



VILLA DES CHUTES FALLS VILLA

RESIDENT WELCOME GUIDE

NURSING HOME

Revised 2024

TABLE OF CONTENTS

Welcome.....	3	Transport.....	9
Historical.....	3	Extra Mural Program.....	9
Mission.....	4	Other professionals.....	9
Statement of Objectives.....	4	Room layout.....	9
Roles.....	4	Smoking.....	10
Pre-admission and admission.....	5	Visiting and outing times.....	10
Accommodation costs.....	5	Telephone and cable.....	10
Services offered.....	6	Tip.....	10
Nursing.....	6	Money and valuables.....	11
Medical services.....	6	Resident's mail.....	11
Food service.....	7	Provision of care included.....	11
Rehabilitation.....	7	Family involvement.....	11
Activities.....	7	Security.....	11
Housekeeping.....	8	Residents' meeting.....	11
Laundry.....	8	Code of Ethics.....	12
Maintenance.....	8	Comments and complaints.....	12
Accounting.....	8	Residents' rights.....	12
Other services.....	8	Palliative care.....	12
Volunteers.....	8	Quality of service.....	12
Hairdresser.....	9	Conclusion.....	13

WELCOME

The management and staff of the Falls Villa wish you a very warm welcome. It is our pleasure to welcome you to our great family. We want you to quickly feel at home in your new living environment.

To help you learn more, we have developed a welcome guide that will familiarize you with the information related to your admission and the services offered by our nursing home.

Written for you and your loved ones, this welcome guide should answer most of your questions. If there are any unclear points, please do not hesitate to contact us.

We will do everything in our power to enhance your stay at Falls Villa. You are at home here and we are at your service. The services you receive should be of high quality and tailored to your needs, however please let us know how we can improve the quality of your stay.

We will provide you with other documentation for information purposes upon your admission, such as our Code of Ethics and a brochure on resident safety.

HISTORICAL

In 1974, a group of local citizens approached the Department of Health for permission to raise funds for the eventual construction and operation of a nursing home in Grand Falls to meet certain regional needs.

After several meetings, a company was formed and incorporation took place on March 11, 1975 under the name of Manoir de Grand-Sault Inc. (Grand Falls Manor Inc.) Construction of a 60-bed nursing home began in the fall of 1975 and was completed on March 15, 1977, meeting the Department's standards.

In February 1990, the Dr. Bernard Nowlan Residence, a ten-unit housing project for independent seniors, was completed. The Residence is connected to the Manor by a corridor and tenants can benefit from certain services offered to residents of the Manor.

In June 1992, after several efforts by various stakeholders, the management of the Manor, in conjunction with the Department of Veterans Affairs and the Grand Falls Legion, proceeded to open a twelve-bed care unit for veterans of the region, which is annexed to the Manor. Numerous renovations were carried out simultaneously to the rooms housing the sixty beds.

In the spring of 2009, construction began on a new nursing home to replace the aging building after the Ministry of Social Development agreed to guarantee a loan. The opening of the new home known as Villa des Chutes/Falls Villa was inaugurated in the fall of 2010 after twenty months of construction. In the new facility, all sixty-nine beds are governed by the provincial Nursing Home Services Act.

MISSION

Maintain and operate a nursing home for people with a loss of autonomy or disabilities in the region, who can no longer remain at home and require nursing care.

Operate a nursing home within provincial regulations, with human and financial resources allocated according to the standards of the Department of Social Development.

To provide the highest quality care and services by adopting a holistic approach that includes appropriate rehabilitation, treatment, life enrichment programs with the goal of maximizing or maintaining the health and well-being of residents.

Work with health agencies and community services in the region to provide an integrated network of services.

Maintain a quality of service program in order to promote teamwork and have a satisfied clientele as much as possible.

OBJECTIVE STATEMENTS

To maintain an efficient, harmonious, and well-managed residential environment that, through coordinated efforts, must provide a high quality of care and maintain high ethical standards while being a safe place.

Cooperate with other households, community, government, and health agencies in the area.

Assist residents in maintaining active lifestyles for as long as possible.

Prepares and administers appropriate programs to deal with internal or external emergencies and disasters that may occur in the region.

Provide staff with an ongoing training program in resident care and health promotion.

To manage the activities of the Villa des Chutes/Falls Villa in such a way that no member of the management, director, officer, or individual benefits from the income of the Villa and that all activities are truly those of a non-profit organization.

ROLES

Being a place offering nursing care to people with special needs and having no other alternative, the role of Villa des Chutes/Falls Villa is not to replace the family but rather to offer support during the stay.

The Villa provides residents with a safe and clean place, appropriate supervision, a diet suitable to their state of health, access to medical and rehabilitation care, a pleasant atmosphere and aims to encourage socialization through various activities.

It is important for family members to educate and prepare the new resident before admission. They should inform him of his likely admission and make a tour of the Villa beforehand if possible.

The family is an important link in the group of workers who make up the work team and it remains essential that the relationship with the family be maintained during the stay.

PRE-ADMISSION & ADMISSION

The involvement of the family is encouraged from the pre-admission stage, as maintaining contact with the natural network and a better knowledge of the person admitted can be decisive in the resident's adaptation to his or her new living environment, in his or her integration and socialization throughout his or her stay. To do so, you will be invited to come and meet some of the Villa's staff members before your loved one's admission to receive information about the admission day, receive certain forms that must be completed before admission and discuss the layout of the room, among other things.

Admissions are made according to the waiting list that the Villa receives from the regional system. A counsellor at the Villa will contact the person in charge to inform them that their loved one is on the waiting list and to indicate their rank. The person in charge will be invited to come and present themselves for pre-admission.

A member of staff will contact the person in charge as soon as the Villa has a place available for their loved one. Normally, admission should be made two days after the call. On the day of admission, the person in charge and the new resident must arrive at the Villa in the morning at 9:30 am. Admission is expected to be finalized by late morning.

ACCOMMODATION COSTS

The monthly rate is set by the Department of Social Development according to the budget allocated to the Villa. The rate may vary during the period of stay. The Department partially subsidizes most residents. Payments must be made upon receipt of the invoice or by post-dated cheque.

A financial assessment of the person admitted will be carried out by a representative of the Social Department with the collaboration of the person in charge, who must make an appointment as soon as possible.

SERVICES OFFERED

NURSING

Directorate of Nursing:

The Director of Care is responsible for the staff of the care units and clinical services: She coordinates and controls all the activities that take place there. She coordinates and supervises the care team, in addition to performing various management tasks. The Director of Care is the person to contact for any specific requests or comments about the care your loved one is receiving.

Nurse:

After identifying the needs of the new resident and discussing their expectations, the nurse is part of the team that develops the intervention plan and communicates it to all staff on the unit as well as to the person in charge. A nurse is assigned as a case manager for each resident.

Licensed Practical Nurse:

The licensed practical nurse works closely with the nurse and participates in the administration of prescribed medications and treatments as well as the general nursing and wellness care required by the resident's condition.

Resident Attendant:

Under the supervision of the nurse, the Resident Attendant provides care for the resident's activities of daily living, general needs, supervision, comfort, and assistance with movement.

MEDICAL SERVICES

Doctor

A doctor from the establishment will be assigned to you as soon as you are admitted and will ensure your medical follow-up, in close collaboration with the interdisciplinary team. Apart from regular visits, a doctor can always be reached by phone by the nurse on the unit. In the evenings, on weekends and on public holidays, the medical service is provided by a doctor on call or the doctor on call at the hospital.

If necessary, the attending physician may request an outpatient consultation with a medical specialist. All appointments made for medical consultation are the responsibility of the establishment and are coordinated by a member of our staff.

Pharmacist

The pharmacy service is provided by a community pharmacy and the pharmacist ensures that all medications prescribed by the attending physician are provided. To avoid complications, we ask you to take only the medications prescribed by the attending physician and provided by the pharmacy determined by the Villa. If you have any questions about the resident's medications, please contact the Nurse or Director of Nursing.

FOOD SERVICES

All meals served are prepared by the Villa's kitchen staff. Menus designed specifically for our clientele are frequently adapted based on feedback from residents. Two menus are available at each meal. Everything is computerized according to the resident's tastes. A dietitian regularly responds to requests made by the physician and interacts with the nursing staff to keep track of each resident's nutritional status and particularities.

REHABILITATION

Rehabilitation Assistance

In the first few weeks after your admission, the rehabilitation assistant will assess functional capacity, particularly the ability to mobilize. Following the assessment or upon medical referral, individual or group treatments may be offered aimed at prevention, maintenance, and functional restoration. Periodic re-evaluation is used to verify the achievement of established objectives.

Physiotherapist and Occupational Therapist

The service is offered by the professionals of the Extra Mural Hospital who come regularly on request. The person responsible for the new resident must sign a consent for each referral. Interventions aim to prevent or reduce disabilities, disabilities and environmental barriers that affect lifestyles.

ACTIVITIES

Recognizing that leisure is an integral part of life and human development at any age, it is an access to growth and personal satisfaction. Upon admission of the resident, an assessment of his/her tastes and interests is made. The resident is solicited for active or passive participation in recreational activities but is not required to participate. The calendar of activities is posted, and the day's activities are recorded on the orientation board. Monthly programming includes intellectual, social, physical, entertainment and creative activities.

HOUSEKEEPING

Housekeeping employees maintain residents' rooms. In addition, they ensure and maintain cleanliness, order, and hygiene inside the establishment according to established procedures.

Laundry

Laundry staff are responsible for washing residents' clothes and making minor repairs when needed. Bed linen, towels, washcloths, and more are sent to Edmundston to be washed. Residents' clothing is identified upon admission and families who bring new clothing to their loved one should ensure they go to the laundry room to have it identified and tagged.

Maintenance

The maintenance sector provides for various repairs, maintains a preventive maintenance program for equipment, and carries out site checks and inspections. Some preventive maintenance contracts are also awarded to specialized firms. New residents' electrical appliances are inspected upon arrival. Maintenance employees are part of the team that must make the premises safe for residents and various stakeholders.

ACCOUNTING

The accounting sector receives the financial evaluations and meets with the responsible person afterwards to discuss payment arrangements. They are responsible for producing invoices that are sent to private payers. They are also responsible for managing each resident's trust accounts and producing monthly reports.

OTHER SERVICES

VOLUNTEERS

Volunteers are valuable collaborators for us. Many people come to volunteer with the residents of the Villa. They are grouped into different sectors of activity. A group works with staff from the activity area to assist residents with various activities while also helping to organize some of them. A group takes care of the pastoral care, making regular visits to the residents to bring them some comfort. Some people in this group provide end-of-life support. The last group formed the Manoir de Grand-Sault Inc. (Villa des Chutes) (Grand Falls Manor-Falls Villa) and the Board of Directors, whose main task was to oversee the management of the institution.

HAIRDRESSER

A hairdresser comes a few days a week. The list of appointments is prepared by a member of the staff of the care units. The service remains at the resident's expense. Outside of periods when the hairdresser is away, the facilities may be used by a resident whose immediate family member wants to do a hairstyle, but the area must be put back in order after use.

TRANSPORT

The Villa has a bus adapted for group outings during activities. It can be used when a resident needs to leave for a hospital appointment, for example, without interrupting activities for other residents. It can also be used for a family visit if there is availability from the driver. Fees may be charged for outdoor outings, except for group outings. Requests for a bus ride must be made in advance to the Director of Activities. The bus is only available from May 1st to October 31st.

EXTRA-MURAL PROGRAM

Upon request, Extra Mural professionals are authorized to provide some specialized care to residents. The responsible person must sign a consent before the service is given. Applications are processed by the MEP and the Villa has no control over the timelines or priority chosen by the MEP.

OTHER PROFESSIONALS

Some services such as optometrist (1x per year), audiologist (depending on demand), dental hygienist (depending on demand) are available on site, but we encourage external appointments. It is the family's responsibility to travel and accompany residents to outpatient appointments. A foot care specialist regularly visits residents with special needs.

ROOM LAYOUT

The Villa has private and semi-private rooms that each resident can customize according to their tastes, but within certain limits ensuring the safety of the premises. We therefore encourage the resident to bring a few personal items aimed at recreating a familiar environment. A copy of the room layout regulations will be given to you before or at the time of pre-admission. The TV set, a clock, a safety chair, and curtains/bedspreads are included in the room furnishings.

SMOKING

In accordance with the Law on the Use of Smoking in Public Buildings and considering the protection of non-smokers, it is strictly forbidden for visitors and staff to smoke in the establishment. Outdoor areas have been identified to accommodate smokers.

Residents are not allowed to smoke in the rooms and common areas. If necessary, residents who smoke will be required to move to the designated outdoor smoking area.

VISITING AND OUTING TIMES

The resident can be visited by a relative or friend at any time: there is no restriction on visiting hours to create a family living environment. Visits must be made with respect for other residents.

The main entrance door is unlocked from 8:00 a.m. to 9:00 p.m. Between these hours, the visitor must use the intercom system in the vestibule.

For outdoor outings, the resident must be accompanied by a family member and the request must be made in advance to the nurse so that she can prepare the medication if necessary and give certain instructions to the escort. The nurse should also be advised of the likely time of return.

TELEPHONE & CABLE

A telephone can be installed in the resident's room. The person in charge must arrange to bring a telephone and request it from the secretariat. The cost of the monthly service will be charged to the resident. A resident may use a designated telephone within the facility to make local calls if there is no telephone in their room.

Cable TV is available in every room, and for service you must make the request at the secretariat. The monthly cost of the service will be charged to the resident. Wi-Fi is available: to obtain the password, please ask the receptionist.

TIP

Staff are prohibited from accepting tips, donations, or any transactions with residents and/or family. We ask for the cooperation of the resident and families in the application of this by-law.

MONEY AND VALUABLES

We cannot be held responsible for the loss, theft or disappearance of items contained in the resident's room. We therefore recommend that you do not keep any valuables or large sums of money. A sum of money can be placed in a trust account at the accounting office.

RESIDENT'S MAIL

The mail received for the resident is delivered to the resident's room. Residents who have mail to post must hand it over to the secretariat. The resident's street address is 433 Evangeline Street, Grand Falls, NB, but the mailing address is P.O. Box 7008, Grand Falls, NB E3Z 1G5.

CARE SUPPLIES INCLUDED

We have a list of different supplies such as toothpaste, body lotion, tissues, etc. which we offer free of charge to residents during their stay at our facility. A copy of the list is given at pre-admission or upon admission.

FAMILY INVOLVEMENT

Our residents come from a family system that is important to respect, maintain and listen to. Family members or loved ones are often helpless in the face of this new living environment that is offered to their relative. It is therefore important for us to encourage their regular involvement and help them adequately meet the needs of the new resident.

SECURITY

The safety of the resident, families, volunteers, and staff is one of our top priorities. Security documentation will be provided at the time of pre-admission. Compliance with the guidelines is very important to avoid adverse events. There are also brochures available at the main entrance.

RESIDENTS' MEETING

The Director of Activities organizes resident meetings 4 times a year in conjunction with management. Most management staff attend meetings in order to answer questions that may be asked. The purpose of this meeting is to defend the collective rights and interests of the resident by accompanying and assisting him/her as necessary in any process with respect to the services provided by the institution. We invite family members to join us. For dates, you can refer to the activity calendars.

CODE OF ETHICS

The Villa's Code of Ethics will be given to you upon admission. Its purpose is to affirm and protect residents' rights, to ensure that values are shared by all, and to specify the conduct expected of stakeholders with respect to these rights, as well as the responsibilities of residents. The Code of Ethics is addressed to all those involved in the daily life of the Villa: Residents and their relatives, volunteers, staff, doctors, interns, management staff, students, and members of the Board of Directors. A brochure is also available at the main entrance.

COMMENTS AND COMPLAINTS

If there is a need to make comments or complaints, they may be forwarded to the Nurse, the Director of Nursing, or the Executive Director of the Villa for discussion. If a resident or caregiver is not satisfied with the services received, they should report the matter to management as soon as possible. Our institution thus recognizes the right of residents to express their dissatisfaction with the services they have received or should have received, without fear of reprisals from anyone.

RESIDENTS' RIGHTS

The management of the Villa has drawn up a charter of rights for residents, which is included in the bioethics brochure that is given at the time of admission. The main themes are the right to information, freedom of expression, privacy, respect, and dignity. The charter also states that the resident is required to assume his or her responsibilities, to participate in activities and to have a complete clinical record.

PALLIATIVE CARE

Palliative care is offered at the Villa for terminally ill residents who wish to remain in their living environment. To this end, a special room has been set up to meet their needs and allow the family to accompany the resident in a peaceful place and atmosphere. A group of volunteers has been formed to accompany residents at the end of life to give families a break during this time.

QUALITY OF SERVICE

For some time now, the management of the Villa has implemented a quality of service system in order to foster cooperation, teamwork, partnership and to maintain customer satisfaction at a high level. The system helps to better identify residents' needs and encourage the involvement of residents, families and staff in decision-making in collaboration with stakeholders.

Questionnaires expressing the level of satisfaction are distributed to residents as well as to those responsible to obtain their opinion on areas for improvement. The cooperation of the families is very much appreciated by the management. We encourage you to fill out them to receive your opinions and make room for improvement if this is the case.

CONCLUSION

The purpose of this guide is to provide general information regarding admission, an overview of some of the services offered at the Villa and some of the rules you need to know. More details will be given upon admission. An information and site tour can be arranged at your convenience.

If you have any questions or other details, you can contact the General Manager of the Villa at 473-7726. Our priority is to meet the needs of residents as efficiently as possible by offering them quality services while respecting the Ministry's standards in terms of allocated resources.

We wish everyone a pleasant stay with our team.