An Introduction to

Te Hopai Home and Hospital

**Resident Information Booklet**

**June 2017**

Te Hopai Home & Hospital

Hospital Road

Newtown

Telephone: (04) 380-2002

Fax: (04) 389-6101

 **General Manager: Pakize Sari**

**Brief History**

Established in 1888, the Te Hopai Trust Group remains the oldest Charitable Trust, solely dedicated to care of the elderly, throughout the country.

Te Hopai Home was the first home for the aged to be established in Wellington. Following a grant of land by the Colonial Secretary, the first home was built from funds subscribed by a number of prominent Wellington citizens and opened in 1889.

It was replaced by a new home in 1976.

In 1993 Te Hopai Trust saw a need for a safe care for those Residents with memory problems. To cater for the demand the Kowhai Wing – a 10 bed secure unit was built.

In July 1995 Te Hopai Trust purchased Alexandra Rest Home in Rintoul Street. In September 2002 Alexandra Home was sold.

Te Hopai Hospital was built and officially opened in July 1996. A 34 bed up-to-the minute facility features 24 hour medical convenience while providing a homely, safe and warm environment for both short and longer term special residents.

In 2001 a major redevelopment of Te Hopai Home was started. This saw the opening of a new two storey wing in April that year, and was followed by the staged re-building of the old home, upgrading all rest home rooms, en-suites and public areas. Current capacity is 39 beds.

In 2008-2009 Te Hopai was awarded 6 extra dementia beds by the local DHB.

Our bed capacity increased from 10 beds to 16 beds capacity along with upgrade and repair to bring it up to the quality of the rest of Te Hopai. We built rooms with ensuites and additional dining and lounge areas. The larger lounge spaces will mean greater flexibility for activities and exercise whilst also providing alternative areas for residents and their families, and for separation of agitated or distressed residents.

Part of this development, Te Hopai also completed refurbishment of the rest home lounge, upgrade of admin area and the additional 4 hospital beds added in to the hospital wing.

In 2014-2015 saw much larger development. Te Hopai had a 47 bed new site adjacent to the current hospital facility. The new site provides palliative care, rest home care, hospital care and stage 2 dementia level care. The building incorporates an IL4 Seismic Design with high end seismic features so in the event of a high magnitude of earthquake, our resident would not require to leave the premises. The new facility has full cover ceiling hoists to eliminate unnecessary lifting by our care staff.

Today Te Hopai provides quality care in a well maintained residence with excellent facilities, larger than average rooms, sunny pleasant gardens and a continuum of care from residential to hospital and dementia. In an aged care market dominated by the impersonality of large corporations and the departure of the charitable sector, Te Hopai stands out as a provider of intimate level care for the aged and the needy, making no distinction between private and fully subsidised residents and taking pride in the high standards maintained throughout..

TE HOPAI TRUST GROUP

**Philosophy**

We believe in caring for those members of the community who are unable to care for themselves.

We believe our care should:

- keep them safe from harm

- promote their independence

- encourage and nurture their individuality, dignity and self worth

- be as close to their own home environment as possible

- reflect their physical, emotional, intellectual, social, cultural and spiritual needs

- be delivered with kindness and friendliness

- respect their freedom of choice and speech

- be based upon decisions made by them

- involve their relatives and friends

- maintain their right to privacy and confidentiality

- provide their right to die in peace and with dignity

TE HOPAI TRUST GROUP

**Code of Residents Rights and Responsibilities**

**You have a right to:**

- Personal and health care according to your need.

- Be treated as an individual and with dignity and respect.

- View a copy of the Code of Health and Disability Services Consumer’s Rights 1996.

- Privacy when, for example, attending to hygiene, making and receiving telephone calls, receipt of mail, receiving visitors, personal conversations with staff and residents.

- Treat the facility as your home and to regard yourself as a member of a family consisting of other residents and staff.

- Expect that your safety will be catered for in and around the facility.

- Choose and maintain contact with individuals and groups from the community through visitors to the home and outings.

- Be consulted about all matters affecting you.

- Be asked to choose from a range of activities both in the facility and in the community.

- Socialise with whomever and whenever you choose.

- To be addressed by your preferred name.

- Maintain your personal independence.

- Ensure that your possessions are not shared without permission.

- Confidentiality of any records staff may keep.

- Control over all personal matters as to your own possessions and clothes, financial matters, when you sleep.

- Be involved in decision making about activities of daily life and have information provided in a format best suited to your needs so informed consent is assured.

- Intimacy and sexuality as long as the personal rights of others is maintained.

- Continue with cultural and religious practices and value systems which have determined your life in the past.

- Complain about anything which upsets you and if necessary have some independent person to advocate on your behalf.

**You have a responsibility to:**

- Treat fellow residents with respect.

- Remember that other residents have the same right as you.

- Treat staff as individuals with dignity and respect.

- Assist staff in looking after your health.

- Inform staff when you are leaving the home, who will be with you and when you hope to return.

- Treat the facility with care and respect.

- Keep any financial matters current.

- Adhere to any house rules.

A code of Residents Rights and Responsibilities is available on cassette tape.

**Advocacy Services**

We are able to refer you to an independent advocacy service at the earliest opportunity if you have any concerns over your care or your family’s involvement in your care and are not able to reach a resolution.

We have a complaints process that is easy to follow (please see the complaints section) and guarantee that all concerns are followed up within 14 days.

We have provided you with some contact people who will be able to advocate on your behalf and we are happy to discuss how the independent advocacy process works and assist in its facilitation.

**Suggested Agencies:**

The Public Trust Office Aged Concern

Clergy of the Residents religion Health & Disability Consumers Advocacy Service

**Community Resources**

The following community support groups are available and may be of interest to you. Please see the staff if you would like to be put in contact with any of them.

Foundation for the Blind Hearing Association

Stroke Club Parkinson’s Foundation

**Complaints Procedure**

All residents in this facility need to understand how the complaints process works. We encourage our residents and their families to give us feedback so we can continually improve the way we do things. We are more than happy to discuss your concerns.

You have every right to be involved in decisions affecting your care and we encourage you to explain or discuss your concerns in more depth. In this facility we have a Complaints Policy, a copy of which has been provided for your interest.

We have also provided you with a copy of the Concerns/complaints lodgement form to complete should you or your family or whanau have any concerns about your care. Please ask one of the staff if you would like the complaints process clarified or if English is your second language.

Te Hopai has a complaints procedure in place that ensures that we deal with your complaints in a manner that is fair, simple and fast. In particular, we must:

- acknowledge complaints in writing within five working days of

receipt, unless the complaint has been resolved to his/her satisfaction

within that time;

- Inform residents/family and visitors about Te Hopai’s complaints procedure and the fact that they can make complaints to the Health and Disability Commissioner (if the complaint relates to services) or the Privacy Commissioner (if the complaint relates to a breach of privacy);

- document all complaints and the actions that our staff have taken in

relation to those complaints;

- advise complainant about the progress of their complaints every 20 working days, and

- give complainant all the information that Te Hopai holds that is, or may be,

relevant to their complaint.

**Making decisions on complaints**

Within ten working days of acknowledging the complaint in writing, we must:

- decide whether or not we accept that the complaint is justified; or

- if we need more than 20 working days to investigate the complaint, advise the

Complainant that we need more time to make a decision and why we need more time.

After we decide whether to accept a complaint, we must advise the complainant of:

- the reasons for our decision;

- any actions that we propose to take;

- any appeal procedure that Te Hopai has in place; and

- the patient’s right to complain to the Health and Disability Commissioner or

 the Privacy Commissioner.

The home will also keep a log of the complaint, any solutions for improvement, who is assigned responsibility to rectify the problem and the date at which the solution has been implemented.

**Concerns / Complaints / Compliments Form**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_am / pm

Name (Person Assisting): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Complainant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Addressed to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Nature of Complaint/Compliment: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signed by Complainant (or person assisting):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

Name/s of advocate/s (if appropriate): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Outcome: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Follow Up: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Complainant advised in writing of

outcome / ongoing process of complaint on: Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed by Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Privacy Protocol**

We are committed to ensuring that your privacy and dignity is maintained at all times whilst you are in our care. We keep information about your well-being and lifestyle needs on file but this is confidential only to the people responsible for your care. We aim to achieve a balance between respecting the individual’s right to choose and the privacy of other residents in our care.

We have a documented protocol for meeting all of your privacy requirements including clinical treatments and procedures, family discussions and any desire for intimacy.

**Physiotherapy**

A registered Physiotherapist is employed by Te Hopai Trust. The following services are provided:

- Individual resident assessments, on admission and six monthly thereafter unless condition determines more frequently.

- Sourcing equipment and aids as required.

- Provide training for all staff on efficient transferring techniques to ensure that everyone remains safe.

- Arrangement of repairs to wheelchairs.

- Regular exercise programmes.

**Recreation Team**

The recreation teams consist of people who work mainly during the week, to provide recreation to all the residents of Te Hopai Trust. Each unit will have a proportion of hours correlating to the number of residents they have. The programmes include group work and individual work. We aim to provide a variety of activities to accommodate the social, intellectual, physical, emotional and spiritual needs of the residents. A week may include; quiz day, bowls, handcrafts, music therapy, exercises with the physiotherapist, life review, flower arranging, a visit to the gardens in the van, gardening, reading current events and housie.

We arrange visits from school children and other entertainers to provide more enjoyment for everyone. There are also visits to and from other rest homes for different special events. We aim to have a Christmas function each year with entertainment and a supper. Other special events are planned when able.

**Residents Incidents / Accidents**

The resident and their families need to understand that all incidents and accidents are documented to assist in planning the management of the situation and to minimise occurrences. Families are notified of all areas of concern.

Our staff encourage issues of concern to be raised so that we are able to continuously improve the care that we provide.

**Restraint / Minimisation and Safe Practice**

We ensure the residents are kept safe in a dignified manner within the guidelines of NZ Standard Restraint Minimisation and Safe Practice 8141:2001 The full standard is held in the Board Room library.

A restraint is the implementation of any forcible control by a staff member that:

(a) Limits the actions of a resident in circumstances in which the resident is at risk of injury or of injuring another person.

(b) Intentionally removes their normal right to freedom.

**Types of restraints:**

Bed Rails: These are used to prevent a resident from falling out of bed

Lap Belts: This is used to enable a resident to maintain posture in a chair or bed

**Kowhai Wing**

This specialist unit restricts the ability of the residents to leave at will. However, all residents are assessed by a psycho geriatrician as being at risk if allowed to wander; therefore their ability to leave Kowhai Wing (not their own rooms) is restricted.

**Resident and Service Areas**

Our facility has areas both inside and outside that may pose a danger to your health and safety. We have an outside area for residents that has been made safe for your use and comfort.

**Resident Choice**

We are committed to ensuring that all residents are given adequate choice in relation to quality of life and conducting activities fundamental to your daily routine. Where possible we aim to ensure that your individual values and beliefs are incorporated in to the organisation of the home.

**Sexuality and Intimacy**

We are happy to put you in touch with an appropriate counselling service or provide you with any educative or informative material regarding sexual health advice.

**Transport**

Should you require transport outside of the facility, our local taxi company is:

Wellington Combined Taxis telephone (04) 384-4444. We also organise a number of outings outside the facility and ask you to co-operate in the wearing of seatbelts or any other restraint device whilst travelling.

**Religious Services**

Regular Anglican and Catholic Services are held at the Home. You are welcome to attend local church services if you wish.

**Alcohol**

We have a social hour held in the lounge monthly. We request discretion as far as alcohol in your room is concerned. Please keep in mind other residents may have a problem with alcohol. Please discuss your needs with the Care Manager.

**Resident Meetings**

These are held on the last Monday of each month, and are led by the Recreation Officer. We welcome your views and suggestions to improve the quality of our service. This is your home. We want you to feel comfortable and content.

**Your Room**

All residents are offered a private room with ensuite. You are welcome to bring some personal items with you to make your room as homely as possible. Pictures, photographs, ornaments, bedspreads, favourite chair, TV, radio are some suggestions.

**Television**

A television and video is provided in some lounge areas. You are welcome to have your own TV in your room.

**Telephone**

There is a telephone in each room for free local calls but toll calls must be arranged through the office.

**Electrical Appliances**

Electric jugs, electric blankets and heaters are NOT permitted because of fire regulations.

**Money**

Residents are advised not to keep large sums of money in their rooms. The Administrator manages a fund on behalf of the residents which is used to give residents ready access to small sums of cash and to pay for such things as hairdressing.

Any funds received by the Administrator are guaranteed secure.

Relatives are requested to ensure sufficient money is available. Account balances are notified through the three monthly resident report update.

Please do not ask staff to deposit or withdraw money from your bank account. The Administrator will arrange this for you.

**Visitors**

Visitors are welcome at any time after 9.00 am. Please note 12.00-1.00pm and 5.00-6.00pm are meal times. You are encouraged to continue your outside interests. You are welcome to go out at any time, but we ask that you sign out at reception. In case of an emergency it is necessary to know who is absent from the home.

**Services**

**Medical**

You are welcome to retain your own GP. However, it is not always possible for them to visit the Home. We have our own GP who visits and sees residents as their condition determines. Our contract with the Health Funding Authority requires residents to be seen a minimum of three monthly.

**Medication**

All medication is to be handed in on admission and will be administered regularly as prescribed. Self medication may be appropriate. This should be discussed with the Care Manager on admission.

**Smoking**

We have a strict smoking policy. Smoking is strictly outside only and not encouraged. In the interests of safety there is a complete ban on smoking in any part of the facility. Thank you for adhering to this.

**Newspapers**

We will order these for you on request. Payment is the responsibility of the resident.

**Valuables – Insurance**

We endeavour to take care of all property brought into the Facility. Our insurance does not cover the loss or damage of personal items and we will not be responsible for loss or damage. Residents who wish to bring items of value into the facility are advised to maintain their own insurance cover. We recommend cover for items such as hearing aids, spectacles and dentures.

**Meals**

7.30 am Breakfast is served on a tray in your room, but may be taken in the dining room if you wish

10.00 am Morning Tea in Lounge or Bedroom.

12.00 noon Lunch in Dining Room

2.15 pm Afternoon Tea in Lounge or Bedroom

5.00 pm Tea in Dining Room

7.30 pm Supper

We encourage residents to have input into menu choices; therefore we have a weekly menu with two selections for both lunch and tea from which residents are asked to choose. Because we wish to optimise your health we need to know if you have any particular dietary requirements.

If you have been assessed as requiring special feeding equipment such as modified cutlery or drinking cups, please inform our staff as to what equipment you like to use.

Our meal service is contracted to Alliance Catering Services.

**Informed Consent**

As a consumer of our services you have an absolute right to be fully informed before giving consent to any treatment, procedure or activity.

This includes –

- Activities of daily living (bathing, showering, hair wash, teeth clean, toileting)

- The cares you receive, waking, sleeping and eating times, food and drink preferences, social activities etc. and any extra cost that may be incurred.

- The names and qualifications of your carers.

- The drugs doctor prescribes, what they do, special treatments, alternative options, possible side effects, or any extra costs that may incur.

- The right to be informed of procedures and test results.

- Where to get (or if we wish) to obtain a second opinion. Their qualifications.

- Whether health information gathered is to be discussed or passed onto other health professionals, reason and the professional’s qualifications.

- Whether your health information is used for teaching or research.

- You must be given the opportunity to carefully consider any impact a treatment or procedure may have on your cultural or spiritual beliefs.

- You must be given the opportunity to elect who will have access to your information, e.g. family, friend, guardian etc.

- You may wish to consider in advance what you would like us to do in an emergency. This can be discussed with Care Manager, your Doctor and/or someone in a position of trust.

- You may wish to elect someone to be your Guardian / Enduring Power of Attorney (EPOA) should you become incapable of making decisions. This can be discussed with your family, Doctor, Lawyer, Care Manager or Manager of Te Hopai Trust. Advice regarding EPOA is available on request.

- You and your elected EPOA may access and discuss with us your records at any time upon request.

- You have a right to decide what becomes of body parts/tissues etc.

- The right to withdraw consent to services or refuse services.

**Laundry**

Whilst we take all due care and responsibility when laundering, you need to be aware that we can not be held financially liable should clothing be damaged or lost.

We ask that your clothes are clearly labelled with your name and that your family / whanau / or friends are able to take home clothing items of value or significance. Commercially printed, sew-on name tapes are best, as indelible pen wears off very quickly. We have a contact to have name tapes printed at a very reasonable price.

It is preferred that woollens are not used, but if they are an arrangement should be made to take home or dry clean. With the “commercial” laundry, some shrinkage is inevitable.

**Mail**

This will be delivered to you daily. Mail is posted from the front office daily.

**Interpreting Services**

These are arranged by the Care Manager if family members are unable to assist.

**Recommended Property List**

The following has been compiled as a guide to assist you and your family as to personal items required.

|  |  |
| --- | --- |
| Underpants / knickers | 8 – 10 pair |
| Singlets / vests | 4 |
| Petticoats | 4 |
| Bras | 3 |
| Pantyhose/stockings/socks | 10 pair |
| Nightgown / pyjamas | 3 summer / 3 winter |
| Dressing gown | 1 – 2 |
| Shoes | 2 pairs (easy to put on) |
| Slippers | 1 pair |
| Handkerchiefs | 10 (or paper tissues) |
| Trousers / slacks / skirts / dresses | 3 summer / 3 winter |
| Shirts / blouses | 3 summer / 3 winter |
| Jerseys / cardigans | 3 |
| Coat | 1 |
| Hat | Sunhat |

**Extra clothing that might be useful: Toilet Articles:**

Sunhat Soap

Tracksuit Deodorant

Ties Talc

Bed socks Toothbrush

Bed jacket Toothpaste / denture cleaners

Shower cap Shampoo / Conditioner

 Brush / Comb

 Tissues

 Shaver / electric razor

 Aftershave

**Podiatry**

A Podiatrist visits the facility on a ten weekly cycle; this is included in the cost of accommodation. More frequent visits are possible but incur an additional cost.

**Hairdresser**

A hairdresser attends the facility twice weekly on Mondays and Wednesdays. A barber will visit as needed. Booking is through the main office. However, you may wish to use your own hairdresser, either way the cost is paid by the resident.

**Cultural support options where available**

We are able to provide information about cultural support groups and referral sources should you require or request it. Please let our staff know if written or spoken English is difficult for you so we can accommodate this when we are providing you with information. We may be able to bring in an interpreter or translator if a family member or friend is unavailable to assist.

**Discrimination**

Here at Te Hopai we aim to ensure that no discriminatory practices occur. We hold the Silver Rainbow seal which indicates that we welcome residents of any sexual orientation and gender. We encourage any resident who feels they have been discriminated against because of their gender, race, religious affiliation or sexual orientation to speak to one of the Management Team so this can be investigated and resolved.

**Extra charges**

Whilst most of the services that we provide are included in the price (as per your resident contract), we are unfortunately not in a position to absorb any of the costs associated with specialist or extra products or services that you may desire or require. It is the responsibility of the resident and/or their family/ whanau to ensure that the resident has his own stock of personal toiletries. However, in the event that the resident runs out, the facility has supplies on hand for purchase.

The following products and services will require extra charges:

Doctor’s visits initiated by the resident or their family that are not clinically indicated. Dentist, Optometrist, Audiologist, Chaplain, Hairdresser, Advocacy, personal equipment aids, transportation to appointments and discharge/transfer to another facility (if Rest Home level care).

Emergency travel will be by ambulance and is not charged for. All attempts will be made to provide a staff member to accompany residents to appointments if the family are not available, but this cannot be guaranteed.

**Admission Day**

On admission you will be greeted by a member of the nursing staff and shown around the facility. You will then be assisted to move into your room and offered a refreshment of your choice. A brief description of fire safety will be given as well as the call bell and telephone systems.

Introductions to staff and residents will be initiated at this time.

Please feel free to ask any questions at this time or later as the need arises.

A staff member will also sit down with you and your family to complete an initial assessment which will be used to plan your ongoing care.