

LINCOURT MANOR INC.
RESIDENT & FAMILY HANDBOOK



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WELCOME

All of us here at Lincourt Manor welcome you and look forward to having you as a resident. We will make every effort to help you feel comfortable and to provide skilled care to meet your needs. We encourage you to be as independent as possible and to maintain your abilities. We also encourage your family and friends to participate in activities and encourage you to retain your contacts in the community.

The first few weeks will be a period of adjustment for you and your family. This handbook contains information that will assist your transition. It describes how the facility functions and can be used as a ready reference for you and your family both now and in the future. A list of facility contact persons is provided at the back of this booklet (Appendix A). Do not hesitate to contact us with any questions or suggestions you may have.

ABOUT LINCOURT MANOR

The concept of having a 60-bed nursing home in St. Stephen originated at a meeting of representatives of the Charlotte County Hospital Board and the local service clubs (Rotary, Lions & Kiwanis) late in 1976.

Letters incorporating Lincourt Manor Inc. were received on March 31, 1977. This was made possible by grants from the service groups mentioned. The original Directors of Lincourt Manor Inc. were nominated by the service clubs concerned, the Hospital Board, the Canadian Legion, St. Stephen Chapter Registered Nurses and a few public spirited citizens.

Construction worth about 1.8 million dollars began in the spring of 1980 and on March 31, 1981 the first resident walked through the doors.

Lincourt was the name of the first settlement, now known as St. Stephen. The name Lincourt was used at least until the 1700's. So, as to not forget the past, our nursing home adopted the name.

VISION

“To be a place where people want to live.”

MISSION

To provide the highest standard of care, programs & services in a home-like atmosphere, recognizing and respecting the dignity and uniqueness of all people.

VALUES

Safety
Spirituality
Growth & Vision
Respect & Justice
Individuality
Hospitality & Caring
Sacredness of Life

TEAM APPROACH TO CARE

Lincourt Manor believes that a team approach is vital in providing holistic care and a high quality of life for our residents. The team includes the resident, family members, significant others, as well as Lincourt staff, management and volunteers.

As part of our team, family members are asked to:

Provide a history of the resident

Each person who comes to Lincourt is unique with his or her own personal history. Residents & family members are asked to provide background information which includes not only medical information but information about the previous lifestyle including hobbies, interests, family members, occupation and spirituality. Residents & family members will be invited to complete a social assessment.

Communicate & discuss problems when they occur

It is important to bring any concerns to the attention of the appropriate individual as they occur.

Participate as the family caregiver

Families are encouraged to participate in the home life at Lincourt and to visit with any of the residents. A dietician is available that could provide families with training to assist residents at mealtime if interested.

Assist with personalizing resident rooms

We encourage residents to feel at home at Lincourt; therefore, the décor of their room is very important. All rooms are fully furnished. Although the facility does not permit physical alterations to the room, we do encourage personal items such as pictures, plants, comforters and other small items as they help the residents adjust to new surroundings. We request that our staff be asked to hang your pictures, as hooks must meet safety standards.

Occasionally it is necessary to move a resident to another room within the building. Lincourt reserves the right to move residents to provide optimum care with due consideration given to all residents. If the family requests the move, any costs such as cable or telephone are charged to the resident/family. If Lincourt initiates the move, we will incur the costs.

Lincourt Manor will ensure that:

Family members are informed of facility information

Lincourt is responsible for keeping families informed about events and general information regarding the facility. A newsletter is published regularly, frequent notices are posted on the family boards and a facility representative attends all Resident & Family Council meetings to report any “new happenings”. As well, Lincourt staff members will address any questions or concerns from residents or family members.

Family members are informed of any unusual incidents or of any changes in resident’s medical status

The **primary contact person** recorded on the resident chart will be notified of any medical changes or unusual incidents involving the resident, such as a fall resulting in injury. It will be the primary contacts responsibility to notify other family members as needed. Families are invited to participate in all care conferences to provide an opportunity to pose questions to the care team and to assist in resolving any issues or concerns.

PREPARING FOR THE MOVE TO LINCOURT

As with any move, there are a number of decisions and arrangements, which must be made in advance. Common questions of new residents and their families are answered below.

Admission Procedure

Either the administrator or director of care will arrange an initial pre-admission appointment. A tour of the Home is arranged and full particulars regarding admission are discussed. Before going on the waiting list a person must have completed:

- Application for admission'
- Medical for nursing home placement
- Assessment by Dept. of Social Development including Financial Assessment
- Proof of Power of Authority

Personal Belongings

- Basic furnishings provided include: a bed, dresser, nightstand, closet, and a lamp. To add personal touches to your room you may wish to bring in a comforter or bedspread, a clock, radio and/or TV (CSA approved with wall mount), plants and pictures for the wall. For safety reasons, ALL electrical items, such as electric shavers and audio/visual equipment must be checked by Lincourt staff prior to use. Some appliances (including TV's) from the U.S. may not be CSA approved. Staff will also hang all pictures as special safety hooks are used. All items should be labeled with the name of the resident. For safety we do not allow heating pads, electric blankets and electrical cooking appliances (e.g. toaster, kettles, hot-pots, coffee pots, portable refrigerators) Air conditioners are permitted in rooms. Lincourt permits fans during the summer months with prior inspection.
- While Lincourt will make every effort to assist residents in caring for their belongings, we cannot assume responsibility for missing valuables. Possessions of monetary or sentimental value should not be brought to the facility. Please label any items, which you do bring.

- Personal belongings in the room must not adversely affect resident mobility and safety and should allow staff to keep your room clean with ease. For safety purposes, rugs are not recommended. Lincourt will request the removal of belongings if they pose a safety hazard to our residents and staff.

Clothing

- We suggest you have a ten-day supply of clothing including undergarments, housecoat and night attire. If incontinence is an issue, more clothing may be necessary. On admission, our laundry staff will label the clothing with your name.
- Washable, non-iron clothing that can be stored in the closet and drawer space is the most appropriate.
- Clothing needs should be reviewed frequently and new items purchased as required. Clothing brought to Lincourt after admission should be given directly to care staff that will arrange for labeling by the laundry staff.
- Comfortable shoes with non-slip soles provide the safest support during times of activity.
- It is recommended that all residents have a person who can be contacted when it is necessary to purchase clothing and personal items.

Personal/Business Affairs

- This may be an appropriate time to make arrangements for someone to assist with business affairs or formalize arrangements. It is expected that a Power of Attorney be in place prior to admission to assist with business affairs and to act on your behalf to pay your bills. A copy of the Power of Attorney is required for our records.
- At this time, Advanced Care Directives should be completed to ensure that your wishes are respected at the end of life. If not completed, and you become incapable of making decisions regarding your care, your next-of-kin will be asked to make these decisions on your behalf.
- Lincourt asks that you make the care team aware of any advance funeral arrangements you have made.

Life Care Directives

At Lincourt there is a life care directives form that the resident or his/her representative and the physician are asked to complete. This form provides direction to medical professionals in the case of a life-threatening illness. There are four degrees and they are:

Degree one – comfort care only. No antibiotics, no CPR (cardio-pulmonary Resuscitation) and no admission to acute care hospital.

Degree two – may have antibiotics, no CPR and no admission to acute care.

Degree three – all of the above plus admission to acute care: no CPR.

Degree four – all of the above plus CPR.

Very few residents select a degree four. Research has proven that CPR is rarely effective and is extremely traumatic to the elderly person, often resulting in fractured ribs. Admission to acute care hospital can also be traumatic to the elderly person, especially those with advanced dementia. For these reasons many residents or their families choose degree two.

If the resident is not able to make his/her own decisions regarding health care, it will be up to the resident representative to make the decision regarding Life Care Directives. It is a good idea to discuss this issue with the rest of the family and with the family physician. When making the choice, the resident representative should always base the choice on what the resident would have wanted when able to make an independent decision.

This agreement can be changed at any time and will be reviewed annually at the family conference.

Mail

You may wish to make arrangements for your financial & personal mail to go directly to Lincourt Manor. Your new address will be:

Lincourt Manor Inc.
P.O. Box 116
St. Stephen, N.B.
E3L 2W9

Glasses/Dentures/Hearing Aide

It is important that eyeglasses and dentures are clearly labeled prior to admission. While the staff will care for your dentures, hearing aids and eye glasses carefully, Lincourt is not responsible if these items are lost or damaged.

House Physician

Lincourt Manor has a house doctor that visits weekly and is on call after hours.

It is the responsibility of the family and/or resident to provide or arrange for transportation/escort to scheduled doctor's appointments, dentist visits, X-ray appointments etc. If this is not possible, it may be necessary for residents/families to provide a paid escort.

Health Insurance/Extended Benefit/Veteran Affairs Canada (VAC) Coverage

- Ambulance transportation is not covered unless you have a health card. The cost of an ambulance is the responsibility of the resident.
- If you are a Veteran, please ensure that the Business Office is aware of your Veteran's Affairs claim number.

Telephones

- Each room is equipped with a telephone jack. Arrangements and charges for installation and monthly billing are the responsibility of the resident or family. Payments are made directly to the phone company.
Bell Aliant 1-866-425-4268
- Families are welcome to call the home at any time (other than meals times) should they wish to speak with a resident who does not have a telephone.

Cable

Cable outlets are available in each room. Please advise the front office if you would like cable hook up. Payment will be charged on the monthly Resident Trust statement.

Donations

Families wishing to make a monetary donation or donation of equipment (e.g. wheelchairs, walkers) should contact the Administration office. Unfortunately, because of limited storage area, donations of clothing cannot be accepted. It is suggested that clothing be donated to a charitable organization. Lincourt Manor is a non-profit organization and all monetary donations are tax deductible and graciously appreciated.

Confidentiality

We place a high value on the privacy, confidentiality and security of personal health information.

- Lincourt Manor is accountable for the personal health information of residents and will manage and monitor privacy issues.
- Consent is required for the collection, use and disclosure of personal health information.
- We ensure that personal health information is accurate, complete and up-to-date.
- You have the right to request access to your health records. Once given, you also have the right to request a correction to that record if you believe that it is inaccurate or incorrect and provide proof to correct it.
- If you have issues with our privacy practices you can address your concern to the Administrator.
- We expect that, when visiting, the confidentiality of other residents is respected.

Care Conferences

A care conference is held for each resident within two months of admission and on an annual basis thereafter. Residents and families are always invited to attend. The conference is a time for the Interdisciplinary Team at Lincourt to meet and review individual resident needs and care plans and to address any concerns. We believe family involvement in resident care is vital to good quality care.

Resident & Family Council

The Resident & Family Council is a group of residents and family members. The purpose of the council is to provide an opportunity for residents and family members to raise concerns; provide positive input & constructive feedback; discuss menus; and to make suggestions regarding special events and programs. All residents and families are welcome and encouraged to attend. Family/Resident newsletters are posted on the monthly calendar and in each resident's room. A suggestion box is located at the front entrance.

Gifts & Gratuities

In keeping with Lincourt Manor's policy, staff members are not permitted to accept personal gifts or gratuities of any kind. There is a Resident Council fund and a Staff Wellness Committee fund should you wish to make contributions. There are also special fund-raising projects and events that are held regularly.

Kitchenette/Dining

The kitchenette is located in the family room. Families are welcome to help themselves to a cup of tea or coffee for themselves or their loved ones. If family members wish to have a meal with a resident, meal tickets can be purchased at the administration office and please notify kitchen when you are staying for a meal.

Outdoor Areas/Outings

There are several outdoor areas set up around the facility. Please feel free to use any of these areas. A sign out book is at the front door entrance to be filled out if taking your loved one off the property for an outing. Please notify RN in charge also.

FINANCIAL ARRANGEMENTS

Financial matters, such as establishing a Trust Account, arranging for payment of accommodations and other expenses will be discussed prior to admission. You will be asked to sign an Admission Agreement, which outlines your responsibilities. We recommend that you, and those who assist you in financial matters participate in this discussion.

Residency Charges

The per diem (daily) rate is set by the Department of Social Development. A monthly statement will be mailed to the person in charge of your finances.

Veteran's Expenses

Lincourt is proud to have 3 rooms designated as priority access for Veterans. Veteran health care expenses should be claimed directly from Veterans Affairs. Lincourt will invoice Veterans Affairs for daily residency charges.

ALCOHOL/SMOKING

Alcohol

The consumption of alcohol is permitted by residents on the order of the Physician and co-ordinated through the Nurse in charge.

Smoking

Smoking is not permitted in the facility. There is a designated area for smoking for residents, visitors and staff outside the building.

SPECIAL SUPPLIES

Supplies that are provided by Lincourt Manor are listed in Appendix “B”. Any brand names other than those provided will be the responsibility of the resident/family. Also, included is a suggested list of clothing and supplies for a new resident admission.

PRESCRIPTIONS

The nursing staff administers all medications including vitamins, over-the-counter drugs, and medicated creams etc, used by residents. For your safety and the safety of other residents self-medication is not permitted except on order of a physician. Lincourt contracts with a pharmacy to provide medications for the residents and educational support for the staff. Before the day of admission, bring your written prescriptions from your physician, so that the nurse may send them to the pharmacy. All prescriptions must be filled by our pharmacy. The Prescription Drug Program covers the majority of medications. However, certain medications are not insured. Any medications not covered by PDP are billed to the residents. Under the Pharmacy Act, any medications, which are discontinued by your physician, must be returned to the pharmacy.

VISITORS/PETS

Visitors, including family, friends, children and pets are welcome at Lincourt. Visitors are asked to sign in and out for safety purposes – in case of an emergency, we need to know who is in the building. You are welcome to visit at any time, however, we ask that you respect resident meal times and bed times. Please ring doorbell after 8 pm, as the door is locked for security.

Visitors are encouraged to bring in family pets; however, we ask that pets be maintained under control at all times. Pets should be clean, in good health and have up-to-date vaccinations and should not enter the dining areas at meal times. All dogs must be on leashes.

Please feel free to use common areas within the facility. Dining rooms may be used by anyone between meal times. The outdoor areas can also be used.

GUEST MEAL SERVICE

We encourage families and friends to visit at meal times to assist the resident with his/her meals or simply to enjoy a meal together.

- There is a charge for each guest meal. Guest meals can be purchased at the administration office.
- Single guest meals may be reserved at the Administration Office (or with the nurse if the office is closed) with two hours advance notice. For parties of 3 guests or more, a two-day advance notice is required.
- Guest meal times correspond with regular meal times. Residents and visitors will be offered the same menu choices.

FIRE DRILLS & SAFETY

Should you discover a fire, move away from the area, call for help and activate a pull station if possible. Pull stations are located in hallways. When a fire alarm sounds residents and visitors are asked to follow all instructions from staff.

Fire drills and other safety exercises are conducted on a regular basis so that our staff can practice emergency procedures. Residents and visitors may be asked to participate in these essential exercises and to follow all directions given by staff.

Should you notice any unsafe situation (for example: wet floors; equipment that is not working properly, etc) please inform staff so that the situation can be corrected as quickly as possible.

SERVICES PROVIDED

Administration

The Administrator has an open door policy or an appointment may be made. Phone 466-7820. Please feel free to take any concern to the administrator Monday through Friday, 8:00 a.m. - 4:00 p.m.

Nursing Services

Lincourt Manor has a registered nurse on duty 24-hours a day. LPN's are team leaders to the resident attendants. All inquiries regarding nursing care should be directed to the **nurse in charge** or team leaders.

Director of Nursing

The Director of Nursing services office is located in the family room. Should you have any care service questions, feel free to contact 466-7842.

Contracted Services

- Foot Care Services - A licensed foot care specialist is available to the Home, through Home Support Services. A set fee for this service is the responsibility of the resident. The fee schedule is included in the admission package.
- Dental Hygienist – A licensed dental hygienist is available to the Home, through “Service for your Smile”. A set fee for this service is the responsibility of the resident. The fee schedule is included in the admission package.

Medications and Supplies

The nursing home will supply a certain amount of stock drugs and supplies. The nurse in charge is responsible for giving each resident his/her medications. Except under very special circumstances and as ordered by the physician, medication cannot be kept at the bedside. Most medications are covered under the N.B. Prescription Drug Program. Costs of all other meds are charged to the resident.

Hair Care Services

A licensed hairdresser will provide hair care services for a nominal fee for any resident of the home who wishes to take advantage of it. The hair dressing shop is located off the heritage room. The fee schedule is included in the admission package.

Physiotherapy

Physiotherapy, Occupational Therapy and Speech Therapy is accessed through Extra Mural Hospital by referral. A Rehab Support worker is on staff Monday through Friday to assist with rehabilitation.

Pastoral Care Services

Lincourt Manor is non-denominational. We provide an ecumenical service each week, with pastors of the community sharing services. A pastor of the resident's choice may be contacted from time to time at the request of the resident or the discretion of the staff. In addition, weekly bible studies and devotions take place for those who wish to attend.

Food Service

Meals are prepared under the guidance of a Food Service Manager and a consultant Dietician. The Food Service Manager visits each resident upon admission to discuss his/her personal food preferences. Meals are served at regular times of:

Breakfast.....7:45 a.m. – 10:00 a.m.

Lunch.....12:00 p.m.

Supper.....5:00 p.m.

The main course is served at lunchtime. Juices, ice cream, tea/coffee are made available mid morning and mid afternoon. Evening lunches are provided before bedtime. For your convenience a kitchenette is provided for between meal snacks, equipped with a teakettle and toaster. Visitors are encouraged to use this. If you wish to discuss food service concerns, please notify the Food Service Manager at 466-7849.

Laundry Services

Lincourt Manor provides personal laundry service for the residents. The families are encouraged to label resident clothing on admission. When new clothing is purchased they must be taken to laundry for labeling.

Housekeeping Services

Lincourt Manor's housekeeping service is responsible for the daily cleaning of rooms and common rooms. If there are any concerns please feel free to contact Environmental Services at 466-7849.

Activities

The Activity Director organizes social events at Lincourt. Activities include: bingo, poetry and novel reading, teas and parties, fun & fitness, card games, men's club, ladies club and discussion of current events. Residents and families are encouraged to provide input in the activity program. If you already have a hobby, please feel free to bring it with you. If you have a concern or would like to volunteer please contact the Activity Director at 466-7843.

Newspapers

Delivery of local newspapers can be arranged by the resident/family. The paper is delivered to the main office. Subscription arrangements and costs are the responsibility of the resident/family.

Volunteers

Volunteers are an integral part of the organization providing invaluable time with the residents.

Volunteers provide entertainment for the residents, assist with activities and provide one-to-one friendly visiting. There are many areas where we need volunteers: music, crafts, activity programs, friendly visiting, spiritual care and accompanying residents on outings.

Please contact the Activity Director if you are interested in volunteering.

Palliative Care

It is our privilege to care for our palliative residents. We believe that residents have the right to die with dignity and in comfort. We have a palliative care room to provide private space and time through the end of life journey. Most of our nurses have received special training in palliative care and know how to manage pain and other symptoms that are often associated with the dying process.

Arrangements can be made for visitors, who wish to stay over night. Hospice is available, on request, to provide volunteer support.

Infection Control

To prevent spread of infection in our home, we recommend diligent handwashing with soap and water or hand sanitizers (provided throughout the building). We also recommend yearly influenza vaccines for the residents, staff and visitors. Our program also includes pneumococcal vaccine for the residents (if not done prior to admission) and Mantoux screening for tuberculosis. And we ask that if you are not feeling well, stay home.

LEAST RESTRAINT INFORMATION

Lincourt Manor promotes the well-being and the prevention from harm for all our residents. To reduce the risk of an injury to your loved one or others, the use of a restraint may be required; therefore, we have adopted a policy of **“Least Restraint”**.

- A **“Least Restraint”** policy means that all possible solutions by the nursing care team will be exhausted before a decision to use a restraint is made.
- Research shows that restraints do not decrease or prevent injuries. In fact, evidence shows that there is a definite risk of injury resulting from the use of restraints.
- Restraints use can result in other problems for the resident such as constipation, incontinence, pressure sores, walking difficulties, boredom, loss of dignity.
- When a decision to use a restraint is made you will be consulted and asked to consent to its use.
- In emergency situations only, a restraint may be applied and you will be consulted at the earliest opportunity.
- Restraints can be:
 - Physical (e.g. wheelchair seatbelt cannot be removed by the resident)
 - Chemical (e.g. medication used to inhibit loud yelling)
 - Environmental (e.g. a secured unit)
- Restraints used in our home will be safe and the least restrictive.
- Restraints used will be regularly checked when in use.

The use of a restraint will always be viewed as a short term or temporary solution.

If you would like to discuss this information please contact the Administrator at 466-7820

LAWTON'S PHARMACY

PHARMACY INFORMATION FOR NEW RESIDENTS

For New Residents

To ensure continuity of Pharmacy care, please provide the nurses with a signed prescription or a current medication record 1 day prior to admitting.

Upon confirmation and review with primary Physician, the resident's medications will be delivered and started promptly.

Resident's Own Medications

Pharmacy is unable to repackage the resident's own medication supply for safety and quality assurance reasons. These medications will be returned to the family. If the family wishes to dispose of these medications, they may be returned to Pharmacy for proper disposal.

Exclusive Pharmacy

Long Term Care facilities are required to contract services from an exclusive Pharmacy. Thus all prescriptions will be supplied by the contracted Pharmacy to the residents. If a resident visits a Doctor outside of the facility all prescriptions shall be directed to the contracted Pharmacy.

PDP (Prescription Drug Program)

Prescription Drug Program will only cover resident's medications costs based on their approved formulary. This formulary generally covers brand medications unless generic equivalents are available. If non-formulary medications were ordered for residents, cost coverage may be applied for through the Special Authority Program. The prescribing Physician usually makes special Authority requests. OTC's (over the counter) medication is not covered.

Pharmacy Information

Lawtons Drugs #2552
107 Catherwood Street, Suite 212
Saint John, N.B.
E2M 5J7
Phone: 506-635-8943
Fax: 506-653-1114

RESIDENT BILL OF RIGHTS AND RESPONSIBILITIES

Everyone at Lincourt Manor believes that every Resident has rights that are to be recognized and respected.

Conversely the Resident also has responsibilities to the Manor and to fellow residents.

Resident Has The Right To:	Resident Representative has the Responsibility To:
<ul style="list-style-type: none"> • Be treated respectfully and courteously in a way that recognizes dignity and individuality. • Be assured of privacy in all aspects of daily living. • Receive information regarding all aspects of care in treatment, in words and language they can understand. • Be involved in decisions about care, treatment, meals, activities, and matters that affect daily life. • Receive support to be as independent as possible. • A quiet sleeping environment. • Have access to and choose recreational, educational programs. • Be made aware of facility special events. 	<ul style="list-style-type: none"> • Treat other residents, staff, and volunteers courteously and accept them as individuals. • Respect the privacy of others. • Seek out information when care and treatment are not understood. • Participate in decisions about care, treatment, meals, activities, and matters that affect daily life. • Participate in one's own care as much as possible. • Respect right of others for a quiet sleeping environment. • Make recreational and educational requests known to staff. Be financially responsible for programs they have agreed to attend. • Support facility special events when able.

Resident Has The Right To:	Resident Representative Has The Responsibility To:
<ul style="list-style-type: none"> • Have one’s own religious and cultural preferences respected. • Refuse medical treatment except when the safety of others is at risk. • Be free from chemical, mechanical, and physical restraints except where it is necessary to protect them or others from harm. Be informed of Least Restraint Policy. • Expect that all personal, financial, and medical information be kept confidential. • Receive, upon request, a confidential accounting of financial transactions/status. • Openly express concerns without fear of reprisal. • Offer feedback regarding the operation of Lincourt through participation in the Resident/Family Council. • Receive a Resident Handbook upon admission. • Be informed of the pre-admission process whenever possible. 	<ul style="list-style-type: none"> • Respect the religious and cultural preferences of others. • Accept medical treatment when others are at risk. • Ensure that the Resident/Representative seek information and attend scheduled Interdisciplinary Care Conferences. • Provide accurate personal, financial, and medical information and keep staff informed of changes. • Budget funds and pay accounts according to Lincourt’s procedures. • Communicate concerns until issues are resolved. Once an agreement has been determined for compromise/resolution, the resident/family will respect the agreement. • Participate, if able, in regularly scheduled Resident/Family Council meetings. • Read the Resident Handbook to become familiar with Facility Policies, Services and Programs. • Sign all admission papers within a week of admission.

SUGGESTED CLOTHING LIST FOR NEW ADMISSION

PLEASE ENSURE THAT ALL CLOTHING IS MACHINE WASHABLE IF
THE FACILITY IS TO CARE FOR THE CLOTHING.

ALL ITEMS MUST BE LABELLED.

MALE

One dressing gown
One pair of shoes (eg. Running shoes with
velcro closures, flat with sturdy support)
One pair of slippers (non-slip soles)
Four pairs of pajamas
Six undershirts
Six changes underpants
Six pairs of socks(acrylic)
Six pairs of trousers and/or jogging suits
Six shirts
Two sweaters (washable)
One belt or suspenders
One razor (if electric, mark name)

FEMALE

One housecoat
One pair of slippers (non-slip sole)
One pair of shoes
Six pair of socks (acrylic) – tight elastic at top
of sock is not recommended
Two pair of stockings
Five nightgowns
Six dressers and/or slacks and tops/jogging
suits
Two sweaters (washable)
Six changes of underwear
Three slips
Six changes of bras and/or vests
Cosmetics/costume jewellery

One comb, one hair brush, one toothbrush, glasses, hearing aide, dentures, hat (must be marked with name).

If the resident is able/allowed to go outside, please include minimal outdoor clothing (i.e. hat, coat, gloves and boots).

WE ADVISE THAT ALL VALUABLES BE LEFT AT HOME

LINCOURT MANOR INC.

SUGGESTIONS FOR FAMILIES

What can family members do after admission? This is a common question for which there is no direct, right or wrong answer. Following is a list of suggestions. We hope you find this list helpful, as it is intended to make the adjustment to Lincourt Manor as pleasant as possible.

1. Visit regularly and attend the team conference. The dates and times of the Resident Care Conference are sent in advance. This is an important contribution in assisting us to provide optimum quality care.
2. Be supportive and encourage even the slightest accomplishments.
3. Feel free to ask questions at any time to any staff member.
4. Take your family member out for the day, or for a weekend visit, or for a Sunday drive for an ice cream.
5. Stay for a meal or help with the feeding of residents who need the assistance.
6. Use our facilities for that special occasion, birthday party or private family get-together. Rooms can be booked through activities.
7. Participate in any activity program on the schedule. There is always a standing invitation for family members.
8. Be a Lincourt volunteer
9. Write letters, read or phone your family member.
10. Bring in a movie and show it on our TV on weekends or evenings.
11. Attend church services with resident.
12. Do your family member's hair or nails for them.
13. Do one-on-one range of motion exercises with your family member. Please inquire from the Charge Nurse who can assist you.
14. Help with the annual fundraiser.
15. Play the piano, organ, guitar, flute or any other music.
16. Shine shoes or clean eyeglasses, if you see the need.
17. Play scrabble, cards or any other game available or that you want to bring in.
18. Bring a familiar personal item to remind the resident of home.
19. Fill the personal bulletin board provided in each room with special pictures, cards or memories.
20. Bring in your family secret recipe to our kitchen staff to try for a special treat.
21. Plant a flower within eyesight of your family member's room.
22. Bring in his/her favorite homemade condiment or homemade canned food **LABELLED AND DATED** to the kitchen. The kitchen staff will put it out at mealtime.
23. Place a bird feeder outside the room window.
24. Arrange a private dinner or lunch. Please book in advance with the Activity Director.
25. Give a hug, a smile, laugh and cry together if there is the need.
26. Bring in picture albums, favorite magazines or music to share together.
27. **REMINISCE** about the old days. Play "Do you remember when?"
28. **PLEASE COME IN....THE DOOR IS ALWAYS OPEN.**

TIPS FOR QUALITY VISITING WITH YOUR SENIOR

Visit: Sit & talk with the person; ask how he/she is and tell how you are; sit at the senior's level and make eye contact.

Bring Friends & Family Members to Visit: Don't forget children & old friends

Visit Another Resident: Visit together with other residents

Attend a Scheduled Recreation Program: Enjoy some recreational activities together

Do Personal Care: Assist with haircare, manicures, hand lotion, rubs or mini massages. Bring your senior a new hat, scarf, piece of jewelry, or cologne for a pick me up

Eat a Meal or Snack: Enjoy a meal or snack together

Bring Photos & Letters to Read: Either old familiar ones or recent ones

Bring Simple Tasks to Share: Use your senior's address book to send postcards/greeting cards to family & friends. Bring small projects such as mending or stuffing envelopes that your senior may want to help with or have an interest in what you are doing. Bring your senior's old cook books & find the perfect recipe for a social gathering – together

Watch a TV Show or Video Together: Enjoy a TV show or video together and discuss it.

Reading: Read the daily newspaper, magazines, short stories, poetry – according to seniors preference

Play Games: Checkers, cards, simple jig saw puzzles, word search quizzes - borrow a game from the recreation department

Exercise: Nursing, physio or recreation staff may be able to suggest simple & gentle exercises

Ask Questions: Ask your senior something you have always wanted to know about him/her. Discuss family tree and traditions

Outings: Go for a walk, out for a meal, do some shopping, or take a scenic drive - take your senior with you when you run errands for company and a change of pace. Visit outdoors in facility courtyards, if weather permits. Ask the facility to borrow a wheelchair if needed for these purposes

Decorate: Add or change things to your senior's room. Bring items which are orientating such as clocks or calendars, bring stimulating items such as photo's radios, TV's, flowers, wall hangings, awards, greeting cards. A Room can be monotonous and we all need a change of scenery

GIFT IDEAS

We have put together the following suggestions to assist you in choosing a gift for your relative.

- Family photographs.
- Toiletries (no powders).
- Greeting cards with warm personal messages. Any drawing or item created by a grandchild.
- Costume jewelry. Earrings, necklaces and pendants or chains long enough to be slipped over the head are best. (NO VALUABLES PLEASE).
- Washable housecoat (polyester blend), sweater or poncho. These should be sturdy because of the repeated hot water washing they will have to withstand.
- Slippers (non lip).
- Jogging suit.
- Framed photos, large calendars, bedside lamp, clock, television (**19 inch or smaller with wall mount**), radio, washable bed comforter. Anything which allows for the personalization of rooms.
- Music tapes/compact discs.
- Subscription to local newspaper or favorite magazines.

Fancy candies, cookies, nuts and cheeses **are not the best choice**, even if they do not violate dietary restrictions, as they are difficult to store. If brought in, they must be stored in tins.

Whatever you choose, please keep safety in mind, and also clearly **IDENTIFY** with a laundry maker or nametag **ALL** gifts **PRIOR** to bringing them to the Home. If in doubt, or you need suggestions, talk to the Charge Nurse or any staff member.

The Christmas season and Mother's/Father's days are especially busy times for the handling of gifts/packages. Please be sure items are clearly identified with the resident's name clearly visible. For gift distribution on Christmas Day, please forward items to the activity director (clothing articles should be marked with name **OR** the garment with tag or tape to ensure clothing gifts are not misplaced prior to permanent labeling).

The best gift of all is a visit from you.

Facility Contacts

Administrator	Mrs. Stacy Butler	466-7820
Director of Nursing	Diane Beaulieu	466-7821
Food Service Manager/Dietician/Environmental Services Mr. James Wiseman		466-7849
Maintenance Supervisor	Mr. Ronald Gardiner	466-7841
Activity Director	Ms. Cindy Frye	466-7843
Administrative Assistant	Mrs. Casey Barnard-Cleghorn	466-7855
Accountant	Mrs. Jennifer Winstanley	466-7844
Rehab Support Worker	Ms. Meredith Cunningham	466-7826

LINCOURT MANOR INC.
ADMINISTRATIVE POLICY & PROCEDURE MANUAL

TITLE: Pet Visitation	PAGE: 1 of 2
APPROVED BY: Administrator	ORIGINAL DATE: October 2010
POLICY #: P-039	REVISION DATE:

OBJECTIVE:

To improve the quality of life for the residents through a visiting pet program. Pets are “very good medicine” physically, mentally and emotionally for the elderly.

POLICY:

Pets visiting Lincourt Manor must be:

- accompanied by owner, and kept on a leash,
- have suitable temperament – friendly, calm, gentle, obedient and react well with people,
- be house-trained in the case of dogs and cats,
- have immunization up to date.
- pet owners who visit with their pets will assume all liability with respect to injury to residents, staff or other visitors, or any damage to the facility.

PROCEDURE:

1. A health record file will be maintained on each visiting pet including: pet’s name, owner’s name, phone number, verification that the required immunizations are up to date, and that the animal is healthy, well-groomed, free of fleas and well behaved.
2. Animals shall not be allowed in the kitchen, dining room, food storage areas, garbage rooms, medication rooms, linen storage, resident rooms when meals are being served, or residents rooms that have allergies to the animal.
3. All incidents involving animals shall be documented and reported to the administrator.
4. Use good hand-washing techniques with residents, staff and visitors after handling the pets.

5. The pet should be walked and toileted before visit. The owner must clean up accidents, which occur, with assistance from staff for disinfection.
6. Precautions must be taken to ensure that animals are not obstructing resident mobility.
7. A copy of the policy will be given to pet owners to provide the guidelines of the program.
8. Precautions must be taken to protect animals from wheelchair impacts, being dropped, stepped on, mishandled or abused.

Administrator's Signature

Date Reviewed

THIS DOCUMENT SUPERSEDES ALL OTHERS PREVIOUSLY ISSUED