

Qualicum Manor



Resident and Family Information

Introduction

Our Residents

Qualicum Manor is a licensed long-term care residence that is home to a maximum of 60 residents. We provide residence and care to people who require 24 hour Complex Care level services. Qualicum Manor is open to all people regardless of faith, race, sex, or national background.

Our Mission

Qualicum Manor is committed to providing excellent care in a home-like atmosphere.

Our Vision

To create a culture of caring, quality, safety, service, innovation and excellence; and be regarded as the best place to work, as well as the best place to receive care.

Our Values

Person Centered Care – We put the needs of the resident first. We support resident independence and dignity, valuing life choices and respecting individual decisions.

Teamwork – Our workforce is characterized by partnerships. We understand that each member has an important role to play in the quality of life enjoyed by our residents, and each member contributes to the improvement of health outcomes for residents.

Integrity – We are accountable for our actions and deliver on our promises.

Community – We recognize that we can't do it alone. We strive to enhance our services by building trusted partnerships with community groups, businesses and a wide range of stakeholders.

Quality and Safety – We continually look for ways to enhance the quality of life for our residents, and the safety of all who live and work at Qualicum Manor.

We provide an environment where residents are nurtured and empowered to live to their highest potential: mentally, physically, spiritually and socially.

Our person-centered approach creates a home where people are cared for with acceptance and respect.

Our Location

Qualicum Manor is located at 124 East 4th Avenue in Qualicum Beach. We are located in the heart of downtown, within a block of all amenities.

Parking

There are parking stalls at the side and rear of the building as well as on the street in front. There is a short-term Loading Zone parking spot beside the access ramp on the west side of the building. Please note that cars parked in NO PARKING areas or in the fire lane will be towed at owner's expense.

General Information

Visiting Hours

We consider our residence to be the resident's home and as a result the visiting hours are not restricted. Visiting may take place in the resident's room, in one of our lounge areas, in the dining room, as well as outside in our courtyard. The front door is locked at 8pm for safety. If you wish to come after that time please use the intercom at the front door and the nurse will let you in.

Dining at Qualicum Manor

Family and friends are welcome to arrange to have a meal with a resident at Qualicum Manor for a nominal fee. Please advise administration or your nurse so that your meal can be arranged with the cook. We ask that you advise us as early as possible before the meal so the kitchen has time to prepare.

Laundry

Machine washable clothes are laundered on site for our residents daily, and bedding is laundered weekly. Dry cleaning must be arranged and paid for by the resident or family.

Room Cleaning

Resident rooms are spot cleaned daily, and thoroughly cleaned once a week. Garbage is emptied daily.

Safety Features

In each room there are nurse call buttons by the bedside and also in the bathroom. Smoke detectors, fire sprinkler systems as well as fire extinguishers are in place throughout the building. The fire alarm system is monitored 24 hours per day. Fire drills are held regularly to keep staff and residents up to date on fire procedures.

Library

Books and magazines on a wide range of topics can be borrowed from the bookshelf in the lounge. Resources for caregivers are also available through the office.

Mail

All mail is delivered to the business office, where it is sorted and delivered to residents. All outgoing mail can be brought to the business office to be mailed.

Call Bell System

A call bell is located near each resident's bed and in all bathrooms.

Ambulance Services

Should it be necessary to transport a resident via ambulance, this service will be billed directly to the family or resident by the Ministry of Health. This expense is the responsibility of the resident or family.

Cable Television

Set up of cable TV is managed in house. All rooms are furnished with cable TV outlets. The charge is \$25.00 per month and can be paid from the comfort account.

WIFI Access

Many families use this technology to show pictures or have video calls. Passwords are available from the office.

Telephones

All rooms have telephone outlets. Arrangements for hook up of telephone service must be made directly with Shaw or Telus. It will be the responsibility of the resident or family to provide a telephone and initiate this service.

Hairdressing

A hairdresser visits Qualicum Manor 3 times a week to provide hairdressing services to our residents. Residents wishing to utilize this service should let the office or recreation department know. The charges for this service will be billed to the comfort fund.

Foot care

Foot care is important for older adults. A registered foot care nurse provides this service at Qualicum Manor at a cost of \$35.00 per visit. She will see the client approximately every 6 weeks.

Dental Hygiene

Oral hygiene is an integral part of our total well being. A dental hygienist visits our facility regularly. Residents are seen as needed or bi-annually for check ups. The dental hygienist will advise if a resident should be seen by a dentist.

Bathing

There are no bathtubs in residents' rooms, although there are a few with walk in showers. We have specially equipped bathing rooms where care staff assist each resident with baths or showers according to their individual need.

Wheelchairs and Walkers

A limited number of wheelchairs and walkers are available from Qualicum Manor. Please speak with the Director of Care regarding the process of assessment and prescription of mobility equipment.

Restraints

Qualicum Manor applies a policy of minimal use of restraints. Bed rails and belts for safe positioning in wheelchairs are considered on an individual basis in consultation with family, nursing staff and the physician.

Resident & Family Council

This is the opportunity to give voice to resident and family concerns and suggestions. Meetings are held bi-monthly and attended by residents, recreation staff and administration. Minutes are posted on the information board on first floor and/or circulated via email.

Addressing Concerns or Complaints

Qualicum Manor is routinely inspected by Island Health licensing to ensure that provincial Adult Care Regulation Standards are being met.

If a concern does arise, please approach the person who provided the service or the nurse on your floor. It is our wish to resolve any concerns or misunderstandings as soon as possible, and we are confident in our ability to do so. Our administration office has an "open door" policy and we value constructive feedback from residents and family members. The Director of Care is available by phone at any time. Please obtain after hours contact information from the nurse.

Residents and families have the right to elevate concerns to the community care licensing program at 250-739-5800 and or the patient care quality office.

For more information: www.viha.ca/patientcarequalityoffice
www.viha.ca/mho/licensing

Pastoral Care

Church services are held regularly and are included on the monthly activity calendar. The Church providing the service is also noted on the activity calendar.

Alcohol

Residents who are accustomed to enjoying alcohol as part of their routine require an order from the resident's family physician. Alcohol may interfere with certain medications, which is the reason for having a physician's order to have alcohol. For the safety of all residents, the resident's alcohol must be kept at the nurses' station, and given to the resident by the nurse. The activity calendar also features pub style events where alcoholic and non-alcoholic beverages are available.

Smoking

Qualicum Manor is a non-smoking home.

Pets

We do however welcome pets to come for short visits. Regular pet visiting programs are part of our scheduled activities. Due to Licensing restrictions, pets are not permitted to live with residents.

Services Available to Residents

Pharmacy

All of our pharmaceuticals are provided by one drug store, Remedy's RX. Our nurses, in consultation with our Medical Director, order prescriptions from this pharmacy.

All prescription drugs covered by the provincial Pharmacare program are supplied to residents free of charge. If a resident needs medications that are not covered by Pharmacare, they or the family will be billed for these directly by Remedy's RX.

Remedy's RX pharmacist attends care conferences at Qualicum Manor. The pharmacist also regularly reviews medications dispensed at Qualicum Manor. The purpose of this review is to ensure that residents take only those medications that are required to help them function as fully as possible. Please raise any questions about medication with the nurse. Our pharmacist is available for consultation as needed.

Qualicum Manor supplies basic medical supplies. Specialized treatments or supplies will be reviewed with the family and may be billed at cost to the resident.

Physiotherapy

There are several physiotherapists with expertise in seniors care who provide services in our community. Payment for assessment services when applicable is the responsibility of the family. Please speak with nursing staff to arrange appointments.

Occupational Therapy

OT assessment may be recommended to determine equipment needs for wheelchairs and walkers. Payment for assessment services when applicable is the responsibility of the family. Please speak with nursing staff to arrange appointments.

Dietary Services

Three nutritious meals are served daily in addition to between meal snacks. Our dietician reviews individual resident's weight and nutritional status on a weekly basis, as well as our menu to ensure that the highest quality is maintained. When each new resident moves in, our dietician assesses individual nutritional needs and, when necessary, recommends a specialized diet.

Qualicum Manor's preference is to have all residents come to the dining room for meals in order to enhance their dining experience and promote socialization. Occasionally there are exceptions from this policy (for example, when a resident is ill). This decision is made by the nursing staff and is considered to be a short term measure.

Selecting a table group for each resident is intended to place a resident in the most suitable place and with compatible tablemates, to the best of our ability.

Recreation

The recreation department at Qualicum Manor provides a range of therapeutic, recreational and social activities for our residents. With the assistance of volunteers and families, the recreation staff facilitates a caring and stimulating atmosphere that helps residents enjoy themselves and support their individual highest functional level.

We recognize the uniqueness of each resident, and respect the resident's individuality, their human rights and their need to feel comfortable and secure in their environment. The recreation staff seek to maintain the comfort and dignity of the residents whatever their state of physical, mental or emotional health.

Examples of the recreation therapy programs:

- Pet Therapy
- Creative Programs such as Crafts, Art Therapy and Music
- Physical Programs such as Daily Fitness, Walk n Roll & Brain games such as word finding and cross-word puzzles
- Home Life Programs such as gardening and baking
- Intergenerational Programs involving children and youth

Recreation Calendar

A monthly calendar of activities and entertainment events within Qualicum Manor is posted throughout the building. These calendars list the times and locations of each daily activity or event. Special care is given to mark seasonal celebrations, birthdays and other special days and happenings. Family and friends are welcome and encouraged to attend any of the programs and events within the facility.

Moving In

Assessment and Determination of Requirements

Admission to all residential homes in our health region is coordinated through Island Health, with the exception of our private pay beds. Island Health subsidized residents are assessed by Long Term Care Nurses in the Community or Hospital. Clients are matched to homes on a ‘first available bed’ basis, meaning that clients move in to an available bed in their geographic area. Families may identify a preferred location or home of choice; however the waiting period could be prolonged.

When a home has a bed vacancy, it is reported to the local office of Island Health. The Island Health team determines who shall be matched and notifies the home. At Qualicum Manor, the Director of Care is notified and then contacts the next-of-kin to explain the process of moving in. Families who pay privately for the care of their family member make arrangements for moving in with input from the physician who currently looks after their family member.

Medical Information

It is essential to obtain medical information on new residents before they arrive. The current physician looking after the resident will also be asked to complete a brief medical history, standing orders for routine treatment, and provide a list of current medications taken by the resident. Most community physicians prefer to transfer the care of their patient to our Medical Director, once they move to Qualicum Manor.

Moving In

Most often new residents arrive Monday to Friday, however with advance planning weekend arrivals can be accommodated. The preferred time is between 10:00 – 11:00 AM.

Absences from Qualicum Manor

Island Health subsidized residents may be away from Qualicum Manor for up to 30 days per calendar year. Absences longer than this will affect the residents long-term care status. Residents who pay privately do not have any limitations in this regard. During any absences, the resident continues to pay their daily per diem rate.

Outside Appointments

For care services not provided at Qualicum Manor (e.g. Medical specialist, x-rays), arrangements are made for residents to be seen in the community. Qualicum Manor does not have the ability to provide transportation or escort for this. It is the responsibility of the resident or family member to make transportation arrangements. We routinely use a local medical transportation company and/or companion service and can arrange transport if family is not able. Fees for this service are the responsibility of the family.

Funeral Arrangements

We recommend that these arrangements be made and filed with us. This enables us to carry out the wishes of the resident and family should the next of kin be unavailable.

Resident Rooms

Rooms are assigned to new residents with consideration of their medical health care needs, their emotional and social needs, and whenever possible, their personal preferences. Because this must also be done with the needs of present residents in mind, decisions about the room arrangements are made by our team.

It is sometimes necessary to move residents from one room to another, due to changing individual needs. We must have this flexibility in order to deliver the best possible care to all residents. Residents and/or family members will be consulted regarding a potential room move whenever possible. However, because we must consider the needs of all our residents, the final decision must rest with the care team.

Decorating of Rooms

All resident rooms are supplied with a bed, duvet, side table, dresser, and a wardrobe. Most residents like to bring some of their own items to make their rooms feel cozy and familiar. For example, pictures, a favourite bedspread, mementos, hobby supplies, television, radio and possibly a favorite chair. For safety reasons nothing with a heating element, such as an electric blanket may be placed in a resident's room. It is also advisable to mark all personal effects for identification.

If residency ends, the resident or family must remove all personal items in a timely manner. If family members are unable to remove personal belongings within 24 hours, Qualicum Manor staff are available to assist with packing belongings for pick up. Rent is charged until all items are removed from the room.

Insurance

We do not provide insurance coverage for the personal belongings of the residents. We recommend that the family purchase contents insurance policy to cover the personal belongings and prosthetic devices such as hearing aids, eye glasses and false teeth of their family member.

Electrical Items

The safety of all residents must be considered when electrical items are brought into Qualicum Manor for the personal use of residents. Certain electrical items that are a potential fire hazard cannot be allowed in resident's room, for example a kettle. We realize that the use of some of these items is something that individuals may miss, however we cannot risk a potential fire hazard.

Resident Security

Qualicum Manor doors are unlocked during the hours of 7:00am and 8:00pm. The front door does have an intercom. If you should require access outside of these times please call the nurse on the intercom to enter.

The residents residing on the second floor have an additional level of security. An access code must be entered to call the elevator. If the doors to the stairwell are opened for more than a few seconds, an alarm will sound to alert the nurse.

Security of Valuables

We strongly encourage residents not to keep items of value, or documents of importance at Qualicum Manor. We certainly understand that residents want to keep such things with them because of their sentimental value. However, we cannot guarantee their safety and therefore cannot be responsible for loss or damage. The resident and/or family must weigh the risk of loss or damage against the benefit of keeping such items in their room. For items of value and specialty items such as hearing aids, we strongly recommend content insurance to protect against loss.

Labeling

Clothing and other personal effects can be lost or accidentally misplaced. Labeling does not guarantee their return, however it does make it more likely that items found will be returned to their owner. We feel it is essential that all personal effects (such as dentures, glasses, wheelchairs, walkers, hearing aids, electrical equipment and razors) and clothing be labeled.

All clothing must be labeled shortly after moving in. Iron on clothing labels are supplied by Qualicum Manor. There is a one-time fee of \$50.00 for this service. Our staff will apply the labels to the clothing.

Mending of damaged clothing is the responsibility of the resident's family. Clothing that needs repair will be identified for you.

Lost & Found

Any items that are turned into the office will be kept for 60 days. Please contact the office if you need assistance in finding a lost article.

Donations

With the exception of adaptable clothing, wheel chairs, walkers, specialty cushions or mattresses, Qualicum Manor does not accept donations of belongings. We appreciate the spirit of generosity and request that families contact local services such as SOS or Salvation Army.

Recommended Clothing

The following are lists of clothing articles that are suggested for residents. The items and quantities were chosen because we feel that they will be the most practical and comfortable for the lifestyle residents have at Qualicum Manor. All articles should be machine washable and permanent press. Hand-washable or 'dry clean' items cannot be cleaned by our laundry and are the responsibility of the family.

Women

6 jogging suits or combination slacks/
Shirt or dresses with front zipper/buttons
4 sweaters with front buttons/zipper
5 pairs knee high pantyhose / socks
6 pairs underpants
2 bras
4 nightgowns or pyjamas
1 pair non slip slippers/non slip socks
1 pair outdoor walking shoes
1 medium weight jacket

Suggested grooming articles:

Brush and comb
Toe nail clippers
Deodorant
Powder
Toothbrush / toothpaste
Hair accessories
Kleenex
Soap
Razors
Cosmetics
Shampoo & Conditioner

Men

6 jogging suits or combination slacks
and shirt sets
3 cardigan sweaters
1 pair dress slacks
1 dress shirt
6 pairs underwear
6 pairs socks
1 pair non slip slippers/non slip socks
1 pair outdoor walking shoes
1 medium weight jacket

Suggested grooming articles:

Brush and comb
Toe nail clippers
Electric razor
Deodorant
Shampoo & Conditioner
Toothbrush / toothpaste
Kleenex
Soap
Moisturizer

Note: Non-slip socks are available from Nursing at a cost of \$5.00 for 3 pairs. Please note we request that strong scents and perfumes are avoided.

Finances

Rates

Qualicum Manor has both private pay and government funded residents. Residents placed through Island Health will have their per diem rate calculated based on a standardized provincial assessment. The current rate for families who pay privately is \$220.00 per day.

Rent

Rent is due on the first day of every month. We require that families complete an automatic debit form. Statements are available at any time. Residents and families will be advised of rate changes as the Ministry of Health informs us. Tax receipts are available upon request in February of each year. Refund cheques for unused comfort account monies as well as adjusted monthly rental fees will be issued 14 days following discharge.

Resident Comfort Fund

We strongly discourage residents from keeping large amounts of cash in their rooms or on their person when away from their rooms. Our business office provides a Comfort Account service. Cash or cheques can be deposited in a resident Trust account and cash withdrawn when needed. Payment of personal services offered at Qualicum Manor (i.e., hairdressing, foot care) can be charged directly to this account. We suggest that a minimum of \$200.00 be deposited into the comfort account upon moving in. Such trust accounts are governed by Provincial Law. Funds must be on hand and available for use prior to any expenditure. Statements of this account are available by request at the business office.

Veterans Affairs Canada

If your family member was a member of the Canadian Armed Forces, they may be eligible for financial support from VAC. Our office can assist with contact information.

Our Staff

Interdisciplinary Team

Our team is made up of Administration, Medical Director, Nursing, Care Aides, Recreation, Nutrition and Food Services, Pharmacy, Housekeeping and Maintenance Staff. Each and every member of the team plays an important role in providing care and support for the residents.

Our Nursing Team

The nursing team includes RN's, LPN's, Care Aides and the Director of Care. The RN and LPN's monitor the care given by the whole of the nursing team and co-ordinate with other departments, physicians, family and residents regarding care issues. They also provide clinical care to residents such as dispensing medications, attending to special procedures or treatments, liaising with physicians and carrying out physician's orders

Care aides provide the day-to-day personal care and supervision of the residents. They work under the direction of the RN, LPN and Administrator/Director of Care.

Medical Director

Our Medical Director oversees the delivery of medical services to residents. The Medical Director liaises with other medical professionals as needed and participates in weekly rounds and care conferences. Geriatric Psychiatry specialists and other members of the Oceanside Community Mental Health support team visit Qualicum Manor regularly.

Staff Contacts

The following staff members can be reached by calling 250-752-1262 and selecting the extension.

Administrator/ Director of Care (ext.4) Wendy Carmichael

Business Office (ext.1) Leonor Schmidt

Recreation Coordinator (ext. 2)

Lonnie Smith
Leanne Brown

Kitchen (ext. 5)

Daivin Phillips (Cook)

1st Floor Nursing (ext. 6)

3rd Floor (ext. 7)

2nd Floor Nursing (ext. 3)

Fire Drill Instructions for Visitors

Qualicum Manor is fitted with a two-stage alarm system that can be activated by any one of the following devices

Pull stations – generally located near exit doors
Smoke detector – all areas
Sprinkler heads – all areas

STAGE 1 ALARM:

- Short, loud intermittent rings on all alarm bells
- Fire doors in corridors will close automatically
- NOTE: All doors with keypad locks will remain locked, including all Exit doors to outside of building.

STAGE 2 ALARM:

- Continuous loud ringing on all alarm bells
- All doors with coded locks automatically unlock
- Room doors will automatically close

WHEN THE FIRE ALARM IS ACTIVATED:

- Remain calm, you have the option to continue to offer reassurance to the resident you are visiting
- If you are in a bedroom or bathroom, and choose to leave please close the door

- Follow instructions from staff
- Please inform a member of staff if you decide to leave the property
- Follow EXIT signs to stairwell, and/or exit the building

If full evacuation of building is necessary the fire department will be here to provide direction. Leave the building at the nearest exit and make your way to the assembly area.

Note: Our assembly area is the Northwest corner of property (closest to Pharmasave)

Revised May 2018