

## **Welcome to St. Jude's!**

### **Introduction**

Moving into a residential care home can be challenging for the individual moving in as well as their family\*. These days, by the time someone is accepted by the Health Authority to move into a residence, the person moving may not be able to read or understand this handbook. So, we, the staff at St. Jude's hope this Handbook will be useful to residents' family and friends. We hope that the information in this booklet answers some of the questions you may have. It is yours to keep.

We want to help make your time with us comfortable, safe and as stress-free as possible.

*\*Please note that throughout this folder, the term "family" is used to describe the social support networks defined by the resident. This may include biological relatives, spouses/partners of opposite or the same sex, and friends.*

The first section of this booklet has information about St. Jude's for you to refer to. Please let us know if you need or would like information about anything else. The second section contains forms for you to complete when moving in. The third section contains some of the administrative information about St. Jude's such as Mission Statement, Philosophy, Description and Roles of the various positions at St. Jude's.

Forms we require you to complete when moving in are:

- Residency Agreement
- Care Plans
- Daily Routine
- Use of Restraint Agreement
- Therapeutic Recreation Questionnaire
- Spiritual Care Questionnaire
- Consent to chargeable extras
- Hairdressing Authorization Form
- Oral Health Program Consent

**Contact Information**

**ADMINISTRATIVE STAFF**

Michele Cook, <u>Executive Director</u>	604 874-3200	extension 242
Susan Harvey, <u>Director of Care</u> (Nursing Care)		extension 227
Heidi Horne, <u>Manager Support Services</u> (Laundry, Food Services and Housekeeping)		extension 228
Lynn Rowe, <u>Director of Finance</u> (User Fees, Trust Account, Donations)		extension 234
Lesh Gounder, <u>Staffing Services/Administrative Assistant</u> (Information, E-newsletter)		extension 0
Mara Morgan, <u>Recreation Therapist, Volunteers</u>		extension 224
Melanie Calabrigo, <u>Chaplain</u>		extension 231
Sally Hayes, <u>Dietitian</u> (Wednesdays only)		extension 230

**Board of Directors**

Any concerns are brought to the Board's attention through the Executive Director.

**Medical Coordinator**

Liaison for all attending physicians. Any concerns are brought to the Medical Coordinator's attention through the Director of Care.

## **Moving In – What to Bring**

The bed, dresser and wardrobe are provided.

Other items may help to personalize the bedroom. Such things as:

- A chair
- Pictures for the walls
- A lamp \*
- Personal care items such as comb, hair brush, shampoo, electric razor, make up, toothbrush, toothpaste, mouthwash, deodorant, skin cream, Kleenex
- Clothing

*\* Electrical items, such as lamps and clocks, must be checked by our Maintenance staff before usage. Please advise the Nurse to set up an inspection.*

*Small appliances for cooking and food preparation (such as fridges, microwave ovens, toasters, coffee makers) are not allowed in resident's rooms.*

**Clothing (see adaptive clothing section below):** resident's clothing should be:

- comfortable, loose fitting, and easily put on,
- easy care, non-iron fabrics

All clothing must be labelled with the resident's name. St. Jude's laundry staff are pleased to assist with this task. The care aides will also assist you.

The following list is intended as a guideline, since clothing is dependent on the individual's preferences and needs.

Men:

- 6 sets underclothing
- 5 pairs of trousers
- 7 shirts
- 8 pair's socks
- 3-4 sweaters
- 2 dressing gowns (washable)
- 4 pair's pyjamas
- Coat/jacket
- Hat, scarf and gloves
- 2 pairs of shoes (if applicable)

Women: 6 sets underclothing

7 blouses and pairs of pants and/or 2-4 dresses (button or zipper), preferably front style or skirts and blouses

2 housecoats or dressing gowns (washable)

4-6 pairs of panty hose or stockings, if worn and/or 8 pairs socks

2 pairs of comfortable shoes (if applicable)

3-4 sweaters

Hat, scarf and gloves

**Adaptive Clothing:** For residents who are in wheelchairs and needing mechanical lifts, there is adaptable clothing available that makes dressing, toileting and undressing much easier and less stressful. Adaptive clothing provides a simplified solution for assisted dressing. Information about specialized clothing designed for special needs is available from the Nursing Team.

It is possible to order this type of clothing through a catalogue or in person in the lower mainland (Google: adaptive clothing for options). We recognize that the period of adjustment for both the resident and their family members varies.

Residents can purchase toiletries, notions, candies, etc. Once a week the Tuck Shop, operated by volunteers, circulates on both floors.

Payment of these items is deducted from the resident's Trust Account.

## **Moving In**

Moving in usually take place Monday to Friday in the morning about 10:00 – 11:00. Your nurse will greet you and your family and take you to your room. You will meet members of our nursing and care staff. One of the doctors will also spend time with you, though it may not be on the first day. The family member who is responsible for finances will meet with the Director of Finance to sign the Residency Agreement and other forms. Some forms you will be asked to sign on the day you move in. Others can be handed in later. If you have a Power of Attorney, Representation Agreement, Advanced Care Directive or funeral plans we ask you to give them to the nurse who assists you on moving in day.

If possible, on moving in day, family is encouraged to stay and have lunch.

## **Adjusting To the New Stage of Life**

### **Adjustment – Residents:**

- It can take people six months to adjust to the change and loss that moving into St. Jude's brings. A sudden move is especially hard on a person as they have not had time to say goodbye to their home and former life. Often people cope by withdrawing or lashing out at others. Fear and grief underlie these emotions. Being given space, time and support by family and staff will help your loved one during this transition period.
- You may notice that your loved one's confusion level increases at first as the environment and routine is new.
- It is most common that residents do settle in, however, if, over time, your loved one does not settle in, we will meet as a team to adjust the plan of care.

### **Adjustment – Family Members:**

- Family adjustment can take longer than residents'. You might not feel okay until you see your relative coping with their new living situation. You may experience confusion, anger, guilt, regrets or relief. These feelings are normal and should settle with time.
- Talking with our chaplain about how you are feeling can help and is a resource available to you.
- The Alzheimer's Society has a support group for individuals who have a family member living in residential care. You can call 604-681-6530 for information.

## **Residents' Bill of Rights**

St. Jude's Anglican Home takes its responsibility to provide a safe and therapeutic environment for all residents seriously. Residents of St. Jude's have the right to:

- considerate, gentle, respectful and appropriate care provided by appropriately educated staff on the basis of age, race, gender, religious belief, culture, sexual orientation, gender identity and health status
- privacy during care and treatment, and for times when they wish to be alone
- as quiet as possible sleeping environment
- be involved in decisions about their care and treatment
- have one's condition, care and treatment explained in terms reasonably understood
- have the opportunity for advocacy to address concerns and issues
- be able to give or refuse consent to treatment, including medication and to be informed of the consequences of giving or refusing consent
- choose and be provided with recreational and educational activities
- be free from chemical and physical restraints, except where it is necessary to protect the individual or others from harm
- expect that all information concerning health status and care be treated confidentially
- expect that loss of personal property will be investigated
- be informed, on request, of the status of their account
- offer feedback regarding the operation of St. Jude's through participation in the Resident/Family Council meetings

## **Diversity**

St. Jude's respects and supports the diversity of our residents and employees. St. Jude's also recognizes and respects the laws which protect individuals on the basis of their race, national or ethnic origin, colour, religion, sex, gender, gender identity, sexual orientation, age, mental or physical disability. We believe and support residents to continue to incorporate into their lives cultural and religious expressions and practices. St. Jude's has employees who speak many languages. St. Jude's Recreation Department incorporates into its programming a variety of cultural and religious celebrations such as New Year, Chinese New Year, Valentine's Day, Easter, Mother's and Father's days, Pride, Christmas.

Families are encouraged to have items to decorate their rooms that reflect the resident's culture and/or religion. Families are also encouraged to bring foods specific to their uniqueness.

## **Visiting**

St. Jude's recognizes that family members have been and are the primary caregiver of their loved one. Family involvement with residents is encouraged whenever possible. Assisting the resident at meal times, spending time interacting adds to resident's quality of life.

- Regular short visits in the first week can help you and your loved one settle in.
- Check our recreation calendar (available by the elevator or on the website). Attend an activity with your relative or schedule your visit on a quiet day.
- Bring in food or stay for a meal. Kitchen facilities are available.
- Plan visits out of the Home. Talk to our nurse(s) if you need assistance planning trips out.
- Ask your relative what is important to them. Who would they like to visit, when and for how long? What types of trips out do they prefer?
- Hang a calendar in your relative's room noting when visits will occur.
- It takes time to develop a comfortable visiting schedule and visits may seem awkward or draining at first. Try not to get discouraged.
- It is helpful to learn more about dementia. Often people are living a reality that is different from yours. For example, they may talk about their parents as if they are still alive, asking where they are. It is most helpful

to follow the lead of the person you are visiting. It is not useful to try and bring them into your reality reminding them, for example, that their parents are deceased.

### **Visitor Parking**

There is two hour parking around Braemar Park, in front of the building. Families and friends are at risk of a ticket from the City of Vancouver when parking in the Resident Only spots as the car's license plate must be registered to the 800 block of 27<sup>th</sup> Ave. Metered parking is available alongside Willow St.

### **Resident Comfort and Safety**

St. Jude's is a smoke-free environment.

Residents wishing to have alcohol on a regular basis require a written order from their physician. In most cases, it is to be purchased by the family and must be kept at the nursing station and dispensed by the nurse.

All medications including non-prescriptive drugs, herbal remedies and vitamins are to be dispensed on order from the physician by St. Jude's pharmacy. All medications must be kept at the nursing station and dispensed by the nurse.

### **Medical Professionals**

There is a Registered Nurse on site at St. Jude's at all times.

Resident may continue to be cared for by their own Family Doctor provided that he/she has confirmed that she or he is willing and able to visit St. Jude's. If a resident doesn't have a doctor, one of the house physicians will provide medical care. The physician will see new residents shortly after she/he moves in.

### **Medications**

The nurse on duty administers all medications, including over the counter medication and vitamins. New medication prescribed by a physician are ordered from the pharmacy that provides service to St. Jude's. Family is responsible for making arrangements for payment.



## **Care Plans**

- Every resident has a care plan and there is a meeting of all the staff involved in your care. A nurse, doctor, dietitian, pharmacist, chaplain, resident services manager, recreation therapist will attend. Family is strongly encouraged to attend to help participate in the plans of care.
- This meeting provides a forum to discuss your loved one's care.
- Six to eight weeks after moving in, family and residents (as able) are invited to a care conference.
- The Care Plan is reviewed annually and as needed.
- Talk to a nurse if you have questions or concerns prior to the Care Conference meeting.

## **Additional Health Care Providers**

- From time to time, the care team may identify a resident's need for the services of other health care professionals such as physiotherapist, music therapist, or massage therapist.
- Families might want to supplement the care provided at St. Jude's by engaging other health care professionals or private companions. Any family wanting to engage such service providers must discuss this with the Resident Services Manager, who will assist you with this and let you know St. Jude's policies. The goal is to ensure coordinated, safe care.

## **Nutrition & Dietary Needs**

Every new resident is seen by a Dietician to determine preferences, allergies and any chewing/swallowing issues if the resident has trouble with chewing or swallowing, any difficulty with self-feeding, any food allergies and preferences.

Nutrition is an important aspect of healthy ageing.

Meals are prepared on site by dedicated staff. To provide well-balanced and nutritious meals. There are 3 meals a day plus an afternoon and evening snack. A menu is posted weekly. We respect food restrictions due to religious, cultural or other factors.

Approximate start time for meals on the first floor and second floor are:

Breakfast	8:30 *	Breakfast	8:30 *
Lunch	12:30	Lunch	12:00
Supper	5:30	Supper	5:00

Afternoon snack at 2:30, Evening snack at 7:30, both floors

\*Breakfast time is flexible depending on when residents like to get up.

***Food from outside the Home:*** From time to time family or friends may choose to bring food in for a resident. It is important to know what is appropriate given any specific issues the resident may have related to food. Health and Safety Regulations do not permit staff to serve food brought in by family and friends.

**Visitors' meals:** Family or friends may want to join a resident for a meal. In this event, the visitor is required to sign up on the sheet provided on the back entrance to the kitchen (*ask a staff person the first time!*). The charge for lunch is \$5.00 and for supper is \$4.00.

**Special Occasions:** On holidays such as Christmas, Easter, Mother's Day, Father's Day a celebratory meal is prepared and up to three persons are invited to join the resident. Registration is required (*on the same kitchen back door*). The cost for the meal on these occasions is \$10 per person.

### **Recreation, Music and Art**

There is a recreation program at St. Jude's and residents are invited and encouraged to participate. Activities include Keep Fit physical exercises, Chair Yoga, a variety of craft opportunities, bus trips, Pub afternoons, and a lunch club.

Members of the larger community provide a variety of entertainment opportunities. There are pianists, dancers, guitarists, violinists and a host of other musicians that come to St. Jude's. Family and friends are encouraged to attend and participate in events and day to day fun.

### **Rehabilitation Assistant**

We have a full time rehab assistant available to provide residents with support to maintain strength, balance and mobility as well as assisting with activities of daily living to maintain or improve independence. Plus lots of fun exercise groups.

### **Housekeeping and Laundry**

The Director of Support Services oversees and coordinates these two services in addition to Food Services. Professional staff work daily to keep both common areas and residents' rooms clean.

Resident's personal wash & wear clothing is laundered daily. Any clothing that needs special care such as dry cleaning, hand washing or ironing is the responsibility of family. The laundry department is responsible for labelling

all clothing. All clothing is to be laundered and labelled before putting it away in your family member's room.

### **In House Services**

- Hairdresser/Barber – There is a hairdresser/barber on site a couple of days a week. Appointments can be made through a nurse or directly with the hairdresser who can be found in the salon on the lower level of the Home. Payment is the responsibility of the family and can be paid out of the Trust Account.
- Dental Services – The *BC Regulations* require Adult Care Facilities to provide access to oral care by an oral health care professional. St. Jude's is in partnership with the University of BC, Geriatric Dentistry Program to offer the services of an on-site dentist and hygienist to carry out regular cleaning and examinations. Sometimes residents need to go out to UBC when a procedure cannot be done at St. Jude's.
- Mail – is delivered directly to residents. We will forward business mail if needed. Please help us by having this redirected to the person responsible.
- Phone/TV installation and payment is the responsibility of family. Every resident room is equipped with phone and TV jacks.

### **Restraints**

The “best practice” is to keep all restraints to a bare minimum to best keep residents safe. Residents have the right to autonomy including the right to take risks, the right to consent, and the right to promotion of dignity and quality of life. The concept of **least restraint** is maintained with safety devices used only to protect resident safety and wellbeing.

#### **Restraint Types:**

**Physical or mechanical:** Bed rails, lap belts and lounge chairs are used as devices. A physical appliance that inhibits general movement including jackets or posey restraints are **not** used.

**Chemical restraint:** Medication to decrease anxiety/agitation, for example.

**Environmental restraints:** barriers to free personal movement which serve to confine residents to specific geographic areas, i.e. locked doors. St. Jude's Anglican Home has a locked Special Care Unit.

**Safety devices used at St. Jude's Anglican Home:**

- Bed rails for comfort or to assist a resident turn when in bed.
- Ultimate Walkers for residents who can walk but are at high risk of falling and sustaining a serious injury.
- Lounge chair with table for Special Care Unit residents who are unable to mobilize independently.
- Lap belts on wheelchairs to promote resident safety.
- Fall Mats at bedsides.
- Bed Alarms
- Locked Special Care Unit available only by key pad.

**Mobility Aids**

Residents who need assistance moving around frequently change over time. Canes, walkers, ultimate walkers and wheelchairs can assist a resident in maintaining their independence while preventing falls. An aid belonging to a resident will be labelled with their name. Staff will assist in establishing the need for such an aid. St. Jude's has several aids that can be lent to residents for their stay. If the resident needs a more complicated chair it may be necessary that this be purchased. We will let you know if this is the case.

**Level of Intervention**

When a resident has a medical emergency or a terminal illness the nurse needs to decide what extent medical treatment is to be provided.

For example, if you develop pneumonia do you want to be treated at St. Jude's or go to the hospital.

If you develop a terminal illness, you can choose to live at St. Jude's with pain control until the end of your life or be sent to the hospital.

St. Jude's will always do our best to ensure pain is controlled and comfort is provided. Residents do have the right to limit the extent of medical intervention.

There is a form that explains the 3 different levels of intervention.

The resident and family in consultation with their doctor make the decision about the level of intervention that you want.

You will be asked to sign the form and it will be kept in your Health Record.

Your decision will be reviewed at each care conference or if there is a significant change in health. You will be asked to review and sign the form each time it is reviewed.

### **Communication**

- Resident/Family Council Meetings are held every three months. A notice will go out with monthly statements and will also be posted on the two bulletin boards located at the entrance to each floor.
- An E-newsletter is emailed out four times a year. It can be accessed through the St. Jude's website – [www.stjudes.ca](http://www.stjudes.ca)
- Arrangements to receive newspapers and other reading materials can be made by the resident or family. Payment and/or cancellation of such is the responsibility of the resident or family.
- Our doors are always open. Please let us know if you have comments, concerns or questions.

### **Resolution of Concerns**

Residents and/or family members are free to express concerns, criticism, and opinions to staff without jeopardizing the right of the resident to quality care.

If you have a concern, it is best addressed and resolved at the time it occurs. Steps to follow:

- a. Speak with the person who provided the service; care, recreation, food, housekeeping, laundry
  - b. Speak to your nurse team leader: Licenced Practical Nurse or Registered Nurse
2. If not resolved, or for concerns about other issue, speak to the manager of the area in question.
  - a. For care issues – Director of Care
  - b. For food, housekeeping, laundry – Director of Support Services
  - c. For financial issues – Director of Finance
  - d. For maintenance – Executive Director
  - e. General issues – Resident/ family meetings
3. If you don't feel that there has not been a satisfactory resolution please speak with the Executive Director.

4. If none of this has resulted in a satisfactory resolution, contact Vancouver Coastal Health Patient Care Quality Office.  
1-877-993-9199 or email [pcqo@vch.ca](mailto:pcqo@vch.ca)  
See the attached brochure for more information

### **As a family member/frequent visitor, how can I contribute to life at St Jude's?**

For many, moving into St. Jude's means moving from what has been the person's home for some years. Leaving the known to the unknown is often disorienting. Sometimes the resident doesn't grasp that St. Jude's is now where they live and has become their new home. It takes time for both the resident and family members to adjust to this.

Family members are encouraged to become part of the St. Jude's community.

Introduce yourself to staff. Get to know other residents greeting them by name when appropriate. Over time, introduce yourself to other visitors.

Sometimes family members or friends come at meal times to assist a resident. If this is possible, it is a support for the resident and the staff. Observe the process of picking up plates, bowls or cups when residents finish eating. It's easy to learn! Not rocket science, as *they* say! When you feel comfortable, assist by taking the things used by the person you are visiting to the trolley.

Over time it is possible for visitors to get to know residents and develop relationships with them. Sometimes during your visit, you may notice a resident who needs a bit of help. They may forget to use their walker, lose their way, and get stuck in corners. It's OK to lend a hand.

There may be times when you become aware of safety concerns. For example, a resident who is in a wheelchair, tries to get out of it or two residents collide their chairs. Let staff know as soon as possible.

What a reasonable person would do. Common Sense. What you would want another visiting family member or friend to do.

It is always good to express appreciation for a worker when they do something well. Giving positive feedback is always appreciated. On the other hand, if you have concerns talk to the nurse who is on duty at the time. The nurse is the team leader and will listen to you and follow-up.

### **Volunteers**

Volunteers are an important part of life at St. Jude's. A volunteer can assist with/by:

- Taking a resident out for a walk
- Visiting with a resident
- Helping set up for special events
- Helping with bus trips
- Assisting in one of the recreation or music programs
- Cooking, baking, crafts, decorating or any other fun thing you can think of.

If you are interested in being involved as a volunteer, talk to St. Jude's Volunteer Coordinator/Recreation Co-ordinator.

### **History**

St. Jude's Anglican Home began on the present site in May 1948 to provide a home for 22 "elderly ladies of limited means". There were 5 structural changes made from 1950 to 1970 to increase the size and improve the building. In 1978, St. Jude's became part of the Provincial Government Long-Term Care program as an intermediate and personal care Home.

In 1990 the old buildings were demolished and the present building, which incorporates the 1914 heritage home, was officially opened on September 19, 1991. It is now home for 55 residents. There is a special care unit on the second floor for those at risk of wandering as a result of dementia. Individuals with a variety of care needs, including dementia, live on the ground floor.

### **Mission Statement**

The mission of St. Jude's is to:

- Care for and support older persons in a home-like atmosphere, safe and nurturing environment and support them and their families.
- Employ best practices.
- Foster healthy employee relationships

- Advocate for exemplary eldercare.

**Vision**

St. Jude's Anglican Home will be a leader in providing exemplary, holistic, complex residential care to the elderly.

**Values**

- Respect for the dignity of every human being
- A home-like atmosphere
- Teamwork
- Accountability
- Continuous improvement
- Education and learning
- Positive employee relations
- Respect for an individual's faith, spirituality and culture
- Respect for the environment by following green and environmentally sound initiatives

*We hope this information contained in this booklet is useful. Our goal at St. Jude's is that you feel secure, comfortable and among people who care. Please let us know if there is anything more we could be doing to help achieve this.*

A special thank you to family member Chris who spent many hours revising this booklet to make it better for families at St. Jude's.

*Michele Cook, Executive Director*