



VILLA DES CHUTES
FALLS VILLA

**WELCOME GUIDE
FOR RESIDENTS**

NURSING HOME

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WELCOME

The management and staff of the Falls Villa wish you the most cordial welcome. We are pleased to welcome you in our family. We hope that you can feel at home in your new environment.

We have developed a welcome guide that will familiarize you with information about your admission and services offered by our nursing home.

This welcome guide has been prepared for you and your loved ones. This guide should answer most of your questions. If some issues remain unclear, please do not hesitate to contact us.

We will do everything in our power to make your stay at Falls Villa pleasant. You are at home here and we are at your service. Services you receive should be of quality and tailored to your needs and adapted to you, do not hesitate to contact us on how we could improve the quality of your stay.

We will give you other documentation for information like our code of ethics and a brochure on the safety of residents, among others.

HISTORY

In 1974, a group of local citizens approached the Department of Health in order to obtain permission to collect funds for a possible construction and operation of a nursing home in Grand Falls to meet our regional needs.

After several meetings, a company was formed and the incorporation took place March 11, 1975 under the name of Grand Falls Manor Inc. The construction of a nursing home with 60 beds began in the fall of 1975 and was completed March 15, 1977 according to the standards of the Department.

In February 1990, Dr. Bernard Nowlan Residence, a housing project of ten units for independent seniors is achieved. The Residence and the Manor is linked to a corridor and tenants can benefit from services offered to residents of the Manor.

After several attempts on the part of the stakeholders, in June 1992, the direction of the Manor in conjunction with the Department of Veterans Affairs and The Legion of Grand Falls proceeded to open a ward of twelve beds for veterans the region which is attached to the Manor. Several renovations were also made on the side of sixty beds at the same time.

In spring 2009, construction began on a new nursing home to replace the current with the approval of the Department of Social Development to secure a loan. The opening of the new home known as Falls Villa was opened in the fall of 2010 after twenty months of construction. In the new facility, all sixty nine beds are governed by provincial law of nursing homes services.

MISSION

Maintain and operate a nursing home for disabled people in the region that can no longer live at home and require nursing care.

To operate a nursing home within provincial regulations, with the human and financial resources allocated by the standards of the Department of Social Development.

Provide care and high quality services by adopting a holistic approach that includes appropriate programs of re-education, of treatment, life improvement having as a goal to increase or maintain maximum health and well-being of our residents.

To work with health agencies and community services in the region to have an integrated network of services.

Maintain a program of quality of service in order to promote teamwork and have a maximum customer satisfaction.

PURPOSE STATEMENT

Maintain a safe harmonious place of lodging and well managed that through coordinated efforts to provide high quality care and maintaining high ethical standards.

Cooperate with other nursing homes, community agencies, government and sanitary in the region.

Assist residents to maintain an active lifestyle as long as possible.

Prepare and administer appropriate programs to cope with emergencies and disasters internal or external that may occur in the region.

Provide staff with ongoing training in the area of resident care and the promotion of health.

Manage the activities of the Falls Villa so that no member, director, officer or individual does not benefit from the Villa's income and all activities are really those of a charitable non-profit organization.

ROLE

The Villa offers nursing care to individuals with special needs who have no other alternatives. The role of the Falls Villa is not to replace but rather to provide family support during the stay.

The Villa provides a safe, clean and adequate supervision for their residents, appropriate diet for their health, access to medical care and rehabilitation, a pleasant atmosphere and encourages socialization with different activities.

It is important that family members prepare the new resident prior to admission. They must inform the resident of probable admission and come for a tour of the Villa if possible.

The family is an important link in the group of participants who form the team and it remains essential that family relationships are maintained during the stay.

Pre-admission and admission

Family involvement is encouraged from pre-admission up to admission, it gives a better knowledge and helps the new resident in adapting to the new living environment, as well as their integration and socialization throughout their stay. To do this, you will be invited to meet some of the staff of the Villa before admission and discuss the layout of the room, among others.

Admissions are based on the regional waiting list that the Villa receives. Someone from the Villa will contact the person responsible saying that their name is getting closer on the waiting list while indicating his rank. The responsible person will be invited to come to the pre-admission and can come for a guided tour.

A staff member will contact the person in charge as soon as the Villa has a place for his or her parent. Normally admissions must be two days after the call. The day of admission must be done after the call. The day of admission and the person responsible for the new resident must arrive at the Villa at 9:30 in the morning. Lunch will be free for the person responsible for the admission and the all procedures should be finalized by early afternoon.

Accommodation costs

The monthly rate is established by the Department of Social Development within the budget allocated to the Villa. The rate may vary during the period of stay. The Department subsidizes in part most of the residents. Payments must be made upon receipt of the invoice by check or postdated check.

A financial assessment of the resident admitted will be made by a representative of the Department in collaboration with the responsible person who will make an appointment as soon as possible upon admission.

SERVICES OFFERED

NURSING

DIRECTOR OF NURSING

The Director of Nursing is responsible for the nursing employees units and clinical services and coordinates all the activities taking place there. She coordinates and supervises the health care team as well as performing various management tasks. The Director of Nursing is the person to whom you go for any specific requests or comments about the care that your loved one receives.

NURSE

After identifying the needs of the new resident and discuss their expectations, the nurse is part of the team developing the plan of intervention and communicates to the entire staff of the unit and to the person responsible. Each nurse has a number of residents assigned to them as case manager.

LPN

The LPN works closely with the nurse, and participates in the administration of medications and treatments that are prescribed as well as general nursing care and wellbeing required by the resident's condition.

RESIDENT ATTENDANT

Under the supervision of the nurse, the employee provides care to residents regarding the activities of the daily life of residents; see that their overall needs are met, monitoring the comfort and help in moving the resident.

MEDICAL SERVICES

DOCTOR

A physician at the facility will be assigned to you upon your admission and ensure your medical care, in close collaboration with the interdisciplinary team. Apart from his regular weekly visits a physician can always be reached by phone by the nurse. Evenings, weekends and holidays the service is provided by a doctor or the doctor on call at the hospital.

If necessary, the doctor may request a consultation with a specialist. All appointments made for medical consultation are the responsibility of the institution and are coordinated by a member of our staff.

PHARMACIST

The pharmacy service is offered by a local pharmacy and the pharmacist ensures to provide all the medicines prescribed by the doctor. To avoid complications, we ask only take medication prescribed by the doctor and provided by the pharmacy determined by the Villa. For any questions concerning the resident's medications, please contact the nurse or director of nursing.

FOOD SERVICE

All meals are prepared by the kitchen staff of the Villa. Menus are designed specifically for our residents are frequently adapted based on input from residents. Two menus are available at each meal. A dietitian regularly respond to requests made by the physician and interacts with the nursing staff to monitor the nutritional status and features of each resident.

REHABILITATION

Rehabilitation aid

In the first weeks after admission, the rehabilitation aid will assess functional ability particularly the capacity for mobilization. Following the evaluation or medical referral, treatment for individual or group may be offered to help prevent, maintain and restore function. The rehab aid makes periodic reassessment to verify if the objectives have been achieved.

Physiotherapist and occupational therapist

Service is offered by professional Extra Mural Hospital who come regularly on request. The person responsible for the new resident must sign a consent form for each reference. Interventions are designed to prevent or reduce disability, handicap situations and environmental barriers that affect lifestyle.

ACTIVITIES

Acknowledging that leisure is an important part of life and human development at any age, they are access to growth and personal satisfaction. When the resident is admitted, an assessment of his tastes and interests is done. The resident is asked to participate in recreational activities but have no obligation to participate. The schedule of activities is posted and daily activities are written on the orientation board. The program includes monthly activities of intellectual, social, physical, entertainment and creativity.

HOUSEKEEPING

Employees of housekeeping do housekeeping maintenance of the residents' rooms. In addition, they provide and maintain cleanliness, hygiene and order within the institution.

LAUNDRY

The laundry staff is responsible for washing the resident's clothes and making minor repairs if needed. For the bed linens, towels, washclothes and other items used are sent to Edmundston for cleaning. The residents clothes are identified upon admission and families who bring new clothes to their relatives must ensure that they go to the laundry for identification.

MAINTENANCE

The maintenance sector performs various repairs, maintains a preventive maintenance program for equipment, they perform inspections. Some maintenance contracts are also awarded to specialized companies. Electrical appliances from the new residents are inspected upon their arrival. The maintenance employees are part of the team and must make the premises safe for residents and participants.

ACCOUNTING

The department of accounting receives financial assessments and meet the person responsible thereafter to discuss payment arrangements. They are responsible for the

production of the invoices sent to private payers. They also have the responsibility to manage trust accounts for each resident and produce monthly reports.

OTHER SERVICES

VOLUNTEERS

Volunteers are our valued collaborators. Many people come to do volunteer work with the residents of the Villa. They are grouped into different sectors. One group works with the activities director to assist residents in various activities while participating in the organization of some activities. Another group comes to help serve meals to residents who needs help to eat. A group of pastoral care makes regular visits to residents to give them some support. Some people in this group are the support for palliative care. The last group forms the company of the Grand Falls Manor Inc. (Falls Villa) and the executive board who has the task of monitoring the management of the facility.

HAIRDRESSER

There are two hairdressers that come a few days a week. A list of appointments is prepared with the help of a staff member. The service is paid by the resident. Apart from the regular days that the hairdressers are present, the facility can be used by a resident's immediate family member that wants to do a haircut or style. The room must be put in order after use.

TRANSPORTATION

The Villa has a bus suitable for group outings for activities. It can also be used when a resident needs to go to the hospital for an appointment. The bus can also be used for a visit to the family depending on the availability of the driver. Costs may be requested depending on the demand except for group outings. Requests for the bus must be made in advance with the director of activities.

EXTRA MURAL PROGRAM

On request, the Professionals from the Extra Mural Hospital can come to give specialized care for residents. The responsible person must sign a consent form before the service can be given.

OTHER PROFESSIONALS

The service of an optometrist, dentist, audiologist, a denturist is available on site regularly, but we do encourage appointments outside the nursing home. A specialist in foot care regularly visits residents with special needs.

MANAGEMENT OF ROOMS

The Villa offers private and semi-private rooms each resident can customize according to your tastes, but within certain limits so that the place is safe. We therefore urge residents to bring a few personal items to recreate a familiar environment. A copy of the regulations concerning the layout of the rooms will be given before or during the pre-admission. Television, a clock, a safe rocking chair and curtains / bedspreads are included in the furnishings of the room.

SMOKING

In accordance with the law on smoking in public buildings and the protection of non-smokers, it is strictly forbidden for visitors and staff smoking in the establishment. Outdoor areas have been identified for smoking.

Residents that smoke will have to go smoke outside at a designated place.

VISITING HOURS AND OUTINGS

Residents may be visited by a relative or friend at any time, there is no restriction of visiting hours in order to have a family environment. Visits should be made in respect of other residents.

The main entrance door is not locked from 7:00 am to 9:00 pm, after the visitor must use the intercom system of the vestibule.

For outings, residents must be accompanied by a family member and the request must be made to the nurse in advance so she can prepare the medications if necessary, and give some guidelines. The nurse must also be notified of the estimated time of return.

TELEPHONE AND CABLE

Phone service can be installed in the resident's room (The resident must provide the telephone). The responsible person must make a request to the secretary and

installation costs and monthly service charges will be charged to the resident. A resident can use a phone designated by the establishment to make a local phone calls if he or she doesn't have a phone.

Cable TV is available in each room, for this service, you must inform the administration. The rate is less than the cost for a private residence. Wifi is also be available, but there is a password and the family must ask for it at the front desk.

TIP

It is forbidden for staff to accept tips, gifts and make some transactions whatsoever with residents. We solicit the cooperation of the resident and families in the application of this Regulation.

MONEY AND OBJECTS OF VALUE

The Villa is not responsible for the loss, theft or disposition of objects in the resident's room. We recommend not keeping any valuables or large sums of money. A sum not exceeding \$500.00 may be placed in a trust account in the accounting office.

RESIDENT'S MAIL

Mail received for the resident is delivered to their room. The resident who wants to send mail in the post must submit to the secretary. The new street address is 433, Evangeline Street Grand Falls, NB, but for the mailing address is PO Box 7008, Grand Falls, NB E3Z 1G5.

CARE SUPPLIES INCLUDED

We have a list of different supplies such as toothpaste, body lotion tissues ect... that we offer free to residents during their stay in our hotel. A copy of the list is given at admission.

The residents may purchase soft drinks in vending machines located near the dining room staff.

FAMILY INVOLVEMENT

Our residents come from a family system and it is important to respect, preserve and listen. The family members or relatives are often powerless on the new way of life that their parent is facing. It is therefore important for us to facilitate their implication and

regular involvement and help them to meet the needs of the new resident.

SAFETY

The safety of residents, families, volunteers and staff is one of our priorities. Documentation will be given during the pre-admission. Compliance with these guidelines is very important to avoid adverse events.

RESIDENTS ' COMMITTEE

A committee composed of three residents organizes meetings in conjunction with the Activities Director. The majority of the Administration staff attends the meetings to answer questions that can be asked. The committee sees to defend the rights and interests of the resident group and accompanying and assisting in any action in respect of services provided by the facility.

CODE OF ETHICS

The Code of Ethics of the Villa will be presented during the pre-admission. It is intended to assert and protect the rights of residents to ensure that aggrieved values are shared by all and to specify the expected behavior of other participants towards these rights as well as responsibilities of residents. The code of ethics applies to all persons involved in the daily life of the Villa residents and their relatives, volunteers, staff, physicians, students, senior staff, students and board members direction.

COMMENTS AND COMPLAINTS

Comments or complaints can be forwarded or discussed with the nurse, nursing or executive director of the Villa. If a resident or a person responsible is not satisfied with the services received, we must know as soon as possible. Our nursing home recognizes that the resident have the right to express their dissatisfaction with the services received or should have received, without fear of retribution from anyone.

RESIDENT'S RIGHTS

The direction of the Villa, together with the residents' committee, drafted a charter of rights for residents which is included within the brochure of ethics which is given on admission. Major themes include the right to information and freedom of expression to

privacy, respect and dignity, to fulfill its responsibilities and to participate in activities and have a complete clinical record.

PALLIATIVE CARE

Palliative care is offered at the Falls Villa for terminally ill residents who wish to remain in their home environment. A special room has been set up to meet the needs and it allows the family to assist the resident in a more peaceful place. A group of volunteers was formed to assist residents at the end of life to give families a break during this period.

QUALITY OF SERVICE

For some time, the direction of the Villa has implemented a system of quality of service in order to promote cooperation, teamwork, partnership and maintain a high level of client satisfaction. The system allows to better identify the needs of residents and to encourage the participation of the latter, families and staff in decision making in collaboration with the participants.

Satisfaction questionnaires are distributed to residents and/or persons responsible to obtain their opinion on the things we need to improve. The cooperation of families is much appreciated by the management.

CONCLUSION

This guide gives you general information about admission, an overview of some services to the Villa and a few rules that you need to know. More details will be given during the pre-admission. Information and a tour of the premises can be arranged at your convenience.

If you have other questions or you can contact the Executive Director of the Villa at 473-7726.

Our priority is to meet the needs of residents as efficiently as possible by providing quality services in accordance with the standards of the Department of social services.

We wish you all a pleasant stay.

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