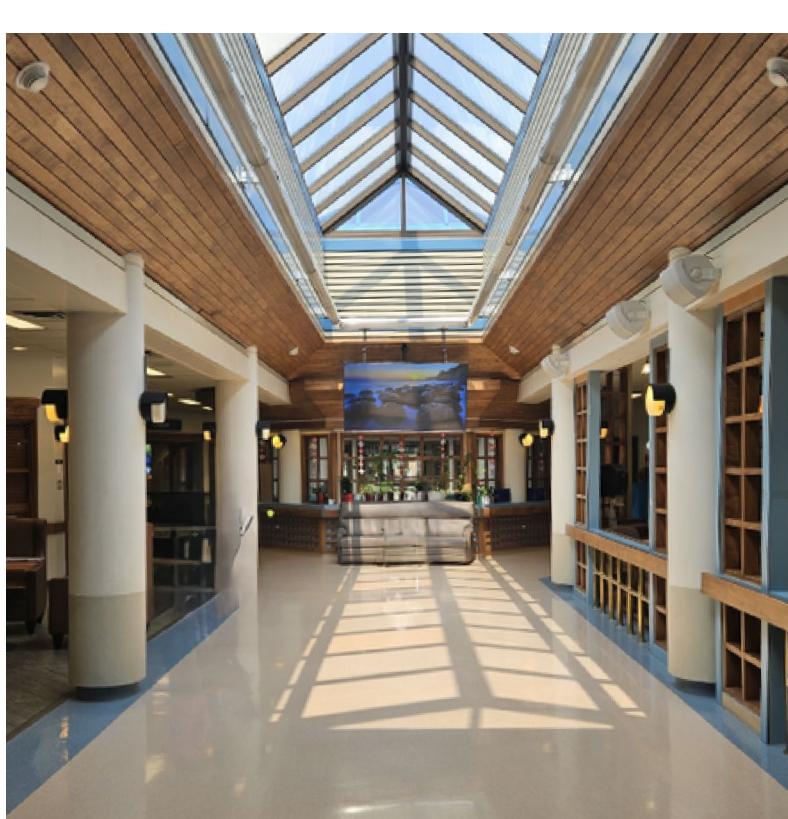




**FRED DOUGLAS
SOCIETY**

Uniting Health, Heart and Home

FRED DOUGLAS LODGE(PCH) **RESIDENT & FAMILY HANDBOOK**



While we strive to keep this handbook up to date, some sections may become outdated over time. Rest assured, we will make every effort to communicate any significant updates to Residents and Family.

An electronic version of this handbook will be available on the Fred Douglas Society website at a

www.freddouglas.ca

If you would like a copy of this Handbook, please contact Infocashier@freddouglas.ca or 204-586-8541 ext 101.

Updated as of MARCH 2025

CEO & Director of Care Greeting



Greg Reid

Chief Executive Officer

A handwritten signature in black ink, appearing to read "Greg Reid".

Leonora de Lino

Director of Care

A handwritten signature in black ink, appearing to read "Leonora de Lino".

Welcome to your new home at Fred Douglas Lodge Personal Care Home. We are happy to have you and pleased that you are entrusting us with your care. At Fred Douglas Society, regardless of the facility or location, our approach to everything we do is Residents First- Always. Dignity and Respect for all is an expectation. We don't always get it right, but when we don't, we are committed to make it right and learn from the experience. We welcome feedback from residents, whether at Resident's Council or otherwise.

If you are a family or friend of a new resident, please know you are now part of the Fred Douglas Society family and welcome here. We value and appreciate the role of family and friends and the positive impact it has on resident quality of life. Please share your compliments and concerns with staff working directly with your loved one and should you have concerns which remain unresolved, ask to speak to a member of the leadership team or one of us. We are always looking for ways to enhance the quality of life for our residents and welcome any recommendations you may have. We encourage your participation at our Family Council. This is where leadership shares information with family and friends of residents and a place where family and friends can ask questions and provide feedback to leadership at the PCH. Family Council is held virtually in order to allow as many people as possible to participate and is held alternately during the day and evening to accommodate busy family schedule.

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Welcome

We know the decision to enter a personal care home is both personal and difficult. We also recognize that you have many options about where you choose to live, so we would like to begin by thanking you for entrusting us with your care. We want to assure you and your family that our first commitment is to you and your well-being. Everything we do is based on organizational philosophy of Residents First- Always. This may be our workplace, but more importantly it is your home, and by extension you are welcome in all spaces. All of us at Fred Douglas Society – the staff and the volunteers – want to help make your new home as comfortable as possible. If you need something or have questions, please do not hesitate to ask a member of your Care Team or the social worker.

The Handbook for Residents and Families has been prepared to assist you in becoming familiar with Fred Douglas Lodge and to serve as a resource for future reference. It answers some common questions and also has information that will be helpful for you to know.

Fred Douglas Society provides care and services in accordance with the Duty of Care Standards set out by national and provincial regulatory bodies, including the Canadian Council on Health Facilities Accreditation, Manitoba Health Personal Care Home Standards and the policies of the Winnipeg Regional Health Authority.

Fred Douglas Society's Mission, Values and Vision guide is in beliefs, actions and attitudes in our ministry to seniors:

MISSION

Fred Douglas Society Fred Douglas Society will deliver a continuum of quality programs and services to meet the identified needs of seniors in a non-denominational environment by:

- being responsive to the changing senior's environment
- seeking accreditation where programs exist.
- meeting all relevant national, provincial and municipal standards and regulations
- demonstrating fiscal responsibility in fulfillment of our mission

VALUES

Resident centered care and service provides the focus for planning, delivering and evaluating care in partnership with residents, families, staff and volunteers. This approach is guided by our core values:

- Caring with Compassion
- Mutual Respect
- Dignity
- Innovation
- Good Stewardship

About Fred Douglas Society



Inkster neighbourhoods.

The Fred Douglas Society is a family of interrelated organizations that evolved over the years to provide a continuum of housing and care options for older adults with an emphasis on affordability. Comprising the family are: Fred Douglas Lodge Personal Care Home, Fred Douglas Apartments (Independent Living), Fred Douglas Courts (Independent Living), St. Andrews Place (Independent Living), Fred Douglas Heritage House (Supportive Housing), Fred Douglas Place (Life Lease), and Fred Douglas Chateau (Life Lease). We are grateful to our founder Rev. (Dr.) Fred Douglas for his vision and unwavering commitment to seniors in Winnipeg. Our organizations are located in Winnipeg's Downtown, Point Douglas and

Originally incorporated on January 10, 1964 as the Winnipeg Presbytery Society for Senior Citizens Homes in Winnipeg, Fred Douglas Society was founded by Rev. Dr. F.J. (Fred) Douglas who in 1952 developed seniors housing under the name St. Andrews Senior Citizens Housing, which then went on to become Fred Douglas Lodge Personal Care Home and Seniors Apartments in 1964.

At this time, the Society consisted of 62 housing units and a 64-bed hostel for single men and women. Eight years later, a 64-bed personal care home was constructed on the Burrows site that, today, houses 136 personal care home beds.

During the eighties, the Board of Directors embarked on another new project in partnership with Manitoba Housing – Fred Douglas Place Life Lease – which became the first accommodation of this type in Canada.

A unique concept for the time, Fred Douglas Place provides seniors with an affordable alternative to purchasing a condominium or renting by offering both the flexibility of renting and the stability of ownership. In this type of real estate, equity is raised by way of selling "Life Leases" to future residents, and "fees or rents" are contained because the operation is a not-for-profit corporation where fee/rents adjustment are only in response to increases in utilities, property taxes and mortgage interest rates.

Fred Douglas Place opened in 1988 and, two years later, the Society's Board of Directors embarked on yet another major capital initiative in response to the growing need for more personal care home accommodation. In September of 1990, the Burrows campus underwent demolition and considerable reconstruction that resulted in a 137-bed personal care home (consisting of 84 new private rooms), 38 apartment suites and 21 hostel units which, subsequently, decreased to 136 with the remodeling of the Oak Unit.

With the personal care home addition completed, the Society's Board of Directors turned its attention to developing another line of housing in its continuum – supportive housing. As operators of both independent housing and personal care, the Society's Board realized a gap existed between independent living and the 24 hour on-site care provided in personal care homes. It was anticipated that this gap would only continue to widen with the increasing number of seniors living longer.

This realization led to a partnership with Manitoba Health, North Portage Corporation, the Downtown Y and others in the redevelopment of the upper four floors of the historic YM-YWCA into supportive housing for seniors and a state-of-the art YM-YWCA on the lower levels. Completed in 2001, Fred Douglas Heritage House is a beautiful, 28-suite supportive housing facility for seniors that includes congregate meals, light housekeeping, activities and assistance with some activities of daily living.

About Fred Douglas Society...continued

LAYOUT

The Lodge consists of several buildings located across a sprawling four acres. The east side is a two-story building that houses Elm, Maple and Oak units. Elm and Maple units are further subdivided into two wings per floor. All rooms are private, and each room has its own washroom. Both units also have a modest-sized lounge and multipurpose room that are used for recreational activities and dining. Residents are encouraged to eat meals in the spacious and central Main Dining Room located on the main floor of the Lodge.

The Lodge's west side is comprised of a single-story building housing Spruce, Evergreen and Willow units. Each unit is modeled after a community, with three wings and two adjoining corridors.

Nursing/communication stations are located in the centre of each unit. All units have private rooms and washrooms.

A small lounge and an activity room that doubles as a dining area for a small number of residents are also available on the west side units. Due to the limited space, residents are encouraged to eat meals in the Main Dining Room.

Joining together the east and west buildings are Administration, the Games and Activities rooms, meeting rooms and the Main Dining Room. In between these areas is the Lodge's spacious Town Square, featuring the Café Dining, Fireside Lounge, Library, Hairdressing and the Info/Cashier/Reception desk. A public telephone, vending and change machines, and complimentary coffee are available in Town Square.



The Multidisciplinary Care Team

Many people will help you when you are admitted to Fred Douglas Lodge. These caregivers represent many professions or “disciplines” and each has a specific role. As a group they are called the Multidisciplinary Care Team. During the first few days and subsequent weeks, the Care Team’s members will visit you and ask questions to help you adjust to your new home. They will also get to know you as a person – your likes, dislikes, strengths, abilities and limitations. During this time, you are also getting to know us and becoming more familiar with routines and life at the Lodge. As a result, you may have questions that you had not thought of. Please feel free to ask any member of the Care Team and they will do their best to respond promptly. Each member of the team helps plan your care. The process is completed at the resident’s Care Conference. You and your family are important members of the Care Team, and we encourage you to participate in decisions regarding your care.



CARE CONFERENCE

This is a good time to raise questions and/or concerns about your general health and overall care. It is also a time for staff to make suggestions about programs and resources that might be helpful to you. Care Conference are typically scheduled between six to eight weeks after admission, which is when you and your family members will meet with the Care Team to discuss how well you are adjusting.

The team members who attend the Care Conference include the following:

- resident
- resident's family (if resident gives permission)
- members of the nursing staff (unit nurse or HCA)
- occupational therapist/rehabilitation aide
- social worker
- activities worker/recreation worker
- dietitian

The objectives of the Care Conference are:

- To provide total care by considering the emotional, spiritual, physical and social needs of each person.
- To attempt to understand and interpret the individual actions and behaviors of each resident.

- To develop a care plan for each resident in terms of individual needs and capabilities.
- To utilize all available resources (e.g. staff, family, friends, volunteers, agencies, etc.) to keep each resident functioning at his or her optimum level.
- To establish goals and expected outcomes in order to provide high quality living.
- To promote and foster cooperative communication and spirit among members of the team.

Prior to the initial Care Conference, the social worker will notify you and your family of the date and time of the meeting. In preparation for the meeting, we ask that you take some time to think about and write down what you want to have incorporated into your care plan. This is also a good time to write down any questions or concerns you would like to address with the Care Team.

If the time of the Care Conference is inconvenient, we can provide teleconferencing.

After the initial Care Conference, subsequent Care Conferences are held annually or as necessary.

The Multidisciplinary Care Team...continued

WHO'S WHO

Charge Nurse: is a registered nurse who is responsible for providing clinical and/or operational direction during evenings, nights and weekends. The nurse supervisor/charge is available to assist residents and families with concerns.

The Unit Nurse (RN or LPN): is an RN or LPN and is the main daily contact for you and your family. This person organizes your daily care and also plans, assesses and evaluates your needs throughout your stay.

The Nurse Practitioner: is a registered nurse with special training. Our nurse practitioners work collaboratively with physicians, unit nurses and other members of the Care Team to assess your medical status and develop a plan to meet your health needs.

The Attending Physician: works with nurses and other health professionals, assesses your medical well-being and develops programs to meet your medical needs.

The Health Care Aide: helps you with activities of daily living, such as dressing, transferring to and from your bed or chair, bathing, grooming and meals. These staff members also provide reassurance and support and encourage you to attend programs.

The Activity Worker: offers you the chance to experience and take part in recreation and leisure activities based on your needs and interests and those of your neighbours. Your family members are welcome to attend social programs with you, providing space is available.

CONSULTANTS TO THE CARE TEAM

The Social Worker: works closely with you and with your family, usually in consultation with other staff. The social worker can act as a liaison, advocate and facilitator for residents

and families to help resolve concerns that may be personal or pertain to your care experiences at Fred Douglas Lodge. Counselling is available upon request for residents and for family members. The social worker also fulfills the roles of privacy officer and complaints officer.



The Dietitian: assesses your nutritional needs and consults with you about your food preferences.

Spiritual Care Coordinator: is available to provide religious and spiritual support and counselling to you and your family. Community clergy are encouraged to visit. In collaboration with the Care Team, the spiritual care coordinator provides information, support and guidance for you and your family related to advance care plans and health directives.

The Occupational Therapist (OT): provides assessment and consultation to help you in activities of daily living. The goal is for each resident to meet his or her maximum level of independence.

The Physiotherapist (PT): on consult basis through Community Therapy Services (CTS). Provides assessment and consultation to optimize your physical mobility and functioning. The physiotherapist considers your health conditions and current physical capabilities to devise an individualized exercise programming to be implemented by staff. Contact the unit nurse or the rehab team (OT or Rehab Aide) to initiate a referral for the PT.

The Speech Language Pathologist (SLP): on consult through WRHA, who assesses residents who have or develop difficulties with communication and/or swallowing.

The Interdisciplinary Care Team...continued

The Pharmacist: reviews the appropriateness of medication, dosage, frequency and potential drug interaction for individual residents. The pharmacist also provides information about medication to members of the Care Team.

ANCILLARY CARE TEAM

The Director of Care: oversees nursing and care staff, ensuring quality resident care and compliance with regulations. They collaborate with families, physicians, and interdisciplinary teams to address resident needs and enhance well-being. Additionally, the DOC manages staffing, training, and policy implementation to maintain a safe and efficient care environment.

The Chief Executive Officer: is responsible for the overall operation of the personal care home and the Society's other entities.

The Director of Finance and Support Services: oversees the operational financial planning, implementation, monitoring and report for all of the Fred Douglas Society Operations. Additional, oversees all support services departments within Fred Douglas Lodge.

The Nurse Managers: supervises nursing staff, ensuring residents receive quality care and that policies comply with healthcare regulations. They coordinate care plans, support families, and collaborate with interdisciplinary teams to address resident needs. Additionally, they manage staffing, training, and daily operations to maintain a safe and efficient care environment.

The Manager of Resident Experience: provides leadership to dietary, housekeeping, laundry, recreation, ADP, volunteers and spiritual care departments.

The Accounting Clerk: handles all billings and trust accounts.

Students: Fred Douglas Lodge provides a space for students to complete their practicum as part of their college or school division curriculum. You may meet students who are assigned to work with our own professional staff as a part of their educational experience. Such students are fully supervised and will be introduced to you if they play any part in your care.

Housekeeping Aides: ensure that your room and common areas stay safe and clean.

Laundry Aides: ensure that your belongings are labelled, washed, dried, folded and returned to your room.

Dietary Aides: deliver and assist with serving meals on the unit and in the Main Dining Room.

Cooks: prepare and cook the daily meals and snacks.

Maintenance Workers: undertake regular inspections of the facility, perform preventative maintenance on equipment and life safety systems, and coordinate repairs as necessary.

Information / Cashier: provides directions about the location of residents and staff, accepts payments, directs inquiries to appropriate staff and handles resident trust inquiries and accounts.



Resident Care

NURSING

Nursing Services is comprised of registered nurses, licensed practical nurses and health care aides who together provide you with 24-hour care.

Nursing is responsible for developing and coordinating a plan of care in consultation with you and members of the Care Team. The care plan provides directions for the care, type and amount of support and/or services you are to receive.

Medications ordered by the attending physician/ nurse practitioner are administered and monitored by unit nurses, pharmacy and physicians, who also manage and monitor wounds, skin and other conditions. Based on the type and/or severity of a skin condition and/or wound, unit nurses will enlist the services of the Winnipeg Regional Health Authority's wound care specialist.

You are encouraged to be involved in your care plan, which includes personal hygiene needs. You can take a whirlpool bath or shower with assistance from the health care aide on a weekly basis. In addition, a daily wash can be arranged, with assistance as needed. For your safety, all baths and showers are supervised. The health care aide will also provide or assist you with your personal



grooming and elimination needs.

A call bell located by your bed and in the washroom can be used to signal the nursing staff on duty.

Your transfer ability will be determined on admission by the occupational therapist, who will meet with you to assess your ability to safely transfer to/from your bed, wheelchair or toilet. If you need help with transferring, the occupational therapist will recommend the safest and most appropriate method for both you and the staff. Depending on the method of transfer, one or two nursing staff – usually health care aides – will assist you with your transfer needs.

MEDICAL SERVICES

Your medical care at the Lodge is provided by attending physicians and/or a registered nurse extended practice (nurse practitioner). These health professionals are available in person or by telephone to address concerns raised by the Care Team.

Typically, the attending physician/nurse practitioner visits your unit once a week, except in special circumstances. During this time, he or she will see residents requiring medical attention based on recommendations from nursing staff.

Otherwise, the attending physician/nurse practitioner will see you every three months to assess your health status.

Be assured that should your health suddenly change and you need medical attention immediately, the nurse will contact your attending physician/nurse practitioner/on-call physician by phone. The family will also be notified of the change. For urgent matters, the charge may also decide to have you taken by ambulance/stretcher service to a hospital without a physician's order.

An on-call system is maintained to provide physician support to nursing staff each weeknight and on weekends.

If you wish, you may retain your own family

Resident Care...continued

doctor, providing that he or she is willing to apply for privileges to become a member of the Society's medical staff. Should you choose to retain your own family doctor, these arrangements must be completed before moving into Fred Douglas Lodge. Please be aware that the time required for appointing a physician to the Society's medical staff varies but typically takes several weeks or months. If you would like to exercise this option, you are encouraged to talk to the Society's Director of Care before you are admitted.

MEDICATIONS

Medications, ordered by the attending physician/nurse practitioner, are administered by unit nurses, who also monitor your response to the medications and/or treatments provided. If necessary, changes in medication, dose and/or administration will be made. The attending physician/nurse practitioner, in consultation with the pharmacist and unit nurse, review all medications and treatments every three months.

Prescription and over-the-counter drugs are supplied by our pharmacy supplier. The costs for most approved prescription medications are included in your per diem rate. Non-formulary drugs requested by your or your substitute decision-maker must be approved by the Society's medical director, and the cost of these drugs might not be included in the per diem rate.

For your safety and that of others, medications, creams and/or supplements are not kept in your room. Self-administration of medications, topicals and/or supplements is not permitted at the Lodge.

If you are planning to go out on a social or day leave, please notify the unit nurse at least one day in advance so that your medications are ready for your outing.

HEALTH RECORDS

Every resident at the Lodge has a detailed

health record, which our staff keeps secure. Your health record includes information received from you and your family, your pre-admission report, as well as any test results and clinical observations. The record also contains details about your medications, vital signs and treatments. Meetings held with the Care Team, you and your family are also documented.

Your consent (or the consent of your substitute decision maker) is required when an authorized person outside the Care Team asks to see information in your health record. Only then will it be shared with other health care providers at no cost to you. Copies requested by you for other reasons (e.g. legal proceedings, such as an insurance claim) are available for a fee.

You are entitled to see and read your health records at any time, and staff will assist in explaining any technical terms. Family members who wish to see your record can only do so with your written consent. If you are unable to give consent, your legal representative may access your record with two working days' notice. Staff will explain the necessary procedures.

PROTECTING YOUR PRIVACY

We are committed to protecting the privacy of your personal information within your circle of care. Our policy is based on Manitoba's Personal Health Information Act (PHIA) and includes many safeguards designed to protect you and your family. If you or your family have questions about how your personal information is collected, used or disclosed, please speak to the social worker who is the Society's Privacy Officer.

INFECTION PREVENTION AND CONTROL

The goal of our Infection Control Program is to prevent and control infections among our residents by educating them, their families, other visitors, staff and volunteers on the principles and techniques of infection control. If a resident has a transmissible infection, our Infection

Resident Care...continued

Control Support Associate will work closely with the Care Team to prevent spread to other residents. Signs will be posted on their door to remind everyone about taking certain precautions, such as wearing personal protective equipment, and hand hygiene. If an outbreak of an infectious illness occurs – influenza, for example – all families will be notified through email. Our Infection Control Support Associate reports outbreaks to the Winnipeg Regional Health Authorities and get guidance on managing the outbreak in our facility. You may see special notices posted upon entering the building, unit, and we may have visitation restrictions until the outbreak has cleared. Flu, and COVID-19 shots are recommended in the late fall and early winter

months for you and your family. Pneumococcal vaccines are recommended as a one-time vaccine for residents 65 and older.

Residents receive

their vaccines from the unit nurse. Hand hygiene is the best way to stop the spread of infections, sanitizing your hands regularly in our facility will help protect you and your loved ones. Fact sheets about various infections and more information about our infection control program can be found on our infection control board by the info cashier.

DIAGNOSTIC TESTING

If you require diagnostic tests, an appointment will be made for you at a Winnipeg hospital or other diagnostic facility and, if specialized transportation is required (e.g. wheelchair, stretcher), arrangements will also be made for your transportation. In all cases, it is preferred that a family member or friend accompany you if possible. If this is not possible, the Lodge will arrange for an escort and will invoice you for the cost of the escort, along with any transportation costs.



TRANSPORTATION & RELATED COSTS

There are a variety of reasons why residents may require transport from or to the facility. Responsibility for payment of these costs is determined by Manitoba Health Policy. Here are some guidelines to help explain who is responsible for payment of charges related to transportation:

RESIDENT RESPONSIBILITY

- Transportation to and from Social Visits/Recreational Outings.
- Transportation costs associated with routine visits to primary health clinics, physician/optometrist/dentist/denturist or other practitioner clinics or any transports where the resident is capable of traveling using a handivan, taxi, or private automobile.
- Transportation to a hospital where the visit is due to a primary response for emergency medical services and where the resident is not returned to the PCH within 24 hours.

FACILITY RESPONSIBILITY

- Transportation to a hospital where the visit has been scheduled through consultation with the receiving facility for treatment or a diagnostic test where the ambulance/medicar is medically necessary.
- Transportation to a hospital where the visit is a primary response for emergency medical service and where the resident is returned to the PCH within 24 hours.
- Transportation of a patient from a hospital to a PCH where the ambulance is medically necessary.
- Residents who are covered under some other plan like the Military, RCMP, WCB, MPI will have all their transportation covered by the third party payer.

In all cases it is recommended that a family member or friend accompany the resident. If this

Resident Care...continued

is not possible and the resident requires an escort, the Lodge will arrange this service. The cost of the escort is the responsibility of the resident to pay.

HOSPITAL LEAVE

If your health condition changes and you need acute hospital care, arrangements will be made for you to be transferred from Fred Douglas Lodge to a hospital or another appropriate setting. Please note that the PCH daily residential charge still applies even when you are admitted to a hospital.

Whilst in the hospital, nursing staff from Fred Douglas Lodge will stay in contact with hospital staff to ask about your progress and when you might be expected to return to the Lodge. If during your hospital stay your condition changes a lot, and the change is likely to be permanent such that your care needs cannot be safely met by Fred Douglas Lodge, the social worker will contact you to discuss options that may include cancelling your bed at Fred Douglas Lodge.

Please be assured that our goal is to have you return to your home at the Lodge as soon as safely possible, and discussions regarding bed cancellation would only be initiated if your acute illness or condition has not improved or has worsened. As a guideline, the Lodge's social worker would contact you if you were still in hospital for a period approaching 21 days (plus/minus).

For residents of Fred Douglas Lodge receiving Employment and Income Assistance benefits, the Department of Family Services must be notified of admission to hospital and is required to authorize payment for hospital stays of 21 or more days. Please notify the social worker if you expect to remain in hospital for a period approaching 21 or more days so that the Lodge can make arrangements with Family Services on your behalf.

SOCIAL LEAVE

Visits with family and/or friends are encouraged, whether they are day visits, overnight or weekend visits. There is no restriction on the number of short-term social leaves you can have during the year, but we do ask that you provide us with advance notice of several hours when possible. Advance notice is appreciated so that your medications are ready for you to take whilst away from the Lodge, to ensure Food Service staff is informed to hold your meal(s), and also to provide nursing staff with enough time to review care and safety needs with you prior to the leave.

Please remember to inform the unit nurse in person and to sign the resident registry at the nursing station before leaving the premises to avoid a missing persons search from being called.

Residents are also entitled to one long-term social leave of up to 21 days within each fiscal year (April 1 to March 31). Extensions to the 21-day leave and/or additional long-term social leaves require authorization by the Winnipeg Regional Health Authority, and failure to obtain the necessary authorization could result in your bed at Fred Douglas Lodge being cancelled. If you are considering long-term social leave, you should discuss the leave with the social worker prior to making arrangements.

PERMAMENT TRANSFER OR DISCHARGE

Sometimes, despite our best efforts and yours, it becomes apparent that your needs are no longer met under current arrangements. In such cases, it may be necessary for you to permanently transfer to another facility. If your care needs change and this becomes necessary, you and your family will be fully consulted and advised of available options.

Resident Care...continued

REMOVAL OF PERSONAL BELONGINGS

When a resident permanently transfers to another facility, or dies, it is the expectation of the Regional Health Authority to make the room available as soon as possible. (This does not apply in the case of a resident who is being treated in hospital and is expected to return within 21 days.)

Such times can be very difficult for family members, but we also feel families will appreciate having this information and knowing their options in advance:

- We must ask that the resident's personal belongings be packed and physically removed within 24 hours.
- The Lodge is unable to accept donations of furniture at this time and we request that you do not leave any items behind.

- Slightly used or new clothes (free from rips, tears, stains, etc.) may be donated to our clothing depot. Please note that clothing of a personal nature (e.g. socks, undergarments) should not be donated.
- If the family is unable to attend to this matter personally within this period of time, they may send someone else to perform this task. However, for security reasons, family members must notify the social worker and supply the name of the authorized person.

As an alternative, Fred Douglas staff will pack personal items and place them in temporary storage for up to 14 days, for no charge. After the 14th day, we will continue to store the items, but there will be a charge. We will notify the family's designated contact person that this has been done and explain how to gain access to the resident's belongings. Fred Douglas Society has the right to sell items at auction if not retrieved within 90 days.

Specialized Clinics & Services

FOOT CARE

Foot care service in personal care home provides specialized foot care to residents through an external provider, ensuring proper foot health and preventing complications. These services are typically offered by trained foot care nurses who assess, clean, trim nails, and manage issues like calluses, corns, or minor infections. Regular foot care is essential for seniors, particularly those with diabetes or circulation problems, to reduce the risk of ulcers, infections, and mobility issues. The service is usually scheduled on-site, with costs covered privately by residents or through insurance, depending on eligibility.

PODIATRY

A podiatry service is available by referral, provides specialized foot and lower limb care for residents with complex needs. Residents are referred to a licensed podiatrist by a healthcare provider when they require assessment and treatment for conditions such as foot pain, deformities, infections, ulcers, or complications related to diabetes and poor circulation. The podiatrist evaluates, diagnoses, and treats foot-related issues, offering services like orthotic recommendations, wound care, and nail management. Depending on the arrangement, the service may be provided on-site at the nursing home or require transportation to an external clinic, with costs potentially covered by insurance or private payment.



DENTAL CARE

You may retain your own dentist or denturist, and you or your family is responsible for arranging appointments outside the facility. Please give information about upcoming appointments to the nurse, who will ensure you will be ready at that time.

It is also very important that all directions given by the dentist/denturist are specified in writing and returned to the unit nurse following the visit. Payment for dental services is your responsibility.

The University of Manitoba's Centre for Community Oral Health (CCOH) operates the Home Dental Care Program, an outreach initiative established in 1985 to provide dental services to individuals unable to visit traditional dental clinics. This program utilizes three mobile dental vans staffed by dentists, dental hygienists, and dental assistants who visit long-term care facilities, private residences of homebound individuals, and hospitals. There are various services offered, and all services are customized to meet each patient's individual needs.

Client Enrollment: To access the Home Dental Care Program, a client enrollment form must be completed. Upon submission, the program schedules an initial oral health assessment, followed by a written treatment plan and cost estimate. Consent is required before proceeding with any treatments.

Specialized Clinics & Services...continued

How to access University of Manitoba Home Dental Care Program:

1. Complete the Enrollment Form

- If the program is available, you will need to **fill out an enrollment form** to register your loved one.
- You can download the **Home Dental Care Program Enrollment Form** or ask nursing desk for the form.

2. Submit the Form

- Send the completed form via **email** to **home.dental@umanitoba.ca** or call **204-831-3456** for guidance.
- The program will review the request and schedule an **initial oral health assessment**.

3. Review the Treatment Plan

- After the assessment, the dental team will provide a **written treatment plan and cost estimate**.
- You or the designated decision-maker must **provide consent** before any dental treatment begins.

4. Schedule & Arrange Payment

- Once consent is given, the **program will schedule a visit to the PCH** for treatment.
- Some costs may be covered by private insurance, but otherwise, fees must be paid directly.

Contact Information: Home Dental Care Program

Deer Lodge Centre, 2nd Floor

2109 Portage Ave., Winnipeg, MB R3J 0L3

Phone: 204-831-3456

Email: home.dental@umanitoba.ca

Programs Just for You

ACTIVATION (RECREATION) SERVICES

A number of activities are offered for your enjoyment and well-being. When you move into the Lodge, the unit activity worker will meet with you to explain what is available and to determine your level of functioning and recreational needs. Programs are then implemented to meet the identified needs.

Program options include small and large groups, independent leisure activities, one-on-one programming and outings. General programs are open to all and one-to-one visits occur if an assessment determines that you would benefit from the personal contact. Programs are offered daily and including evenings and weekends.

Family members are invited and encouraged to participate in leisure programs with you. Suggestions and family assistance are appreciated and welcomed.

Monthly recreation calendars for each unit and the facility event calendars are posted on the

Fred Douglas Society website and on every resident unit.

RELIGIOUS & SPIRITUAL CARE SERVICES

Fred Douglas Lodge cares for residents' individual spiritual needs. We employ a Spiritual Care Coordinator who leads worship throughout the month and on special religious holidays.

You are encouraged to make arrangements with your own clergy to visit you at the Lodge, and the Spiritual Care Coordinator is available to residents of any faith for personal consultation.

Annual memorial services are held in our chapel for deceased residents.

COUNSELLING, SUPPORT & ADVOCACY

A move to the Lodge brings with it many natural concerns. The social worker is available to assist you in dealing with these changes and the feelings that often accompany them.

The social worker is also available to serve as a liaison, advocate and facilitator for residents and families. Please contact the social worker at extension 111.



Family

Family members are encouraged to be part of the Care Team to help plan for your care and take part in programs when appropriate. Our staff will do everything possible to establish positive, trusting relationships with your relatives – your spouse, children, grandchildren and any other relatives or close friends. They know you better than anyone else and, with your consent, we rely on them to share information about your life history, your health, your likes and dislikes, your pleasures and fears. This helps us make your life at the Lodge as pleasant and comfortable as possible.

Family members are invited to take part in the **Family Council** (see page 28) where they can offer suggestions about resident care or discuss concerns and programming. Residents are encouraged to participate in the **Residents' Council** (see page 28).

DECISION MAKING

Prior to admission, you and your family should discuss how decisions will be made in the areas of personal care, medical treatment and financial matters. We regard you, the resident, as the primary decision-maker, and whenever possible, your wishes will be respected. However, if you are unable to take an active part in decision-making, the family or your representative (substitute decision maker) will be consulted.

ADVANCED CARE PLAN

Many residents and their families have an advanced care plan and/or the power of attorney for personal care decisions. These important legal documents reflect the person's wishes about medical treatment, personal care and financial decision-making in case he or she is no longer able to make these wishes known to family members or care providers.

The Care Team needs to have current information in this regard when you are first admitted. Information regarding power of attorney will be obtained by the Finance Department at that time. Your situation and your wishes will then be reviewed at the Care Conference and discussed regularly during your stay. If you have any questions about advance care plans and powers of attorney, please take up the matter with the social worker or Spiritual Care Coordinator.

KEEPING FAMILIES INFORMED

To help family members feel more connected and informed, Fred Douglas Society publishes a monthly newsletter and also posts information on the information board located by the fireside lounge. If you would like your name added to the newsletter mailing or e-mail list, please notify the executive assistant at 586-8541, extension 127.

Family are encouraged to participate in Family Council to remain up to date on the PCH and to provide feedback to leadership.

Fred Douglas Society has made changes to its website, which will include a family information page and other items of interest.

CONTACT INFORMATION

Sometimes we need to get in touch with your family. That is why we should always have up-to-date contact information. Please let the social worker and your unit nurse know when relatives' phone numbers (at home or work) change. It is also helpful for us to know what times of day they are normally available by phone. If the name of your contact person changes, either for a short period of time or permanently, the Care Team should also be informed right away.

Your Home

MAIL

Mail is delivered directly to your room unopened. Please tell family and friends to include your name, room number and building on the envelope. The mailing address is as follows:

*Name, Room #
Fred Douglas Lodge
1275 Burrows Avenue
Winnipeg, MB R2X 0B8*

Outgoing mail may be left at the Info/Cashier desk.

YOUR ROOM

All rooms are private and comfortably furnished with a bed, night table, dresser and chair upholstered in water resistant fabric and a bulletin board. Draperies and linens are supplied.

Each room is equipped with:

- a closet with built-in shelves
- a private, wheelchair accessible washroom
- a thermostat

If you want to make adjustments to the temperature, please notify the unit nurse. General areas are cooled by central air conditioning.

PERSONAL FURNITURE

If you wish, you may substitute the dresser and chair with your own furniture from home, provided it is appropriate to the setting and fits the space while affording enough room for safe transfer and/or care. At the back of this handbook, you will find floor plans and approved furniture layouts.

The Director of Care must approve all substitutions. If you would like to substitute any furniture, please

forward a picture of the item, along with its dimensions, to the Director of Care. If your request is approved, you will receive an authorization letter and will be asked to contact the director/designate to arrange a suitable time for delivery of the item(s). Please note: beds cannot be substituted.

Should your care needs change and you require specialized equipment for transfer or mobility and/or your risk for falls becomes high, you may be requested to remove extra items from your room or washroom for your safety as well as that of the staff.

PICTURES, PHOTOS & ARTWORK

You are welcome to bring photos, pictures and artwork with you when you move in. Your family or friends may assist you with hanging the items, or you may request our maintenance personnel to put them up for a small fee.

PROHIBITED ITEMS

For your safety and that of others, some items are simply not permitted at the Lodge. Please consult the following list before bringing any items with you when you move in.

- personally owned mechanical lifts
- humidifier/dehumidifier, mists
- wall mounted shelving units
- floor mats or carpets
- floor model television set or stereo
- miscellaneous large items that may take up floor space or create a trip/fall hazard
- table
- curio cabinet
- personally owned beds/mattresses
- lamps
- coffee maker, kettle, toaster
- hot water bottles/electric heating pads

Your Home...continued

CALL BELL

There are two pull cords located in your room that activate the call bell: one is located beside your bed and the other is located in your bathroom. A call bell monitor is located at every nursing station and rings until acknowledged.

TELEPHONE & CABLE TELEVISION

Each resident room is wired for telephone and cable services. If you would like a phone and cable T.V., maintenance staff will make the arrangements on your behalf with the utility and cable companies.

Costs for the installation of cable and telephone service and ongoing monthly payments are your responsibility.

INCOMING & OUTGOING TELEPHONE CALLS

The telephones at the nursing stations are business phones that must be available for incoming/outgoing calls. Please make calls at the pay phone located in The Fireside Lounge or from the complementary telephone located by Info Cashier.

SMALL ELECTRICAL APPLIANCES

Some residents bring along portable radios, clocks, tapes, DVDs, video players or other small electrical appliances, including compact refrigerators. All appliances must be checked by our Maintenance staff to ensure they are safe and in good repair. Before such items are brought in, please contact the lead hand, Maintenance, at 586-8541, extension 118, to arrange for an inspection.

COMPACT REFRIGERATORS

You may want to have a compact refrigerator in your room to store beverages and special treats for yourself and your guests. In order to ensure that the refrigerator and its contents do not place you at risk of harm, you must wait until your initial Care Conference to put in your

request. If all of the criteria for having a compact refrigerator in your room are met, the Director of Care will provide you with written confirmation within five days of the initial Care Conference. If you are approved for a refrigerator, you are responsible for cleaning and maintaining it.

Keeping the refrigerator is dependent on your care needs and is subject to a review every three months. At the time of the review, should you no longer satisfy the criteria, you will receive notice from the Director of Care that the refrigerator must be removed.



Your Home...continued

CLOTHING

We recommend that residents have a supply of washable, dryable clothing – enough to last at least seven days – including some outer garments. Clothing should be comfortable and easy to put on and take off. Please refer to the sidebar for a suggested list of items.

Trousers/slacks/sweats, skirts/shorts, shirt/blouses, dresses	7 each
Cardigans/sweaters	3
Underwear (briefs, panties, bras, slips)	10 pairs
Stockings or socks: please note that stockings & socks should have non-elasticized tops. For a majority of residents, pantyhose are not recommended	10 pairs
Pajamas or nightgowns	7 pair
Housecoats	2
Proper fitting footwear with non-skid soles	1
Washable slippers with non-skid soles	2
Seasonal outerwear (winter boots, coat, hat/toque, gloves, sun hat)	
Note: Clothing made of delicate fabrics (wool, silk, non-washable synthetics) is not recommended.	

If possible, make arrangements to have your family store out-of-season clothes. Closet space is limited, as is additional storage.

Labeling

Your clothes must be labeled to help keep track of them in case they are misplaced or end up at the Winnipeg Regional Laundry Service. The Lodge provides a labeling service for a small fee upon admission and annually thereafter.

Clothing and personal items (e.g. afghans, blankets, comforter, etc.) that require labeling should be placed in a bag with a label request form completed, then put in the labeling bin located in the room next to the Burrows entrance. Items in the bin are collected by

laundry aides two to three times per week and returned to you usually within seven days. If you need a garment immediately, please contact the housekeeping/laundry department at 204-586-8541, extension 137, Monday to Friday, between 6:00 a.m. and 2:15 p.m.

Mending

Over time and certainly given multiple washings, articles of clothing begin to show their wear or require minor repairs. Laundry aides will sew on buttons and hemlines (if they come down) but are unable to perform major repairs (such as zipper installation) or alterations.

Please inspect the condition of your clothes regularly and arrange to have articles replaced if they are beyond repair or very worn-looking.

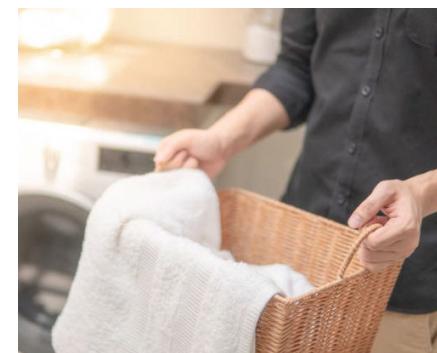
Laundry

The Lodge has three 23 kg. (50 lb.) commercial washers and two commercial dryers for laundering your clothes. These washers use specially formulated commercial detergents to get your clothes clean and may be harsh on some fabrics.

If you have sensitivities or allergies to certain detergents, you may need to arrange for family or friends to wash your clothes and have them returned to you, as we do not have the ability to change the type of detergent used in these machines.

Our laundry is also unable to care for delicate items requiring hand washing or other special handling, (such as dry cleaning). If

you choose to bring these items, we recommend that they be marked by our laundry staff with a special colored label to



Your Home...continued

prevent them from being included in our regular wash. As for cleaning the clothes, please make other arrangements for their care.

Soiled clothing is collected several times a day and washed according to a unit schedule. This helps to minimize loss, as it is easier for us to return unidentified/ un-labelled clothing to the correct unit. Unit staff would then be asked to help identify unmarked clothes.

If you choose to have your clothes laundered by family or friends, you need to advise the social worker at the time of, or prior to, admission to ensure that nursing and laundry staffs are aware of your preference. If you decide later on that you do not want your clothes laundered at the Lodge, you are still asked to notify the social worker to ensure your preferences are communicated to all pertinent staff.

Fred Douglas Lodge prides itself in having a clean and odorless environment and retains the right to wash offensive smelling clothes until the family removes the clothing.

If an item of clothing is not returned from the laundry, please contact the housekeeping/laundry department at 204-586-8541, extension 137, Monday to Friday, between 6:00 a.m. and 2:15 p.m.

COMPANION ANIMALS

Fred Douglas Lodge is also home to multiple birds and fish. If you are uncomfortable around animals or have an allergy or sensitivity, please inform the social worker prior to admission so you will not be assigned to a room located on a unit where animals reside.

While having your own animal(s) move in with you is not allowed, it is possible for family and

friends to bring pets to visit, provided the animal is on a leash and its vaccinations are current.

All visiting animals must be registered with the Manager of Resident Experience. Your family or friends will have to provide supporting documentation from a veterinarian showing it the animal is in good health and has all necessary immunizations. Please keep immunization records up to date. For more information, speak to the manager.



Food, Meals & Much More

Because food is so important to good quality of life, everyone at the Lodge makes an extra effort to prepare and serve meals and snacks that are both tasty and nutritious.

Shortly after you move in, our dietitian will visit to assess your nutritional status and to learn about your likes, dislikes, allergies and food sensitivities. Any concerns will be discussed with you and your family. A personal meal plan will then be created, which takes into account your preferences and any special dietary needs.



MEAL SERVICE

Menus are planned on a four and five week cycle and change twice yearly (Fall/winter and Spring/Summer) to offer a wide variety of foods. Modified diets are available for those residents with special dietary needs.

Lunch and supper menus are posted daily outside the dining room entrances. If you do not wish to have the meal, please notify the dietary aide or cook at 586-8541, extension 121, before the meal service so that an alternative can be arranged.

Meals are served in the Central Dining Room and Unit Dining Rooms. Residents who meet the criteria for main dining room service are assigned seating to encourage socialization with other residents.

All residents are reviewed by the Dietitian before being assigned to the main dining room. Residents requiring special environments or assistance may have different meal arrangements. Check with your nurse if you have questions about your dining location.

Residents with poor nutritional status are provided with nutritional supplements to enhance dietary intake. The dietician, in consultation with the Care Team, assesses nutritional requirements on an individual basis.

HAVING COMPANY DURING MEALS

Family members may visit during mealtimes,

either to keep you company or to assist you with eating. If your visitors wish to order a meal for themselves as "guests," we ask that they purchase a meal voucher from info cashier and then notify the cook 24 hours in advance and purchase a meal voucher from the Info/Cashier desk. Drink and snack vending machines, hot beverages and a water/ice dispenser are all available for your use in Café Dining.

The family dining room may be reserved for special meals or celebrations, or for a private dinner. Advance bookings are required and can be made through the Administrative Assistant. There is no fee for the use of the room. Dishes, cutlery, water coffee and tea are available upon request. Please contact the Administrative Assistant for details at 204-586-8541, extension 116, Monday to Friday, between 9:00 a.m. and 3:00 p.m.

ABOUT BRINGING OUTSIDE FOOD IN

Many families and visitors ask about bringing in special foods for the residents' enjoyment. While we recognize that home cooked meals or take-out might be appealing, it is strongly recommended that family or friends planning to bring in food items check with the nursing staff to ensure the food items are not contrary to diet modifications.

The unit activity rooms are equipped with a microwave, refrigerator, kettle and toaster and may be used to heat up food that has been brought in.

Wheelchair Services

Many residents rely on wheelchairs to sit up comfortably and to move around. Here's what you should know about our wheelchair services:

MOBILITY EQUIPMENT ASSESSMENTS

If, prior to admission, you have been assessed by an occupational or physical therapist as requiring a mobility device (e.g. walker, wheelchair), you are required to rent or purchase the equipment from an authorized vendor before admission to Fred Douglas Lodge. Please refer to your prescribing therapist from community/hospital to help you with this process.

Upon admission:

- The FDL occupational therapist will meet with you to check your comfort and mobility needs. If any changes are recommended, the O.T. will discuss them with you and your family before proceeding.
- Your equipment must undergo an inspection to ensure safety for yourself, the staff and other residents. This includes a safety check and attaching identification labels to the equipment.
- You will be advised if any repairs are needed. With your authorization and consent, our FDL rehabilitation department will do necessary repairs to the best of their ability and available supplies, unless your equipment is under warranty through a vendor/manufacturer. If your equipment is not under warranty, you maybe required to purchase parts or pay for ancillary services for the repair of your equipment.
- Wheelchairs and wheelchair components

(e.g. cushions, backrests, etc.) are personal items and are the responsibility of the resident to purchase.

- If you experience mobility changes that may require a mobility equipment, please contact the FDL Rehabilitation Department for an equipment assessment prior to purchasing a wheelchair.

EQUIPMENT MAINTENANCE PROGRAM

Your mobility equipment will be routinely maintained on a monthly and on a need basis at no charge. If your equipment requires repairs, please contact your unit nurse or the rehabilitation department. With your authorization and consent, our FDL rehabilitation department will do necessary repairs to the best of their ability and available supplies, unless your equipment is under warranty through a vendor/manufacturer. If your equipment is not under warranty, you maybe required to purchase parts or pay for ancillary services for the repair of your equipment.



Safety & Security

We make every effort to maintain a safe environment at the Lodge and appreciate your cooperation. At Fred Douglas, we are all responsible for maintaining a safe and secure environment.

VALUABLES

You will be asked to sign a waiver stating that Fred Douglas Society is not responsible for the safety of your personal property – including eyeglasses and dentures. Any loss or theft of valuables is not covered under our insurance policy.

While it is appreciated that many items have sentimental value, bringing valuables or important papers is strongly discouraged. You are advised NOT to keep expensive jewelry, money or other valuables in their rooms. If this is a problem, please speak to a member of the nursing staff to see if alternate arrangements can be made.

If you do keep cash with you, it should be restricted to a small amount. You may withdraw cash from your trust account at Info/Cashier during regular business hours.

LOST AND FOUND

The lost and found room is located next to the burrows entrance where you find the labeling drop off.

IDENTIFICATION BADGES

To increase security, all Fred Douglas Society staff, are issued photo identification badges that should be worn at all times when they are on duty. Volunteers and students will also be wearing ID badges, although they may not be photo ID. Look for a badge when staff or volunteers approach you.

IN CASE OF EMERGENCY

You and your visitors may use call bells located in each room to alert staff of an emergency

situation.

WANDER GUARD BRACELETS

For the sake of safety, some residents are required to wear electronic bracelets. An electronic bracelet identifies residents considered to be at high risk for unsafe wandering or who may have trouble finding their way back to their rooms. These special electronic bracelets control sliding and push doors so the person can't exit certain areas. (A manual override feature is available beside certain doors so visitors and caregivers can enter.) Wander guard bracelets are billed to the resident.

SAFE MOVEMENT AND TRANSFER

If you use a wheelchair and are unable to safely transfer out of it without risk of injury to you or the staff, a mechanical lift may be required to assist. Mechanical lifts use different types of slings or strap systems to secure you in the lift. These slings are specially designed for specific machines and cannot be substituted. Every user must be assessed for the correct sling size. For personal hygiene purposes and safety, you are responsible for purchasing your own sling. Slings are regularly sent to our laundry department and are stored in residents' rooms. Please note that over time, and with regular use and laundering of the sling, the fabric and/or loops may become frayed, torn, cut or broken, and the sling will need to be replaced. For safety reasons, we are unable to authorize the use of any sling that has been altered for any reason, including repairs, unless performed by an authorized repair dealer. Please contact our occupational therapist if you have any questions regarding sling procurement, usage, and maintenance.

SMOKE-FREE ENVIRONMENT

Fred Douglas Society recognizes the damaging effects of smoking on health, so we provide a smoke-free environment for residents, family members, staff and volunteers. At all times,

Safety & Security...continued

smoking is prohibited in the Lodge, on the property or by the exit doors. Visitors are requested to smoke off the property. All residents must be non-smokers for at least six months prior to admission.

IN CASE OF FIRE

We take the threat of fire seriously and continually train our staff in emergency procedures. When a fire alarm sounds:

1. Please follow the instructions from staff members and stay where you are until further notice.
2. Do not attempt to use the elevators or stairways or try to transport residents on your own.
3. When the alarm sounds, the emergency doors close automatically. Only emergency services personnel and designated Fred Douglas Society staff members will be allowed to pass through these doors.
4. Remain calm, stay where you are, listen to announcements and take direction from the staff members in charge. We ask you, your family members and other visitors to familiarize yourselves with all fire exits (illuminated with EXIT signs) and fire alarm pull stations (located near fire doors).



ALCOHOL

Residents wishing to enjoy an alcoholic beverage can do so as long as their drinking is responsible and respectful of others.

However, alcoholic beverages cannot be stored in a resident's room. Please ask a member of the nursing staff for details about storing personal bottles of wine, beer or spirits.

Because certain health problems or medications make alcohol use risky, your attending physician/nurse practitioner must be consulted before an alcoholic beverage is served.



Financial Arrangements

PAYMENT OF ACCOUNT

A charge for care in a personal care home is based on a daily or per diem rate. This rate is set by Manitoba Health and is subject to change annually. Rent is to be paid by the first day of each month via pre-authorized payment plan. Charges begin the day you are admitted. The day of discharge is not charged.

EXTRA CHARGES

Miscellaneous charges may include: transportation costs for appointments and outings; hairdresser; ambulance (when not covered by private insurance) and non-emergency transports; cosmetic supplies; foot clinic; Roam Alert bracelet; labeling of clothing; wheelchair maintenance; clothing repair; escorts; slings; non-formulary drugs; and non-stock food and personal products. This list is not all-inclusive.

TRUST ACCOUNT

You must set up a trust account from which incidental fees and purchases are paid. A minimum monthly balance of \$100.00 must be maintained.

On admission to the Lodge, you will be asked to sign a "Trust Account Agreement," recognizing the policy of the Lodge with respect to resident trust accounts. Trust account statements (for miscellaneous charges) are sent out every month.

You and designated family members can inquire about your trust account balance at any time during the month. Inquiries are to be directed to the accounting clerk.

Typically, we ask that you not withdraw more than fifty dollars (\$50.00) on any given day from your trust account. If you would like more cash, please notify the assistant at Info/Cashier by Tuesday of each week to ensure we have enough cash on hand for you and other residents. This is especially important during holiday periods when many residents withdraw funds for family gift giving.

For more information on setting up a trust account or any financial requirements, please contact the accountant at 204-586-8541, extension 141.

Services For You

HAIR SALON

The on-site Hair Salon provides a range of hairdressing and other grooming services. The Salon is wheelchair-accessible, reasonably priced and open for appointments.

The Salon is located next to the sliding doors facing Aberdeen Avenue. To arrange an appointment, call 586-8541, extension 102.

LIBRARY SERVICE

Our Library is also located in Town Square and offers a wide selection of books and other materials for your enjoyment. You are responsible for returning borrowed items within a reasonable time frame.

If you are interested in a book, magazine or audiobook and find it hard to get to the library, you may ask your activity worker or volunteer to bring you a selection of reading material to choose from.

NEWSPAPER

Staff will deliver newspapers to subscribers of the *Winnipeg Free Press* and *Winnipeg Sun*.



Staying Connected

ALL ABOUT VISITORS

Visitors are always welcome to join you in your room or the public areas of the Lodge.

However, we ask that visitors consider the needs of other members of the Fred Douglas Lodge community.

All visitors are encouraged to wash their hands frequently and to use the hand sanitizer available from dispensers at building entrances and throughout the Lodge.

Family members and other visitors should be aware that all entrances are locked after 7 p.m. Visitors who come to the building after 7 p.m. must use the intercom system located at the Burrows Avenue Circle Drive entrances.

In addition to these points, the following are some general guidelines for visitors:

- Visiting hours are open, but visits after 8 p.m. are usually not recommended for the comfort and security of all residents.
- Please keep in mind the resident's personal schedule (e.g. mealtimes, sleep, need for treatment or care by staff). You may be asked to leave the resident's room when he or she is resting or requires staff attention.
- Visiting can take place in the resident's room or any common area. When escorting the resident from the unit, please let the unit nurse know where you are going and notify them upon return to the unit. Note that residents must be signed out by the nurse when leaving the building.
- Please also respect the comfort and privacy of other residents while visiting (e.g. noise levels and use of furniture or facilities meant for residents).
- For resident safety, you may only offer food or refreshments to residents after consultation with the unit nurse. Visitors who have not completed a feeding & swallowing training program are to refrain from assisting residents with eating.

- If the resident is involved in a recreational activity, you are welcome to observe or join in if appropriate.
- When not actively visiting a resident, you may spend your time in general areas, such as Café Dining, Fireside Lounge, the games area or the courtyard. Vending machines and public washrooms are available for your convenience.
- Please treat all areas with respect and report any breakage or malfunctions of equipment to the Info/Cashier Monday to Friday days or to the Charge Nurse on evenings and weekends.
- Fred Douglas Society must comply with strict laws to protect residents' privacy. Staff can only provide information to a designated family member or representative. Also, if in the course of visiting you inadvertently hear or see private information about another resident, please be discreet. If you have concerns, please contact the privacy officer (social worker).
- If you are ill with a cold or other contagious condition, please postpone your visit to help protect the health of all residents. Also, please respect any posted visiting in effect.
- Visitors are expected to conduct



Staying Connected...continued

themselves at all times in a manner that is respectful of residents, staff, other visitors and the property. Disruptive or threatening behavior will not be tolerated. Anyone in violation of the above will be asked to leave the premises at the discretion of the duty supervisor and, if necessary, may be escorted off the grounds by security. Visiting restrictions or further action may result.

- Children should be supervised at all times. The use of rollerblades and skateboards is not permitted within the building.
- Pets must be registered with the facility and always kept on a leash and under control. Pets are not permitted in any of the dining rooms or kitchen areas.
- When entering or exiting the building,

use the south or north doors on the main floor. Other doors and stairwells are alarmed for security and are only to be used by visitors when directed by staff during emergencies.

VIRTUAL VISITS

The activity workers in Fred Douglas Lodge facilitate virtual visits using iPads. Virtual visits are available once a week to book ahead of time by contacting the Administrative Assistant for details at 204-586-8541, extension 116, Monday to Friday, between 9:00 a.m. and 3:00 p.m.



Communicating Your Needs & Interests

COMMENT & COMPLAINT CENTRE

We encourage families to address concerns directly with the relevant unit staff and then managers as the first steps in resolving any issues. Often, concerns can be quickly addressed and resolved at the local level by the staff members who are most familiar with the situation, such as the unit nurse or department manager. This approach allows for immediate attention and potential resolution, creating a more efficient and open line of communication.

If a concern is not resolved at this level, the formal complaint process can then be initiated. You can submit a written complaint to the Complaints Officer (Social Worker). The goal is to ensure that concerns are handled fairly and effectively, with a clear resolution within a reasonable timeframe. We appreciate your cooperation in following this process, as it helps maintain a positive and collaborative environment for all residents and staff.

Direct your complaint to the Society's Social Worker, who is trained to investigate and resolve complaints. The Social Worker can be reached at (204) 586-8541 ext. 111.

The Winnipeg Regional Health Authority also has a process for managing complaints. You can contact the WRHA Clients Relations Coordinator at 204-926-7825, email clientrelations@wrha.mb.ca or refer to the WRHA website at Client Relations | Winnipeg Regional Health Authority.

HERE ARE SOME OTHER WAYS TO COMMUNICATE

Residents' Council

The Residents Council meets monthly to discuss and solve problems and receive information in an environment where all residents are heard and opinions respected. All interested residents are welcome to attend and participate in Resident Council meetings. Please contact the social worker at 586-8541, extension 111, for more information.

Family Advisory Council

The Family Council is a group of relatives and supportive friends of residents who meet regularly. They explore common concerns, share ideas, provide each other with support and act on issues that relate to the needs of the residents. Guest speakers from both within and outside the facility provide information and address concerns. The Family Council also runs special projects to benefit the residents. Anyone is welcome to attend. Notices of meeting, minutes and agendas are posted in the building.

Your Rights & Responsibilities

RESIDENTS' STATEMENT OF RIGHTS AND RESPONSIBILITIES

As a resident, you have the right to expect certain things from us. This includes professionalism, respect, high quality care and service, open communication, privacy and much more. In addition to having rights, residents have responsibilities. These include truthfulness, respect for the Society's property, complying with the Society's policies and cooperating with your Care Team. A copy of the Residents' Bill of Rights and Responsibilities can be found on pages 29-30 of this handbook.

ZERO TOLERANCE ABUSE POLICY

Everyone at Fred Douglas Society has the right to be free from all abuse that could threaten their physical or mental well-being, and they also have the right to expect that their possessions will be secure.

Our policy states that we will investigate all allegations of abuse reported to us by residents, residents' families and visitors, and by staff and volunteers. This could involve alleged abuse of residents by other residents, by staff, family members, volunteers or visitors. It could also involve abuse of staff and volunteers by residents, their families or visitors.

Our policy sets out detailed expectations, definitions of abuse, actions to be taken and possible consequences of abusive behaviour. For more information, please contact the social worker at 204-586-8541, extension 111.

"LEAST USE" OF RESTRAINTS

Fred Douglas Society believes residents are to be afforded their dignity and independence. At the same time, we recognize our responsibility for providing a safe environment and make every effort to identify and manage the risk factors that pose a risk to your safety and health and that of others.

Thus, the use of a restraint will only be considered when all other measures have been exhausted. Restraints may be environmental, such as locked doors; chemical (certain medications); or physical, such as lap boards or seat belts. In the case of physical or chemical restraints, these will only be provided if prescribed in writing by the attending physician/nurse practitioner. In all cases, the use of restraints will be fully discussed, and consent is needed from you and/or your family. Decisions involving restraints will be reviewed regularly by the staff in consultation with you.

GIFT OF GIVING POLICY

While we appreciate positive feelings of gratitude from you, staff and volunteers are not allowed to accept gifts or tips of any kind. If you wish to show your appreciation, a personal or written thank-you is always welcome. You may also make a donation in the person's honour to the Fred Douglas Foundation by calling 586-8541, extension 141. The Foundation will notify the helpful staff member or volunteer to let them know about your expression of appreciation.

Appendix

**FRED DOUGLAS LODGE
RESIDENT RIGHTS & RESPONSIBILITIES
STATEMENT**

Resident Rights & Responsibilities Statement

Resident Rights & Responsibilities Statement

Every Resident has the right:

1. To be treated with courtesy and respect and in a way that promotes their dignity and individuality.
2. To be sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs.
3. To be treated in a fair and equitable manner.
4. To live in an environment where their preferred language is used and to be addressed and responded to in their preferred language, unless the facility is unable to accommodate their preferred language.
5. To be provided with information regarding their care.
6. Along with their legal representative, to give or refuse consent to treatment, including medication, in accordance with the law.
7. Subject to safety requirements and the privacy rights of other residents, residents are to be encouraged to exercise their freedom of choice whenever possible, including the freedom to do the following:
 - a) Exercise their choice of religion, culture and language;
 - b) Communicate with, and have contact with and visits to and from friends, family and others in private if desired;
 - c) Choose their recreational activities;
 - d) Choose the personal items to be kept in their rooms, when space permits;
 - e) Select the clothing to be worn each day.
8. To be afforded reasonable privacy while being treated and cared for.
9. To be provided with a safe and clean environment.
10. To communicate and meet with their legal representatives as often as necessary and in private if desired.
11. To live in as home-like an atmosphere as is reasonably possible; to choose the personal items to be kept in their room, pictures and furnishings in keeping with safety requirements and other Residents' rights.
12. Residents have the responsibility within their capabilities to uphold the rights of others.
13. To be free from all forms of abuse.

**FLOOR & LAYOUT PLANS
FOR
RESIDENT ROOMS**

Fred Douglas Lodge: Room Layout Type "A"

Size: 140 square feet not including washroom

Furniture provided by Fred Douglas Lodge:

- Bed
- Night / Side Table

Furniture that may either be provided by Fred Douglas Lodge or substituted with personal furniture brought from home:

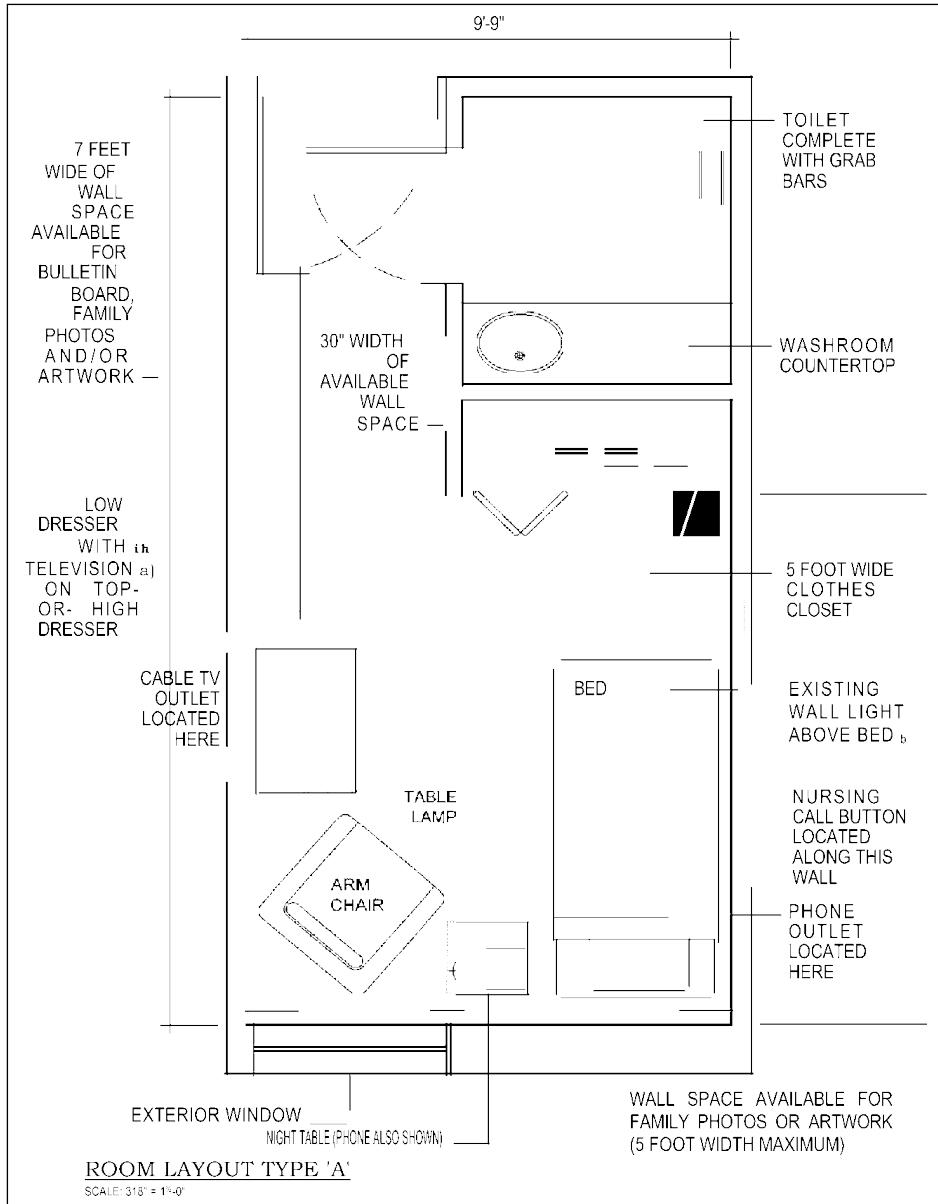
- Low dresser provided by Fred Douglas Lodge *OR* dresser brought from home (42" x 24" or smaller) *OR* T.V. stand brought from home (42" x 24" or

smaller)

- Armchair provided by Fred Douglas Lodge *OR* armchair brought from home (small scale, max. 33" square approx.)

Recommended maximum additional personal furniture brought from home:

- Television
- Waste Basket
- Small Table Lamp
- Pictures (Photos and / or Artwork)
- Telephone
- Clock



Fred Douglas Lodge: Room Layout Type “B”

Size: 160 square feet not including washroom & closet

Furniture provided by Fred Douglas Lodge:

- Bed
- Night / Side Table

Furniture that may either be provided by Fred Douglas Lodge or substituted with personal furniture brought from home:

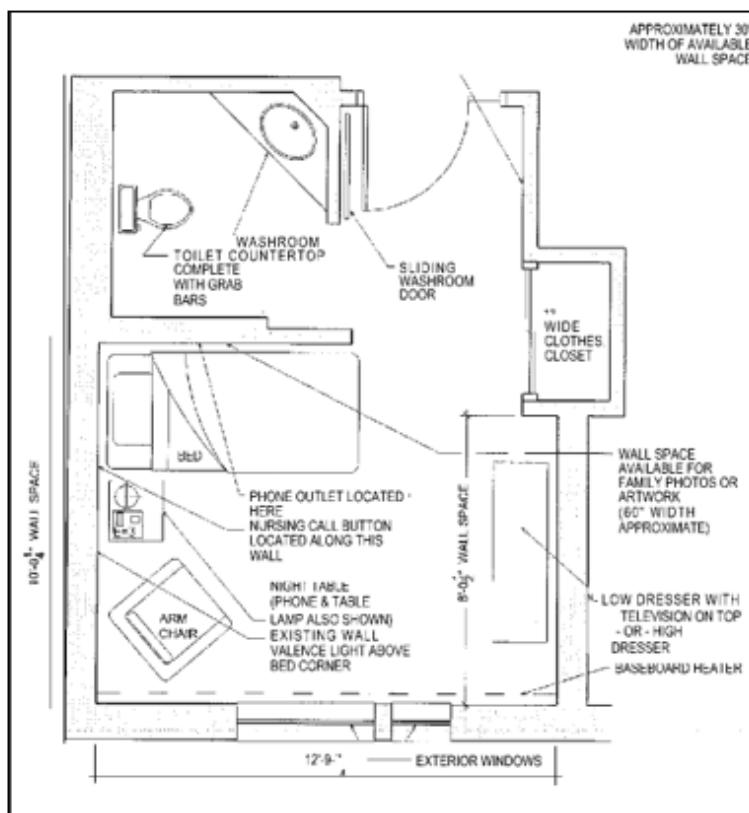
- Low dresser provided by Fred Douglas Lodge **OR** dresser brought from home (60" x 24" or smaller) or TV stand

brought from home (60" x 24" or smaller)

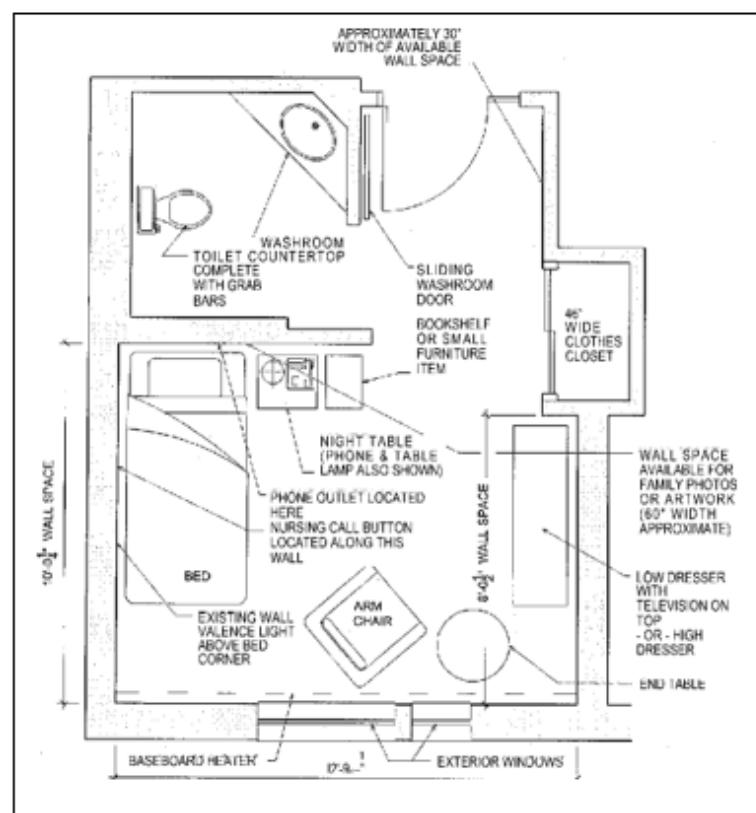
- Armchair provided by Fred Douglas Lodge **OR** armchair brought from home (small scale, max. 33" square approx.)

Recommended maximum additional personal furniture brought from home:

- Television
- Waste Basket
- Small Table Lamp
- Pictures (photos and/or artwork)
- Telephone
- Clock



Room Layout Type “B” – Right-handed



Room Layout Type “B” – Left-handed

Fred Douglas Lodge: Room Layout Type "C"

Size: 144 square feet not including washroom & closet

Furniture provided by Fred Douglas Lodge:

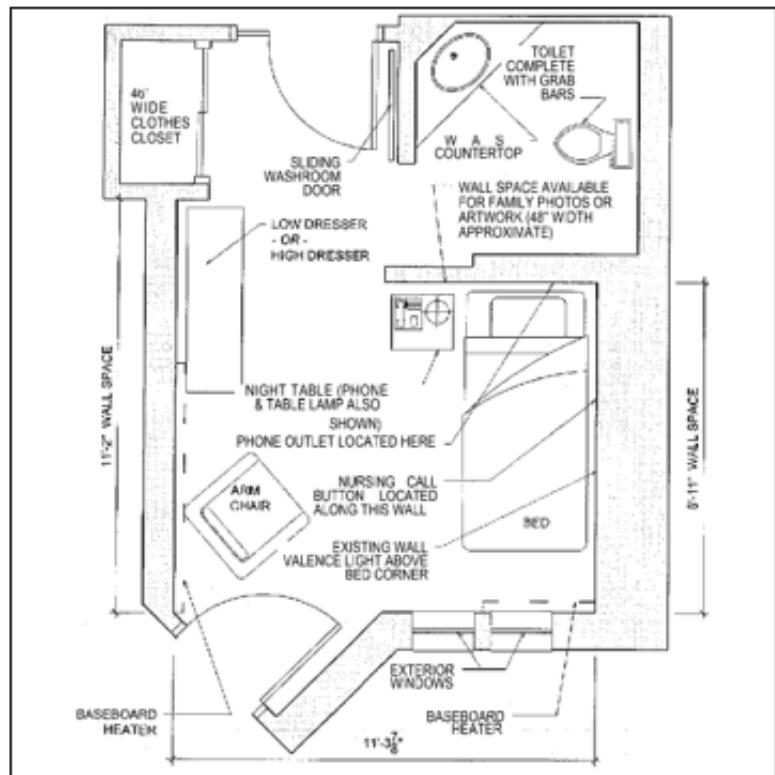
- Bed
- Night / Side Table

Furniture that may either be provided by Fred Douglas Lodge or substituted with personal furniture brought from home:

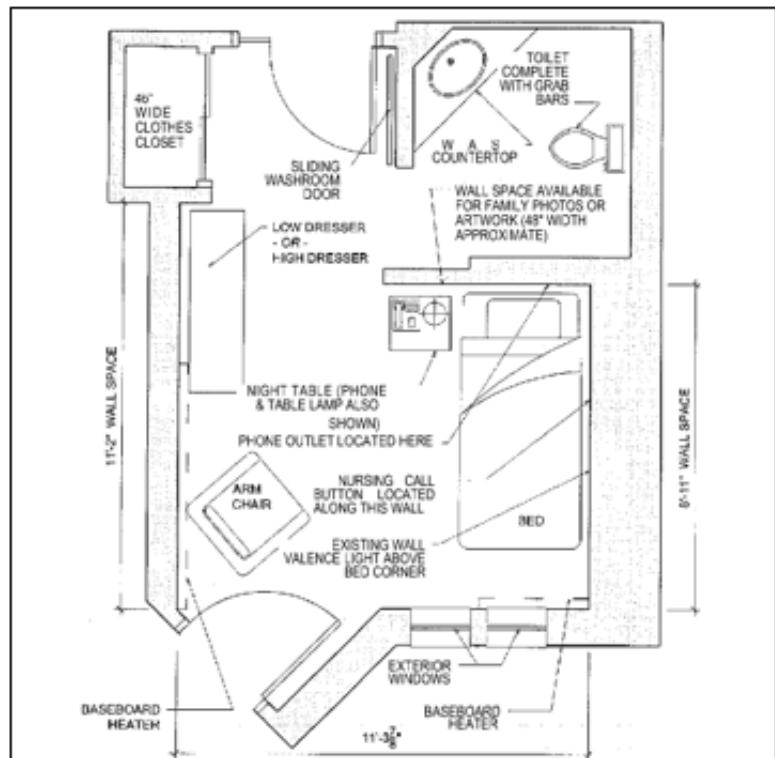
- Low dresser provided by Fred Douglas Lodge **OR** dresser brought from home (36" x 24" or smaller) or TV stand brought from home (36" x 24" or smaller)
- Armchair provided by Fred Douglas Lodge **OR** armchair brought from home (small scale, max. 33" square approx.)

Recommended maximum additional personal furniture brought from home:

- Television
- Waste Basket
- Small Table Lamp
- Pictures (photos and/or artwork)
- Telephone
- Clock



Room Layout Type "C" – Right-handed



Room Layout Type "C" – Left-handed

Fred Douglas Lodge: Room Layout Type “D”

Size: 144 square feet not including washroom & closet

Furniture provided by Fred Douglas Lodge:

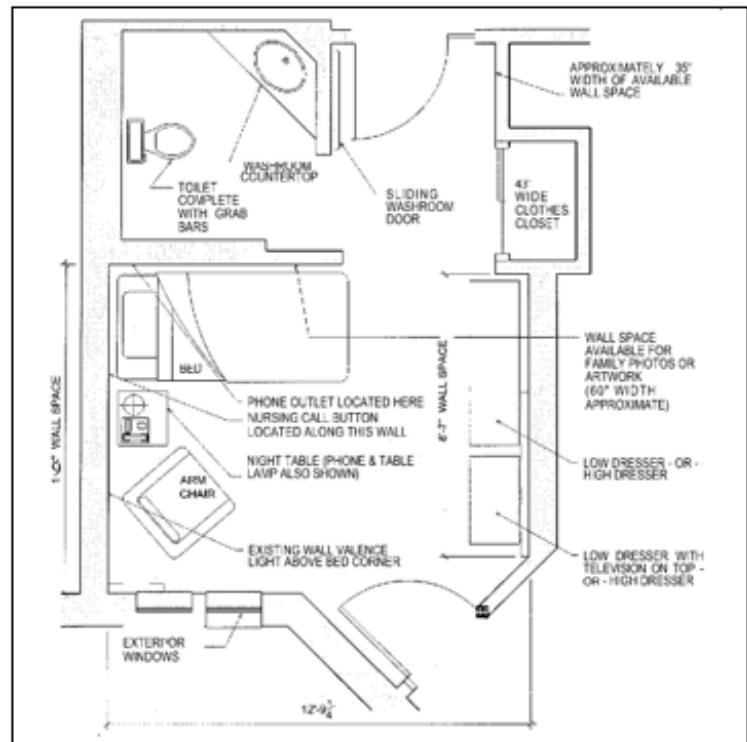
- Bed
- Night / Side Table

Furniture that may either be provided by Fred Douglas Lodge or substituted with personal furniture brought from home:

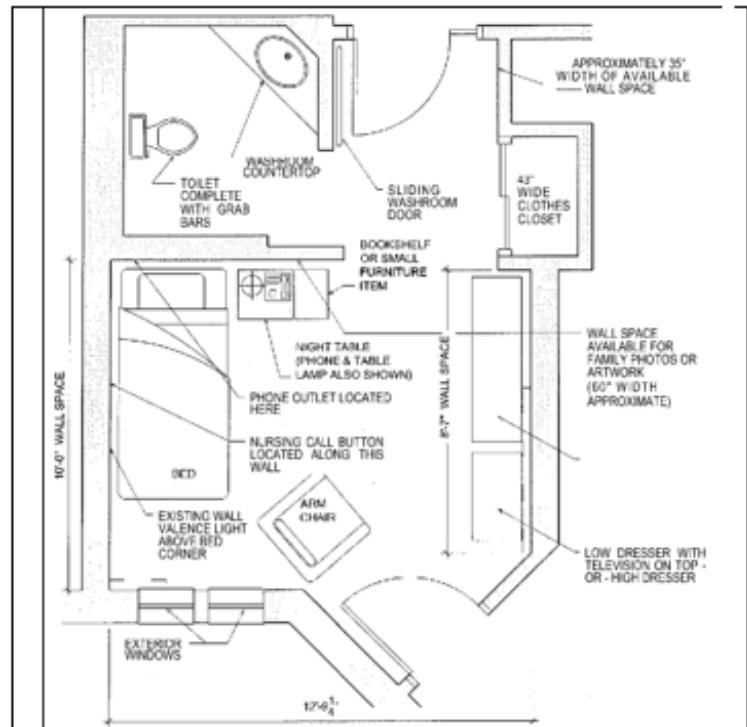
- Low dresser provided by Fred Douglas Lodge **OR** dresser brought from home (42" x 24" or smaller) or TV stand brought from home (42" x 24" or smaller)
- Armchair provided by Fred Douglas Lodge **OR** armchair brought from home (small scale, max. 33" square approx.)

Recommended maximum additional personal furniture brought from home:

- Secondary Dresser or Furniture Piece (60" x 24" or smaller)
- Television
- Waste Basket
- Small Table Lamp
- Pictures (photos and/or artwork)
- Telephone
- Clock



Room Layout Type “D” – Right-handed



Room Layout Type “D” – Left-handed

Fred Douglas Lodge: Room Layout Type “E”

Size: 178 square feet not including washroom & closet

Furniture provided by Fred Douglas Lodge:

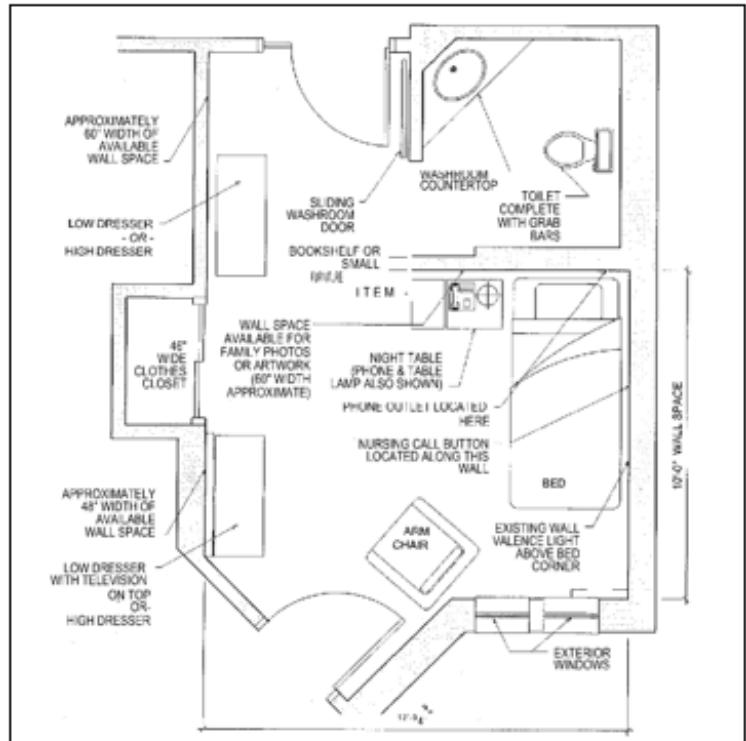
- Bed
- Night / Side Table

Furniture that may either be provided by Fred Douglas Lodge or substituted with personal furniture brought from home:

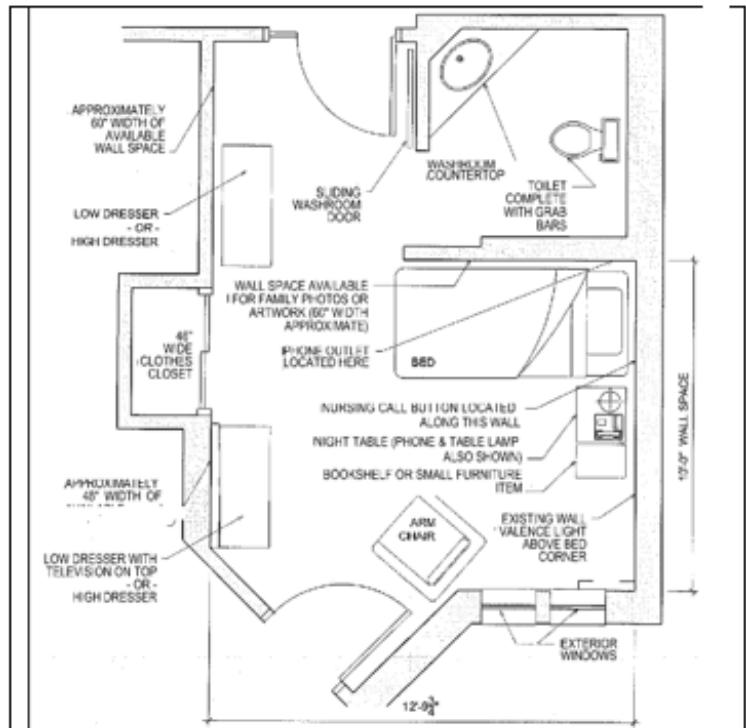
- Low dresser provided by Fred Douglas Lodge **OR** dresser brought from home (42" x 24" or smaller) or TV stand brought from home (42" x 24" or smaller)
- Armchair provided by Fred Douglas Lodge **OR** armchair brought from home (small scale, max. 33" square approx.)

Recommended maximum additional personal furniture brought from home:

- Secondary Dresser or Furniture Piece (42" x 24" or smaller)
- Television
- Waste Basket
- Small Table Lamp
- Pictures (photos and/or artwork)
- Telephone
- Clock



Room Layout Type “E” – Right-handed



Room Layout Type “E” – Left-handed

Fred Douglas Lodge: Site Contacts

FRED DOUGLAS LODGE	
Address	1275 Burrows Avenue
	Winnipeg, MB R2X 0B8
MAIN LINE	204-586-8541
FRONT DESK	Ext. 101

SITE CONTACTS		
Position	Name	Extension
Chief Executive Officer	Greg Reid	140
Executive Assistant	Chantelle Calder	127
Director of Finance and Support Services	Grant Obirek	164
Director of Care	Leonora De Lino	107
Nurse Manager	Jorem Concepcion	103
Administrative Assistant	Alyssa Franz	116
Accounting Clerk	Teresa Brandt	141
Manager of Resident Experience	Tatiana Morcilla	123
Social Worker	Shefali Patel	111
Spiritual Care Coordinator	Julia Genik	135

UNITS & SERVICES	Extension
SPRUCE	108
EVERGREEN	105
WILLOW	104
MAPLE ELM	131
OAK	142
Hair Salon	102
Kitchen	121
Laundry	137
Rehab/Occupational Therapy	144

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