing values. Specifically, it brings into conflict the ethical principles of beneficence ("do good"), non-maleficence ("do no harm"), autonomy ("respect the individual") and justice ("be fair," "live within the law")

Fred Douglas Society will uphold the following as essential practice in relation to the Medical Assistance in Dying process:

- The request for Medical Assistance in Dying must always come from the resident.
- Residents must be able to make this decision freely, without undue influence, pressure or duress from family members or any other individual or group or policy directive.

Fred Douglas Society will respect any staff person's right not to participate based on reasons of conscientious objection. While recognizing a resident's right to access Medical Assistance in Dying, we likewise affirm that staff who decline to participate in Medical Assistance in Dying will not suffer any negative repercussions.

For information on how to access medical assistance in dying in Manitoba, please visit wrha.mb.ca/maid or contact the provincial medical assistance in dying team.



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HELPFUL LINKS

Province of Manitoba Residential Charge Calculator

<https://www.gov.mb.ca/health/pchs/calculator.html>

WRHA Home Care

<https://wrha.mb.ca/home-care/>

WRHA Supportive Housing

<https://wrha.mb.ca/long-term-care/supportive-housing/>

Personal Care Homes operating in Winnipeg

<https://wrha.mb.ca/long-term-care/pchs-in-winnipeg/>

WRHA Personal Health Information Act (PHIA)

<https://wrha.mb.ca/privacy/phia/>

Government of Canada – Service Canada

<https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html>

Office of the Public Guardian and Trustee of Manitoba

<https://www.gov.mb.ca/publictrustee/>

Protection for Persons in Care

<https://www.gov.mb.ca/health/protection/index.html>

Alzheimer Society of Manitoba

<https://alzheimer.mb.ca/>