

Northwood

LIVE MORE

For Northwood, it is not just about the care or service we provide, but also the conversation we have while we're doing it. What does that mean for you? Northwood is a place of "firsts." When life changes, and society changes, Northwood leads the way, with our commitment to quality and our promise of service. From new ideas to new technologies, we are empowered to do this, because our focus is on people, not on profit margins.

We have led the way for over 50 years as Nova Scotia's most dynamic continuing care organization committed to innovation and change. We are recognized both here at home and across Canada as an extraordinary example of the power of social justice, but we like to call it the ***power of love!***

WELCOME TO NORTHWOOD!

On behalf of the Northwood community, I would like to extend a warm welcome to you and your family!

I hope you will enjoy your stay with us and have the opportunity to meet other residents who will become your friends and neighbours. Our staff are here to meet your needs every day and together we look forward to getting to know you.

We are very excited and appreciative that you chose to come to live at Northwood. There are many areas to explore in the facility and activities to participate in, our team is here to help you and your family.

If you have any questions, please contact the charge nurse or the nursing service manager and they will support you in getting answers. A list of contact numbers is available in this book.

I know that I speak for all of the Northwood team when I say welcome! If there is anything that we can do, please do not hesitate to ask.

A handwritten signature in black ink that reads "Josie Ryan". The signature is written in a cursive, flowing style.

Josie Ryan
Executive Director Long Term Care

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ACCOMMODATION

Personalizing Your Room

We understand the importance of personal space and know that your belongings are very important to you. We are required to meet fire regulations and safety standards, and therefore ask that you not overcrowd your room with furniture or personal items. In general, when you come to live at Northwood you will be sharing a room. Northwood provides furnished rooms with a single bed, dresser, night table, and chair. Please feel free to make your room feel more at home by bringing small furnishings, bedding, electronics and accessories for your room.

It is important that the room is kept in a manageable, uncluttered condition in order to prevent resident falls, staff injury or fire. Please discuss options with the charge nurse and the Environmental/Support Services Supervisors.

Air Conditioners and Humidifiers

Our Bedford location has tempered air and in Halifax there is an approval process for air conditioners. For infection control reasons, humidifiers cannot be used in the facilities. Please contact maintenance if you have a concern about the temperature or humidity in your room.

(Bed) Mattress & Mattress Toppers

The mattress is especially designed for skin protection when used alone. For your safety, egg crate or convoluted foam mattress toppers are not permitted.

The Nova Scotia Department of Health and Wellness issued a warning about **egg crate mattresses**; therefore for your safety, egg crate mattresses are not permitted. Please discuss any special mattress needs with the physiotherapist or occupational therapist.

Blankets and Quilts

To help make your room feel like home, we encourage you to bring in your own quilts or blankets. Let staff know and they will make sure they are labelled for you. Curtains or electric blankets cannot be brought in due to fire regulations.

Chairs

Each room has a chair, but you may wish to bring your own. It must be labelled telling us it meets fire regulations (comparable with Gold Seal/CSA regulations or equivalent). If the chair becomes soiled or develops an odor, you or your family will need to either replace it with a chair that is covered with nursing home grade vinyl, or if available, use a chair provided by the facility.

Decorative Items

We encourage you to enjoy your personal items such as stuffed animals, pillows, figurines, etc., but please also ensure that your room remains uncluttered so that we can provide a safe environment.

Electrical Restrictions

Due to fire regulations and safety standards the following electrical appliances or items are not permitted in your room: microwave or convection ovens, toasters, kettles, coffee makers, toaster ovens, hair dryers, curling irons, heating pads (including those heated in microwaves), power tools, extension cords, plug-in air fresheners, plug splitters, wall plug night lights.

You may want to bring in your own CSA/ULC approved lamps (no touch lamps, open top halogen lights or night lights). As well, you may want to bring in a CSA/ULC approved radio, clock radio, clock, or electric fan.

Prior to using electrical equipment in your room it must be inspected by our Maintenance Department.

Lifts

Northwood has many personal lifting devices. The Physiotherapist and Occupational Therapist will work with the nursing staff to assess your mobility and keep you as independent as possible.

Locked Bedside Table/ Lock Boxes

We ask that you not bring in large amounts of money, jewelry or items that have great sentimental or monetary value, as Northwood cannot be responsible for these items. There is a locked drawer/lockbox in each room, which will accommodate small items of value. You will receive a key on request, and the second key will be securely stored onsite.

Our onsite Business Office provides a trust account service which gives you access to your money and has regular business hours. Bedford: Monday to Friday, 1pm- 4pm; Halifax: Monday to Friday, 10am-12pm and 1pm-3pm.

Overcrowding of a Room

An overcrowded room makes it difficult for you to safely move around the room and for staff to provide care. The facilities do not have space to store any extra items. Seasonal decorations and clothing should be given to a relative/friend for storage. Staff will work closely with you and your family to avoid clutter and overcrowding in the rooms. Any storage bins need to be equipped with wheels so they can be moved easily for floor cleaning.

Pictures

You may bring in framed pictures for your walls. You or a family member can ask a nursing staff member to put a work order into the Maintenance Department to have pictures hung. We ask that you not use nails and tacks in walls. Posters or paper wall hangings are limited due to fire regulations. Pictures on dressers or table tops should be in sturdy frames as staff regularly dust and clean the surfaces. Photo albums provide a nice opportunity for reminiscing.

Power Bar

You can use a CSA approved power bar, as long as it does not pose a tripping risk. Please ask nursing staff to have our Maintenance Department look at it before it is used.

Rugs

Scatter mats or area rugs can cause falls, we ask that you not bring them in for your room.

Televisions

You are welcome to bring in a TV to enjoy your favourite programs. Maintenance staff will ensure your TV is CSA/ULC approved. Due to limited space TV should be no larger than 32 inch. Please check with staff before purchasing or bringing in a TV. We are unable to wall mount televisions in resident's rooms.

In shared rooms we ask that you use a wireless headset so that you and your roommate can watch TV programming without disturbing each other.

When our Bedford facility opened we were fortunate to have TVs donated, so many rooms will already have a TV. If this TV breaks we are not able to replace them. Residents are welcome to bring in a TV of similar size that is able to fit into the TV stand.

ACTIVITIES

Recreation Therapy Programming

There is a monthly calendar posted for the house/floor. It will also list spiritual care and special events for the month.

You and your family member/friend may take part in, or observe any or all of the following:

- Small group programs in your house/floor.
- Small group programs based on your previous leisure activities i.e. movie club, card club, men's club, retro club.
- Open programs for your neighbourhoods such as music and bowling.
- Large group events or participation events.
- Community outings (shopping, scenic drives).

You may receive individual recreation programming if your assessment identifies that as a need for you. You may receive informal, friendly visiting programs with recreation therapy staff and support of volunteers if that is of interest to you.

Food Not Provided by Food Services - Options

Bedford - Ivany

In Bedford, there is a Café located on Main Street across from the Great Room. Please feel free to use this space to socialize with other residents, your family and friends.

The Café offers lunch meals and snacks including a soup, wrap and sandwich. The Café is open Monday to Friday at noon. Hours are posted.

Halifax – Edward Roach Building

There is a restaurant located on the Main Street. Please feel free to use this space to socialize with other residents, your family and friends. There is a full menu and it is open 7 days a week. Hours are posted at the entrance to the restaurant.

Greenhouse and Gardens

In Bedford, there is a rooftop garden on the second floor in addition to a greenhouse. In Halifax, there is a courtyard and greenhouse. You are welcome to visit them, and we hope you enjoy the colours of the many flowers and plants that are cared for there. If you are interested in being part of the gardening program, please speak with the Recreation Therapy staff. Please note that the garden areas are closed in the winter.

At our Bedford Campus, we are fortunate to have access to the William E. Frank Live More Park, Northwood's Community Garden. A place to enjoy the outdoors with family and friends. You or your family may purchase a planting box for seasonal gardening, contact Community Health and Wellness for more information.

In Halifax, the Harbourview Deck has planting boxes that are cared for by our Seeds for Success Program.

Hosting Private Events

If you or your family would like to host a private event, please contact us so we can let you know how many people can be safely invited and how to set up the room. There may be a nominal charge to cover the cost of set up and clean up. Our staff will provide all the details. Please tell us if you plan on serving food as the Department of Agriculture requires we follow strict rules regarding preparation, storage, and service of all food.

For more Information please contact:

Bedford: 902-407-8526 or 902-407-8545

Halifax: 902-454-3332 or 902-454-3351.

Holidays

Residents are welcome to have their family members join them throughout the holiday season at any time convenient for them. Although we cannot provide meals for visitors on Christmas day, families are free to bring in their own meals and share the experience with their loved one. We ask that family members do not share food from home with other residents as others may have food sensitivities or health conditions that you are not aware of.

We know that many families or residents like to celebrate the season by providing staff in their house/floor with a gift. Please understand that while staff are not permitted to accept personal gifts, they would be pleased to accept a donation to the Care and Share Fund or to accept a present for the full house/floor as a whole, such as a box of chocolates or cookies.

NWBC

NWBC (Northwood Broadcasting Company) is Northwood's own radio station airing each day between 10:00 a.m. and 12:00 p.m. on Eastlink channel 10.

LIVE MORE TV

Our Halifax Campus has Northwood's own Channel 1885. Available for Eastlink customers only.

Northwood's website (www.northwood.care) is available with more general information on Northwood's programs and services and there is a resident family information section.

ADVANCED HEALTH CARE DIRECTIVES

Advanced Health Care planning is important to ensure we are able to make sure you receive the right care, at the right time in the right setting. Please let us know if you have already completed personal directives so we can communicate that to the care team. Our Hospice Team will meet with you soon after admission to review your wishes and answer any questions you may have.

ALCOHOL

You are welcome to have a drink to enjoy! Alcohol cannot be stored in your room and must be ordered by a doctor, kept secured at the nurse's station and provided by the nurses.

Our Halifax Campus has an onsite bar called the Harbourview Lounge. Alcohol is available for a fee and consumption is controlled.

CALL BELLS

Call bells are available in every resident's room to call staff when needed. Emergency call bells are located in every bathroom. Please ensure your call bell is always within reach.

CLOTHING

We provide laundry service for your personal clothing. All clothing and fabric items brought into the facility must be machine washable/dryable. Our staff cannot be responsible for damage.

Please give all clothing to care staff on admission for labelling with the facility labelling system. There is no cost for labelling and after labelling your clothes will be placed in your room. Any time you receive a new piece of clothing, please let one of our staff know and they will make sure to send it for labelling and laundering. Our staff cannot be responsible for lost clothing.

The following list is provided as a suggestion of clothing needs, to assist you in the admission process. Female/male list and quantities will differ.

Suggested Clothing

- Nightgowns/pyjamas (no Johnnie shirts provided)
- 1 coat/jacket
- Hat/gloves/scarf
- Dresses/skirts (if usually worn)
- Slips
- Blouses/shirts/sweatshirts
- Pants/shirts/sweatpants
- Sweaters
- 2 pairs slippers (non-skid soles)
- Purse
- 2 housecoats
- 2 pair shoes
- 1 pair boots
- Socks or pantyhose
- Throw/comforter/bedspread (one is provided)
- Under garments

You may wish to have family or a friend store your out of season clothing due to limited storage. Reviewing your clothing seasonally is a good idea to assess your clothing needs.

COMMUNICATION

Care Conference

There will be a care conference with the inter-professional team within four to six weeks of admission, and annually thereafter. Your care and person needs are reviewed from you and your family's perspective with the team. It is an opportunity to give feedback into your care; clarify information; offer observations and ask questions that may have arisen since admission or over the preceding year. In addition, resident care plans are formally reviewed on a quarterly basis by the care team and revised as required. Your input is welcomed and valued at any time. Contact the charge nurse if you have concerns. You do not need to wait until the annual care conference to ask to meet with members of the care team. Knowing your care needs as soon as possible is important to us.

Resident Council/Gatherings

Our Bedford Resident Council meets the second Tuesday of each month. Two representatives from each house form Council and meet to discuss and give feedback to the facility on issues important to them. Everyone who lives at Ivany Place is welcome to attend these meetings. A large full population facility meeting also takes place annually.

Our Halifax Resident Neighbourhood Gatherings meet monthly. All members of the Neighbourhood are welcome to attend to discuss and give feedback on global neighbourhood issues important to them.

Family Communication and Involvement

Communication with family is essential in meeting the needs of residents. Northwood provides resident/family newsletter twice a year. This is available in print onsite or posted on our website at www.northwood.care. Family Night is a forum for friends and families of residents to meet members of the Northwood team as well, learn and exchange information. Family night provides a valuable forum for dialogue, support, education and processing concerns. Any family member or support person of residents living in care at Northwood is welcome to attend.

Family Nights are held at least annually. For more information please watch the website or bulletin boards.

Northwood Client & Family Advisors

Northwood wants to increase the involvement of clients and family members in planning and reviewing its programs and services. In order to do this we need clients and families like you to help us understand what the needs and priorities are when it comes to service and care, and to give us your perspectives in what we do well, and what we could be doing better.

Ways to become involved:

- Member of a committee (either short or long term)
- Member of a project team
- Casual consultation on developing new or changing existing policies and programs that affect the clients. This could be in the form of meetings, focus groups, surveys or phone conversations
- sharing personal stories at meetings, conferences or events

Advisors will go through an application and training process, as confidentiality is paramount in healthcare.

If you are interested in applying, please contact 902-454-3018 or lverlinden@nwood.ns.ca.

COMMUNITY RECREATION AND WELLNESS

Northwood's Community Recreation and Wellness Program offers access to a range of opportunities including information, education, referrals, recreation, social programs, solutions and services for "me."

Many participants are from the outside community and residents are welcome to obtain an annual membership. The program's focus is on participation, learning and connecting. Specific programs may have additional costs.

Information is available online or posted within each facility.

CONCERNS, COMPLAINTS AND COMPLIMENTS

Northwood is committed to providing quality care and services for residents. To accomplish this we welcome regular communication with residents and family members. We invite your suggestions, concerns or compliments. Please communicate regularly with nursing staff. We want to know that your needs are being met, whether it is something that we are doing well or things we need to improve. Your input is essential to maintaining quality care and services.

If, for any reason, you find that the charge nurse is unable to address your concern, please speak with the Nursing Services Manager for your Neighbourhood. Should the Nursing Services Manager be unable to resolve your concern, our Client Relations Coordinator or Executive Director Long Term Care would be happy to speak with you.

DISCHARGES

As per government policy, Northwood is required to declare a vacant bed within 24 hours of a resident leaving the facility. There are also required time frames for social work to offer the bed to a new admission. Resident belongings must be removed within 24 hours of discharge.

DONATIONS

The Northwood Foundation

The Northwood Foundation raises funds to improve the quality of life for members of the Northwood community.

The Northwood Foundation makes programs like the Dignified Living Fund, Seeds for Success, the Dementia Program including Kaye's place, and numerous other initiatives possible. Lives are better today because of funding that is provided for dental equipment, improved facilities, mobility aides, televisions, gardens, therapy equipment and much more.

Contributions to the Northwood Foundation are made through fund raising events, appeal letters, planned gifts, memorial donations and the Tree of Life.

Donations are always gratefully received and are used to improve the quality of life for residents. A tax receipt will be issued by the Northwood Foundation for monetary donations.

If you have a **non-monetary donation** (i.e. wheelchair, lift chair, walker), please speak with the charge nurse to determine if the item could be utilized by another resident.

Gift can be made at our business office or by calling us at 902-454-3069 or contacting us at foundation@nwood.ns.ca

We thank you for caring.

FALLS PREVENTION

Our goal is to support you to maintain your independence and mobility. Our team works to reduce the risk of falling.

Preventative Measures include:

- Keeping hallways, rooms and care areas clear of clutter or other hazards.
- Using fall mattresses and hip protectors if appropriate.
- Use handrails in the halls.
- Get up slowly if you have been sitting or lying down.
- Get daily exercise, good sleep and eat well to lessen your risk of falling.
- Turn on the light when going to the bathroom at night.
- Call for assistance if needed.

A bed alarm may be used, however bed alarms do not prevent falls. They do alert staff that you are getting out of bed.

Proper Footwear

It is important to wear proper footwear. When shoes fit well and provide good ankle and foot support, balance and stability is better. Wear shoes both on and off the household/floor. Please do not walk about in your bare or sock feet.

FINANCIAL & PERSONAL AFFAIRS

Money and Valuables

You are strongly discouraged from keeping money or valuables in your room and are encouraged to deposit money into an onsite Trust Account for withdrawals as needed. We recommend large, valuable or irreplaceable items be kept safely at home with family or friends. Northwood cannot be responsible for missing money or valuables.

Financial Management

Our staff cannot assist or act as a financial agent on behalf of a resident. We strongly discourage residents and family members from taking financial responsibility for other residents.

We cannot stress enough the importance of having wills, funeral arrangements, enduring power of attorney, personal directives, advanced care directives and other legal documents in order, prior to admission. It is equally important to keep the care team informed of these details or any changes you make. For information regarding these legal documents, please see the Social Worker.

Facility Responsibilities

- Standard accommodation.
- Skilled care and professional supervision.
- Meals and therapeutic diets.
- Laundry service for washable bedding and clothing that does not require special attention.
- General hygiene supplies for shared use of all residents (e.g. body wash, shampoo).
- Common over the counter medication that are not taken/administered on a regular (daily basis) e.g. medications provided occasionally such as Tylenol for a headache.
- Medical supplies for routine treatments.
- Northwood funds the incontinence system however this does not include the provision of pull up type underwear.
- Physical, social and recreational activities – such as exercise programs, concerts, bingo.
- Shared equipment for short-term use e.g. commodes, bedpans etc.

Further details are outlined in your lease agreement.

Resident/Representative Financial Responsibilities

- If a resident prefers specific hygiene and grooming supplies something other than what is provided by the facility the product must be unscented – **powder is not permitted due to respiratory effects and risk of falls.**
- Personal dry cleaning.
- Personal telephone, Cable TV, Voicemail and Internet Service.
- Prescriptions and over the counter medications taken on regular basis.

- Diet supplements where resident or physician requests a brand name other than the house brand provided by the facility.
- Personal newspaper.
- Hearing aids/batteries, dentures, glasses
- Transportation (ambulance or taxi).
- Extra activities and crafts, which are of the resident's preference and in excess of provided social functions.
- Personal equipment (cost, cleaning and maintenance) that is for the resident's exclusive use.
- Postage (when paying invoices for residents, etc.).
- Complimentary care/service provision requested by resident or family.

FIRE SAFETY

To ensure a high standard of safety and fire protection, we ask that residents comply with the following guidelines:

- Keep room furniture to a minimum and the room free of clutter.
- Appliances, such as coffee machines, toasters, microwave ovens or other items that have a heating element are not permitted in resident rooms.
- Small bar fridges may be acceptable. Fridge agreement and electric charge apply and approval must be obtained before bringing in.
- Electric blankets and heating pads are not permitted.
- Electrical appliances such as TVs, radios and fans are permitted but must be CSA/ULC approved and inspected by our Maintenance Department before use.
- Candles or other sources of ignition are not permitted in resident rooms.
- Christmas decorations are to be kept to a minimum. Artificial trees and lighting must be inspected and approved by the Maintenance Department before use. Live cut greenery is not permitted unless part of a "live" flower arrangement.
- Smoking is only permitted in the designated smoking areas and is for resident use only. All residents who smoke are assessed for safe smoking practises.
- Chemicals or cleaning agents such as bleach, ammonia, solvents, toilet bowl cleaner etc. are not permitted in resident rooms.

Fire Drills

Each month a fire drill is held to ensure equipment reliability and staff preparedness in order to meet the requirements of the National Fire Code. As part of our fire protection system, the facility has designated fire zones and is equipped with a sprinkler system including resident rooms.

During these drills you will hear the fire alarm and messages over the overhead paging system. It is very important to remain calm and follow the directions of staff.

We also practise evacuation of the fire area and residents may be asked to accompany staff to a Fire Safe area.

Thank you for your co-operation in helping us maintain a safe environment for all.

FOOD

Each resident who lives at Northwood meets with our Food Services staff and has access to a Dietitian to ensure they have a diet that meets their specific needs.

Three meals and snacks are provided daily following Canada's Food Guide and residents' individualized nutrition care plan.

FOOD SAFETY

Bringing Food from Home

If a family member wishes to bring in any additional food items for their family member, they are welcome to do so provided it is appropriately labelled, dated and stored. We request that any food items brought in, only be shared with your family member. Other residents may have problems with some foods or drinks. The resident or their family is responsible for the heating/preparing/storing any food brought in from home.

Food Storage

Perishable food should not be kept unrefrigerated in resident rooms and non-perishable food is best stored in a small airtight container. If food is found to be inappropriately stored in resident's rooms, it will be removed by staff to prevent food borne illness.

Personal fridges:

Personal fridges may be permitted in your room, there is an agreement to be signed that outlines resident responsibilities. Regular cleaning and maintenance is the responsibility of the resident or family. This includes making sure food items are not expired. Please speak with your charge nurse prior to bringing in a fridge, there is an electricity charge and information and paperwork required.

Unsupervised eating:

Residents are asked to eat their meals in the dining room. This is a requirement by our licensing standards and ensures that someone is present if there is a problem such as choking.

FOOT CARE

Basic foot care is provided by the facility for all residents. Residents' needs are assessed on an on-going basis. If Advanced Foot (provided by a specially trained nurse) is required due to medical conditions e.g. diabetes, circulation problems, there is an additional fee charged by the service provided. Contact your nurse for more information.

GUEST SUITES

We have guest suites for overnight stays at both facilities.

For more information please contact:

Bedford: Recreation at 902-407-8526 or 902-407-8545, or after hours at 902-407-8528.

Halifax:

Contact Novacorp at 902-462-8666 then dial 0 or contact Hospice Services at 902-454-3203.

HAIR CARE

There is an onsite Beauty Salon Service

Northwood is pleased to offer salon services for residents looking for haircuts, colours, shampoo and sets. These services are offered by independent owners.

Please contact the salons for hours of operations, costs and to book an appointment.

Bedford Call: 902-407-8562 to make an appointment.

Halifax Call: 902- 454-4073 to make an appointment.

IDENTIFICATION BRACELET

We do not require residents to wear an identification bracelet. We do follow National Accreditation Canada standards by using two resident identifiers when providing a treatment to resident. Residents will be asked their name, identified by a picture from the health care record, and/or identified by other regular staff when identification is required for medical procedures.

INFECTION CONTROL

Handwashing:

Hand washing with soap and water or alcohol sanitizer is the best way to prevent the spread of infection by you, your family, visitors and staff. Please wash your hands before and after meal times and after going to the washroom. Encourage anyone entering your room to practice good hand hygiene as well. You will find alcohol hand sanitizer stations throughout the facilities to support good hand hygiene practice.

Staff Hand hygiene audit results are posted within the facility.

Immunization:

The flu season generally runs from October to March. The influenza vaccine is offered to all individuals in the facility. We strongly encourage family members, staff and volunteers to receive the vaccine.

When an Influenza Outbreak occurs the care team works with Public Health. If Influenza virus is confirmed by the laboratory, residents are offered prophylactic treatment such as Tamiflu. If you do not wish to have treatment talk to the charge nurse.

Respiratory Etiquette:

Coughing and sneezing into your sleeve or a tissue is the best way to keep from spreading germs. Wash your hands after putting the tissue in the garbage.

Responsible Visiting:

Residents, family members and other visitors should not visit residents if they are feeling ill (vomiting, diarrhea) or have symptoms of the flu (fever, cough, sore throat, generalized aches and pains). Please follow notices during outbreak situation when restrictions are in place.

During an outbreak it is important that restrictions are followed to help limit the spread of infections.

INSURANCE

While we will do all that is reasonable to protect personal property, any personal items in the facility are at the owner's risk. Residents are responsible for their own insurance.

LIBRARY

Halifax Public Libraries

Halifax Public Libraries offers home Delivery Service. Large print books, audio books, CDs and DVDs are available to borrow. For more information contact the Recreation Therapy Department.

Resident and Family Library

There are book shelves located throughout the facility. They are stocked with books of interest and are for the use of residents, family and friends. The lending of novels and movies is on an "honour system."

LIVE MORE MAGAZINE

Northwood's Communications Department produces a corporate magazine regularly throughout the year. The magazine features stories and articles of interest to the Northwood community. It is available for the residents and is also available on Northwood's website at www.northwood.care

If you have an idea for an article, please contact the editor at 902-454-3377 or communications@nwood.ns.ca

MAIL

Incoming mail is received at the Reception Desk, and delivered to residents by staff. The person responsible for financial matters should have business mail addressed directly to them.

Residents may bring stamped letters to the Reception Desk in Bedford or place in the mail box at Halifax entrances. If assistance is needed in mailing parcels, please visit the Business Office or Social Work.

MEALS

You are expected to eat meals in the dining room. This is a requirement of licensing standards and ensures that someone is present if there is a problem such as choking. If you're ill, tray service for meals can be provided as determined by staff.

You are provided with three meals per day and two snacks. Coffee, tea and cold beverages are always available. We ask that you do not offer food to another resident as there may be food sensitivities or swallowing problems you are not aware of.

We encourage residents to drink plenty of fluids. Water dispensers are available. Refreshments are available between meals and in the evening.

Meal Service Times and Menus

Meals are served on each house/floor and the times and menus are posted for resident information.

Meal Tickets For Guests

A resident guest is welcome for the occasional meal and meal vouchers can be purchased. Please give 24 hours advance notice to the staff so that seating can be arranged and the main kitchen notified. Where food services prepares special meals for residents on holidays, we are unable to provide guest meals on those days.

For more information contact:

Bedford - 902-407-8523

Halifax – 902 454 – 8311 ext. 3237

MEDICAL APPOINTMENTS

The Charge Nurse must be notified of medical appointments in order to follow through with the appropriate care. The Nurse will send along a copy of your current medication list and profile sheet to be given to the doctor during the visit. Please report to the Charge Nurse when you return if there are any orders or recommendations from an appointment.

We are not able to send staff from the home/floor to escort residents to external appointments.

If you require an assistant to attend an appointment there are agencies such as Northwood Health Services that you can contact to provide a person to escort you. There are costs associated with this service and it is the resident or family's responsibility to pay directly to the provider.

MEDICAL CARE

Care by Design is the **physician program** available to residents at Northwood. This program enhances person centered care in Long Term Care facilities by providing the services of a primary care physician. You can access a physician in much the same manner as you did while living in the community. Licensed nursing staff will monitor your overall health and refer to the house physician for consultation when necessary. While a physician makes regular visits to the homes/floors, you will be visited base on your medical needs minimally on a quarterly basis or when there is a change in your health status or if requested. This program also provides a physician for staff to call for after hour emergencies and provides access to Extended Care Paramedics.

The physician will determine if an onsite visit is required after hours. The program is designed to help residents get the right care in the right setting often preventing unnecessary trips to emergency.

Northwood is fortunate to have a Nurse Practitioner. The Nurse Practitioner works in collaboration with the physicians and provides care to a number of residents.

MEDICATIONS & MEDICATION SAFETY

Making sure you are taking the right medication is important to your health. On admission day, please bring all of the medications you currently use. Our team will ask questions to make sure the medications are accurate.

You (or your family members) are encouraged to ask the nurses, doctor or pharmacist any questions you have about the medications you are receiving.

Medications must be supplied by Lawton's Drugs and dispensed by our nursing staff. Nurses cannot accept medications from outside pharmacies or over the counter medication brought in by families. Pharmacare covers most medications. Medications not covered by this program will be charged to the resident for direct payment to Lawton's Drugs.

Some over the counter medications that are given on an occasional basis are provided by Northwood. All over the counter medications that are regularly taken by residents are supplied by Lawton's and charged to the resident for direct payment to Lawton's. A list of supplies over the counter medication can be obtained from your Social Worker.

Medications cannot be kept in residents' rooms for the safety of all who live here. Some exceptions are made if the resident is able to meet the self-managed medication administration program requirements and follow a specific safety protocol.

Please check with staff before bringing in any "over the counter" or other medications. They may be harmful when taken along with other current medications and certain foods.

Under the Law, all medications must be ordered by your doctor.

Before leaving the facility on a pass, please ask nursing staff for any medications that will be due during the outing.

MY PRIVACY

Northwood is committed to protecting the privacy of your personal health information. Only authorized persons will collect, use and disclose the personal health information needed as part of their role. Our policies reflect our obligations under the Personal Health Information Act (PHIA).

At Northwood, we need to collect, use and share your personal information, including health information, to provide the best possible support for you.

Northwood limits access to your personal health information. We restrict who has access to information about you to create the best possible outcomes for you and for Northwood.

You have the right to know how we collect, use and disclose your personal information. You have a right to expect that, to the best of our ability, your personal information remains accurate, confidential and secure.

You, or your substitute decision maker, have the right to protect your personal health information. You can learn more on Northwood's privacy policies by reviewing our Privacy Statement (a copy can be found on our website at www.northwood.care or posted at each of our sites).

Northwood is a not-for-profit seniors' organization offering a range of programs and services to clients throughout Nova Scotia. As a member the Northwood community, we will share information on other services, social events and fundraising opportunities with you and designated contacts. You have the option of asking that you not receive this kind of information by contacting the Privacy Officer.

If you or your substitute decision maker has any questions or concerns, please contact the Northwood Privacy Officer directly at:

Northwood Privacy Officer
1S – 130 Eileen Stubbs Avenue
Dartmouth, NS B3B 1C4
902-454-8311 email: privacy@nwood.ns.ca

Pictures and Videos

You have the right to request that pictures or videos not be taken without your [written](#) permission while in your home (on your floor or in your room). There are many events that are open to the Northwood community where pictures and videos may be taken. If you chose to attend an open group event or function, permitted Northwood staff, or members of the media, may take pictures or videos for the purposes of promotion. We are unable to guarantee you will not be photographed or videoed while at these events. We are also unable to prevent family and other community members from taking pictures or videos at these public events.

Our staff are aware they are not permitted to take photos or videos of residents in their homes or on their floors without permission.

If outside a public setting, you will be asked for specific consent if a Northwood staff (or representative) takes your photo or film you to use for promotional material.

We ask that you inform us if you wish to photograph, video tape or if you plan to post images on social media of other residents or staff. It is important in assisting us to maintain the privacy of others.

NEWSPAPERS

To receive the newspaper you or your Power of Attorney can set up a pre-paid subscription directly with The Chronicle Herald. The newspaper is dropped off at Reception and delivered to your room by staff.

ORAL HEALTH CARE

Your oral health is important to us as this may affect your general health. What food you eat and your self-esteem may be affected by a dental condition. A regular dental program can resolve problems before causing needless discomfort and expense. We are pleased to have a Dental Hygienist to provide you with oral care services.

Our Halifax Campus Health Centre offers a full range of dental services. Our dental team specializes in dementia care.

The resident is responsible for the cost of the service. Please contact the Area Support Clerk to book an appointment.

OUTINGS

Family and visitors are asked to notify the RN or LPN when taking a resident out of the building and upon return. You will be asked to sign a Resident Absence Form prior to leaving the facility and upon return. Please give nursing staff ample notice to ensure any necessary medications are provided for the outing.

PARKING

Parking is available in Bedford. In Halifax, there is a paid parking available. There are limited discounted family passes available monthly please contact Security.

PERSONAL EQUIPMENT

You are responsible to purchase and maintain personal equipment and supplies including eyeglasses, dentures, hearing devices, electric razors, mobility equipment, compression stockings etc. It is recommended that you have them labeled before you arrive or when purchased so they can be quickly identified if misplaced. Please note, Northwood cannot assume responsibility for misplaced or broken personal equipment.

PETS

Pet Visits from Family/Friends

We encourage family members to bring their pets in for regular visits. To ensure resident safety and personal comfort, pets must be on a leash at all times and immunizations kept up to date. Please do not bring in pets if they cannot be controlled. Pets are not permitted in the areas where food is served for food safety reasons. Please only visit your family member.

Pet Visitation Program

Our facilities have an active "Pet Visitation Program." With the support of the St. John Ambulance Pet Therapy program and Therapeutic Paws of Canada, we are able to provide Animal Assisted Activity. Volunteer animals and their handlers come weekly to visit with those residents who enjoy animals and wish to spend time with them and their owner. Please contact Recreation Therapy if you would like to be involved in this program.

RIGHTS AND RESPONSIBILITIES – RESIDENTS

Northwood has a long-standing tradition of not only caring for people, but caring about people. It started in the early 1960s when our founder, Edward L. Roach, envisioned a community where individuals would live with dignity, belonging and choice. This was the beginning of Northwood's person-centred care philosophy.

We believe everyone has unique values, personal history and personality. We believe each person has an equal right to dignity, respect and to participate fully in life with independence and choice. This philosophy is reflected in our values and the expectations we set for all our volunteers, staff and members of our community. It is grounded in creating relationships between our clients, their families and their caregivers. We believe family members or designates, play a vital role in ensuring the health and well-being of their loved ones. We like to call it the power of love!

Quality Care

You have the right to receive quality care delivered by professional and competent staff.

As a resident of Northwood, you have a responsibility to work as a partner in the care that you receive.

This means:

- You will be asked to welcome all professionally trained staff in your care, based on the skills that best meet your needs, regardless of colour, race or gender.
- We ask that you be patient and understand that care is provided to those whose needs are most pressing. This may result in delays in your care.
- Your care team is responsible to be familiar with your care needs.
- You give correct and complete information to your care team and participate in the planning of your care.
- You should ask questions when you don't understand information.

Privacy/Confidentiality

You have a right to have your privacy respected.

We ask that you be considerate and respectful of the rights and privacy of others.

This means:

- Because of the Personal Health Information Act, we will not share your personal or health information with anyone other than your care team.
- We cannot communicate health information over unsecured or personal email.
- You will be offered options for privacy during your personal care.
- You will be offered options for privacy during toileting
- You will have the option to communicate in private and to receive visitors.
- Your care team will knock before entering your room.

Information

You have the right to ask for and receive information about your care at Northwood in terms that you understand. You have the right to know who provides your care and you have the right to access your medical files with a written request.

This means:

- You will know the names and roles of the people providing your care (all team members will wear nametags and identify themselves)
- You have a right to be called whatever name you choose.
- You will be informed of the options and expected outcomes of any medical decisions you make.

Security

Northwood strives to provide a secure environment to our residents

This means:

- A secure building (locked) or onsite 24 hour security
- You will receive a small locked drawer/box for personal items. Please keep it locked at all times and the key on your person (not under your pillow). Just a reminder that these boxes are not for items of sentimental or significant value as we cannot replace them
- Northwood does not have storage, so we ask that you and/or your family make arrangements to have off season clothing/decorations taken away from your room.

Health Care

You have the right to participate, to the degree you choose or are able, in the planning and carrying out of your care and activities keeping your values, needs and preferences in the forefront.

This means:

- You will be supported to maintain your cultural and spiritual values and beliefs and to have them respected and incorporated into the planning of your care.
- Your care team will explain your medical conditions, care, and treatments and you will be supported in your right to make decisions.
- Your care team will do it's best to help you understand discussions about your care and wellbeing (e.g.; through translation if required, communication boards or other types of assistance).
- You will be supported to maintain your independence to the greatest extent possible.
- You will be involved in goal setting and developing strategies to achieve them (e.g., maintaining continence or walking).
- You will be provided with opportunities for meaningful activity.
- You will be supported to maintain ongoing communication with care team members to ensure important information is shared.

You may also choose to accept or refuse any procedure or medical treatment, to leave the facility at any time and to know the consequences of your decision. You accept responsibility for decisions you make about your own health care and treatment.

This means:

- That you be informed about how your choices affect your health.
- You will let the facility know when you are leaving the facility.

Respect and Dignity

You have the right to respectfully express thoughts, feelings and suggestions and to have them respectfully and appropriately acknowledged and responded to without fear of negative consequences. You have the right to be treated with dignity, respect and consideration.

We ask that you treat other residents and staff with the same consideration.

This means:

- You have the option to participate in Neighbourhood Meetings and seek out the help of the Client Relations Coordinator (the Advocate).
- Your care team will assist you, if needed, to express your thoughts, feelings and suggestions (through any types of assistance).

Safety

You have a right to live in a safe environment. You have a right to personalize your room within the guidelines of the Resident Room Standards.

This means:

- Northwood provides a safe environment for our residents (complete emergency plan, educated staff, drills etc.)
- We will let you know if there are any concerns regarding safety (e.g., items too close to heater, area too crowded for care to take place).
- You can bring along pictures and items that are personal and remind you of home.

It is difficult to share space and it is important to remember that your roommate requires the same amount of space as you do.

Your views, observations and concerns are important to us. We are there to listen and to respond. The Client Relations Coordinator is available to help you deal with any concerns you may have or to explain your rights and responsibilities more fully.

SAFETY

Safety is our first priority at Northwood. We live and work in a communal environment and, just like at home, need to ensure anything that could be harmful is locked securely away.

To protect all residents, we regularly inspect each home/floor and resident rooms. Whenever possible, we will provide you with reasonable notice and ask your permission prior to entering your room. If there is imminent risk, staff may enter your room to remove an item that is considered to be a physical risk to yourself or others. If you would like to keep sharp objects or other things that could be dangerous to residents who may be confused, we ask that you ask nursing staff if they can be kept at the team office when not in use.

Please remember that no chemicals, medications or alcohol can be kept in a resident's room.

For safety reasons, outdoor areas/gardens accessed from the building are locked when the winter weather starts.

For your safety and the safety of the other residents, please do not assist another resident to move from their bed or wheelchair. Please ask staff for help. This also applies to helping other residents during their meals.

We appreciate your help in following these safety measures that will help keep not only yourself, but the other residents, staff and volunteers safe.

SCENT FREE ENVIRONMENT

In consideration for those who have allergies or breathing problems, residents, visitors and staff are asked not to use scented products including perfumes, colognes, soaps and deodorants. Flower arrangements may also be a concern. Please check with the staff on the home/floor before bringing in very perfumed flowers such as lilies, lilacs, etc. Notify the staff if you have allergies/sensitivities to scented products. Powders are not permitted due to respiratory affects and fall risks.

SECURITY

Many of the residents who live at Northwood enjoy visiting throughout the building. Some may be confused at times and be at risk of getting lost. To help keep everyone safe, Northwood has alarms on many doors that lead to the outside to let staff know that someone may need help. We ask that you let staff know before you leave the house/floor or the building. **We also ask that you do not assist a resident to leave the building if an alarm is sounding.**

SERVICES

Extra services such as hearing tests, dental hygienist, hair salon, foot care, eyeglass repairs, can be arranged. Please contact the Area Support Clerk to inquire.

SHOPPING

Personal shopping is the responsibility of the resident, family or Power of Attorney. There are procedures in place for staff and volunteers if they shop for residents who do not have family or friends to shop for them.

SMOKING

Smoking is only permitted in the designated smoking areas and are for resident use only. All residents who smoke are assessed for safe smoking practises during the admission process, and as needed thereafter. Only those residents that are able to access this room independently and are assessed as safe smokers are permitted to use the smoking room.

SPIRITUAL CARE SERVICE COORDINATION

Northwood has a Spiritual Care Liaison (Chaplain) who is available to you upon referral. She can be reached at 902-454-8311 ext. 3173.

There is a Spiritual Reflection Rooms located in the facilities. The Recreation Therapy team work with the Spiritual Liaison to oversee and coordinate the spiritual care service with support from several community spiritual care groups. If your community minister comes to visit you, we would appreciate having them identified so we can register them as a volunteer.

We currently have Roman Catholic mass and multi-faith services.

Contact Recreation or the Spiritual Liaison for information on locations and service times.

If your spiritual needs are not met, please let us know as we continue to develop our community relations to meet residents' needs.

STAFF

Executive Director Long Term Care

- Responsible for the overall leadership of the facility.

Nursing Services Managers

- Responsible for the overall quality of care and service to resident.
- Overseeing clinical policy, standards, quality, staff training, and compliance with licensing or other legislation.

RN (Registered Nurse)

- Coordinates the plan of care with the inter-professional team.
- Manages communication and contact with medical services, residents and families. Point of contact for all significant concerns.
- Responsible for nursing clinical decision making for unexpected or complex medical concerns.
- Provides supervision to the nursing care team.

LPN (Licensed Practical Nurse)

- Responsible for clinical care and medication administration.
- Point of contact for daily medical or clinical concerns.

CCA (Continuing Care Assistant)

- Provides direct personal care including meal assistance, bathing, mobility and social interactions.

Dietitian

- Assesses and monitors each resident's nutritional requirements on admission and throughout their stay.
- Consideration is given to personal preferences within clinical guidelines.
- All aspects of nutritional care are in compliance with provincial legislation.

Recreation Therapist and Recreation Programmers

- Recreation Therapist, who oversees and coordinates the service.
- Recreation Programmers, each responsible for day to day programming.

Occupational Therapist

- Evaluates and assists residents who may require wheelchairs or other mechanical assistance or adaptive aides. Please consult with the therapist before purchasing or renting equipment to make certain the equipment is suitable for the resident.
- Nursing staff will contact the therapist on your behalf.

Physiotherapy

- Physiotherapy is a health care profession dedicated to improving, restoring and maintaining mobility. The physiotherapy service focus on mobility maintenance, rather than rehabilitation.
- The physiotherapist works closely with Occupational Therapy and Nursing Services to promote resident independence while developing individualized goals and treatment programs.
- After admission, the physiotherapist will complete an assessment, including a review of your health history and present mobility status (bed mobility, transfer status and ambulation abilities).

Hospice

- Assist in the discussion around Advanced Health Care Directives.
- Work with nursing staff to assess and develop a plan for pain management and end of life care.

Social Worker

- Responsible for coordinating admissions and transfers.
- Assists residents and family caregivers to find resources to address personal or financial concerns when necessary.

Client Relations Coordinator

- Northwood's "Resident/Client Advocate" is available to assist with any issues that you feel are unresolved through the regular channels. She is available to support the resident and make sure their voice is heard.

Spiritual Care Liaison

- Supports residents in meeting their spiritual needs.

Area Support Clerks

- Provides administrative support for assigned neighbourhoods.

Reception Desk

- Located at the front entrance.
- Available daily (8:00 a.m. – 8:00 p.m.) for information and direction.

Business Office

- Manages resident trust accounts and monthly rent billings.

Managers Food and Nutrition Services (Oversees Support Services in Bedford)

- Oversees the operations of clinical assessment and meal services including planning, preparation and delivery of meals service.
- Adhering to standards through policy development, staff training and education as well as compliance with licensing bodies and legislation.
- In Bedford – oversees the cleanliness of the facility and the laundry services.

Food Service Supervisor/Support Services Supervisor

- Supervises the operations in food production and meal service.
- In Bedford, the supervisor is also responsible for the cleanliness of the facility (resident rooms and common areas) and laundry services.

Environmental Services Supervisor Halifax

- Oversees the cleanliness of the resident rooms and common areas in the facility.

Laundry

- Responsible for laundry of residents including personal clothing and Northwood linens.

Cooks

- Responsible for preparing meals for the residents.

Food Service Worker/CSA

- Responsible for delivery of meals and food supplies to the homes.
- Responsible for cleanliness of kitchenettes and sanitation in the main kitchen.

Maintenance and Facilities

- Provides building and grounds maintenance. Supports residents with requests for assistance with room maintenance such as hanging photos.

TELEPHONE, CABLE, & INTERNET

Arrangements for telephone, cable and/or internet services can be made at lease signing or by contacting the business office after admission. The associated costs will be billed monthly to the resident.

TRANSPORTATION**Ambulance**

Transportation to an acute care hospital is through EHS (Emergency Health Service) and is billed directly to the resident.

Other Transportation

Residents must arrange and pay for their own transportation for medical appointments etc. Family is responsible for accompanying the resident. Home/floor staff cannot be sent to external appointments. If this is not possible, please arrange for a paid companion to provide this service.

There are other services available to provide alternate transportation services such as the Northwood Bus, Need-A-Lift and Access-A-Bus (Halifax Transit) for transportation.

Access-A-Bus requires an application process prior to using their services. Please leave ample time to complete the process before anticipating a need for use.

VISITORS

Residents are encouraged to remain active and involved with the community, friends and family.

Visiting hours are open so family and friends may visit at any reasonable time. Residents are able to go out for visits. Please notify nursing staff if you are leaving the facility or complete the 'Resident Absence Form' kept at the care station.

Please do not assist other residents to leave the building if there is an alarm sounding.

VIOLENCE

Violence, foul language and abusive behaviours are not tolerated. Verbal threats or acts of violence will not be tolerated and will result in removal from the facility and/or having a Protection of Property Order issued to prevent further access to the facility.

VOLUNTEERING

Family and friends who would like to volunteer at Northwood should contact our Volunteer Resources at 902-454-3353 for information. You may also apply online at www.northwood.care

WALKERS/WHEELCHAIRS

Residents requiring walkers or wheelchairs are responsible for purchasing or renting their own. Please consult with the physiotherapist or occupational therapist before purchasing or renting equipment to make certain the equipment is suitable for the resident. While Staff clean personal equipment, upkeep of walkers or wheelchairs is the resident's responsibility.

Northwoodcare Bedford Incorporated

123 Gary Martin Drive
Bedford, NS B4B 0G7
Tel 902-407-8500
Fax 902-407-8501

Northwoodcare Halifax Incorporated

2615 Northwood Terrace
Halifax, NS B3K 3S5
Tel 902-454-8311
Fax 902-455-6408

Northwood Corporate Office

Suite 1 South, 130 Eileen Stubbs Ave.
Dartmouth, NS B3B 2C4
Tel 902-425-2273
Fax 902-421-6313

www.northwood.care
information@nwood.ns.ca

Facebook: Northwood - Live More

Twitter: @Northwood_NS

OUR VISION, MISSION & VALUES

VISION

People living life to the fullest, flourishing in a community of belonging, dignity and choice.

MISSION

As a leader in continuing care, we build meaningful relationships with our clients every day and make a positive difference in the communities we serve.

CORE VALUES

Our values reflect the very nature of our organization, our relationship with each other and our commitment to those we serve. They demand our attention and challenge us to work together to create a positive environment for all. With each value, we commit to a simple rule that will guide our behaviour, influence our decisions and establish expectations that allow us to live out our beliefs and move us towards our mission.

PEOPLE COME FIRST

We believe treating each other with respect and dignity builds the trust that is essential to our effective relationships. We foster the talent and potential in everyone.

Simple Rule

Seek to understand and act with kindness

EVERYONE PLAYS A PART

We value a vibrant and diverse community where contributions are recognized and celebrated. We are stronger together.

Simple Rule

Share what you know, ask for what you need, invite different views

WE PROMOTE SOCIAL JUSTICE

We believe in using our voice to influence positive change and fairness.

Simple Rule

Speak up for positive change, fairness and choice

WE ARE ALL ACCOUNTABLE

Each person is accountable for their actions in delivering service, proper use and respect of resources, and fostering healthy relationships.

Simple Rule

Own your responsibilities and the impact of your actions

WE CAN ALWAYS DO BETTER

Achieving excellence in all our programs and services is based on learning from our mistakes, applying the best evidence and setting the highest standards. We value our ability to challenge the status quo in pursuing new opportunities.

Simple Rule

Challenge thinking, learn more, do better