



Forest Dale Home Inc.

“Togetherness - where caring counts”

OVERVIEW

At **Forest Dale Home Inc**, we strive to provide quality care within a safe and homelike environment.

We value **Respect** for and **Accountability** to our residents, employees, families, volunteers and community; **Honesty** in all our activities; **Teamwork** in all areas of our programs and services.

We have made it our vision to flourish as a desired Long-Term Care home within the communities we serve.

Our courteous, professional team can support a range of services to meet your needs.

Forest Dale Home Inc. is an innovative provincially licensed 50 bed nursing home. The home is located in the Village of Riverside-Albert, a 50-km drive from Moncton. Operating since 1980 and replaced with a new facility in 2011.

Forest Dale Home Inc. is a least scent and smoke-free environment. The Home has 40 private rooms and 5 semi-private rooms, each with its own accompanying washroom. Residents and family members are encouraged to bring in familiar items, which help to make each Residents room more personal. Small electrical appliances such as coffee makers, toasters and fridges are not permitted.

At Forest Dale Home we strive to reduce the risk of falls or injuries while practicing least restraint. Least restraint means all possible alternative interventions are exhausted before deciding to use a restraint. Alternatives to restraints are a lap belt that the resident can remove themselves, bedside safety mats, bed and chair alarms and proper footwear.

The Services provided within the Home include:

- ❖ Medical – Weekly Physician visits and as called upon
- ❖ Nursing – 24-hour professional, devoted and trained staff
- ❖ Medication – preparation and delivery by pharmacy and trained nursing staff
- ❖ Pastoral Care
- ❖ Rehabilitation
- ❖ Regular and Specialized Foot Care
- ❖ Dietary needs
- ❖ Activities – Daily
- ❖ Regular family meetings
- ❖ Resident council meetings
- ❖ Laundry – in house
- ❖ Housekeeping
- ❖ Hairdressing



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- ❖ Personal Clothing Marked with Name Tags
- ❖ Continued staff education
- ❖ Ability Van
- ❖ Community Activities

Other Services provided on referral include:

- ❖ Optometrist
- ❖ Mental Health
- ❖ Forest Dale Home Foundation – for additional and enhanced Resident care needs
- ❖ Dental /Denture
- ❖ Specialized services – i.e.: consulting doctors for individual healthcare needs
- ❖ Physiotherapy
- ❖ Hearing Test Clinics
- ❖ Occupational Therapy
- ❖ Respiratory Therapy – oxygen needs
- ❖ Speech Therapy

GENERAL INFORMATION

1. Review all information enclosed regarding going to a nursing home.
2. Visiting hours are open. However, for the safety of our residents, the doors are locked from 8 p.m. through to 6 a.m.
3. Residents going outside the Home must check with the Registered Nurse to “sign out” and also need to report when returning. (In-house Fire Regulations).
4. As a health care provider Forest Dale Home Inc. encourages healthy living. In promoting a healthy lifestyle, we are a non-smoking/ least scent facility.
5. Forest Dale Home promotes resident independence and safety by following a least restraint practice.
6. Any suggestions or concerns regarding Nursing Care may be made to the Registered Nurse on Duty.
7. Any questions regarding Admission should be to the Director of Care. Financial questions will be handled by the Director of Finance.
8. Due to the nature of our clientele, we are unable to assume responsibility for any resident personal belongings.

PHYSICIANS SERVICES

Forest Dale Home Inc. is visited weekly and as called upon by a licensed physician with their fees covered by Provincial Medicare. Their services also include quarterly Pharmacy Review with a pharmacist.



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PERSONAL CARE NEEDS

Forest Dale Home Inc provides residents with many products, a detailed list of products is attached (Schedule A & B). If a resident prefers another type of product, they are responsible for the cost.

UNDERSTANDING RESUSCITATION LEVELS – DNAR

A DNAR tells the medical team that your loved one wants to die naturally without heroic measures like a breathing machine.

It does not mean “do not treat” if a condition arises that could benefit from treatment such as IV fluids, antibiotics or oxygen.

CPR can result in painful injuries or a loss of functional status. It is not unusual for fragile senior’s ribs to be broken and damage caused to internal organs during chest compressions. Adverse outcomes, such as hypoxic brain damage and increased physical disability, can result.

Types and Levels of DNAR Orders

Full Code: Be taken to a hospital and given all possible medical interventions. Do everything possible.

DNAR Level A: No code but can have ICU/CCU care

DNAR Level B: No code or ICU/CCU care. Can be transferred to hospital.

DNAR Level C: Stay in the facility and be kept comfortable. Resident to receive only medications and treatments to allow comfort.

This can be a sad and uncomfortable topic to think about and discuss with our loved ones but dying with dignity can be achieved when a person’s healthcare wishes are respected. All residents need to have a DNAR form filled out on admission.

FEES

The fees for the month of admission are due on the date of admission. Forest Dale Home requests permission to debit Residents account for the following months. Residents are considered private pay until the notification of financial subsidy is received from the government.

Family members are responsible to notify income pension providers to allocate these funds to Forest Dale Home’s address for the application to Resident rental fees.



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No cancellation or reduction of fees will be considered because of absence from the facility. Forest Dale Home Inc. reserves the option to adjust the rates and conditions stated here at any time during the term of this agreement.

Upon discharge, Forest Dale Home Inc. reserves the right to hold fees for 30 to 60 days to ensure all outstanding accounts are paid in full.

WHEELCHAIRS

Resident wheelchairs/walkers are assessed by the Occupational and Physiotherapy Departments according to Resident care needs. If the Resident is subsidized by the Province, families can receive financial assistance.

RESIDENT COMFORT AND CLOTHING TRUST ACCOUNT

\$108 per month of the Resident’s care amount is held in a Trust Account (Comfort & Clothing). A minimum of \$108.00 per month should always be maintained in the resident’s trust account.

The Director of Finance administers the Resident Comfort and Clothing Trust Account. Money may also be withdrawn from this account by the Resident for personal purchases if account is in good standing, or by the Power of Attorney, on submission of receipts for any purchases, on behalf of the Resident. Forest Dale Home Inc. cannot be responsible for monies lost when kept in Resident’s rooms.

MEDICATIONS/ SPECIAL SUPPLIES

No Pharmaceutical Preparations or patient Medications may be kept with the resident or be supplied by the family or friends, unless special arrangements have been made with the attending physician and with the Home’s knowledge.

The New Brunswick Prescription Drug Program covers most Prescription drugs for Nursing Home Residents. A list of medications supplied by Forest Dale Home for occasional use is attached. These items will be considered a personal expense that will be covered by the comfort and clothing allowance.

MEDICAL APPOINTMENTS

Families are encouraged to transport their loved ones to and from medical appointments if they are able.



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If wheelchair transportation is necessary, or the family is unable to take the Resident, transportation may be arranged with our ability van. Costs associated with this mode of transportation will be charged to the Resident account.

If needed transport and Emergency Ambulance may also be used for appointments, procedures and emergency transfer.

Arrangements for appointments will be made by the Registered Nurse on Duty and/or Nursing Unit Clerk.

TELEPHONE AND CABLE TELEVISION

If a Resident wishes to have a private telephone in their room the family or Resident must make the arrangements. Costs associated with this service will be charged to the Resident account.

Currently the Forest Dale Home Foundation provides funding for a portion of the television service to the Home. A television is provided in the Garden Room on each unit for the use of all Residents. If a Resident wishes to have a television in their room, the Resident/family is responsible for providing and maintaining the television. *The maximum size television appropriate for residents' rooms is 32”*

ROOM FURNITURE

All electrical equipment must be checked by our maintenance department and tagged before use in the Home. The room is provided with 1 fixed dresser, closets and bookshelf, 1 single electrical bed, an over bed table and 1 bedside table. Despite large rooms for safety only “1” additional piece of furniture may be brought in on admission (i.e., Chair). No electrical appliances are permitted, such as toasters, coffee makers or fridges.

CHANGE OF ACCOMMODATION

Forest Dale Home Inc. reserves the right to transfer a Resident from one room to another within the facility as necessary; families will be notified as soon as possible of these changes. No costs for changes made by Forest Dale Home will be incurred by family.

INTERDISCIPLINARY TEAM CARE MEETINGS (ITCC)

The family is invited to attend a complete review of Resident care issues within six (6) weeks of admission and annually thereafter.



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DISCHARGE

Resident’s Next of Kin or Power of Attorney must give at least fifteen (15) days notification of any intent of discharge.

Upon any discharge of a Resident our housekeeping department will pack up the Residents room to prepare for the next admission. This will also allow for a transition period for families, as government expects a vacant bed to be filled within 2 days of discharge.

Forest Dale Home Inc. reserves the right to discharge a Resident and must give fifteen (15) days’ notice of such intent to the Residents Next of Kin or Power of Attorney. Some exceptions may apply.

ADMINISTRATION DEPARTMENT

The Administration department consists of the Administrator, Director of Care, Director of Finance, Support Service Manager and Administrative Assistant. They are the primary contact for all questions or concerns about any of the services offered by the Home.

CARE DEPARTMENT

The Care department consists of a team of Registered Nurses, Licensed Practical Nurses, Resident Attendants, Rehabilitation and Activity Services. This team is supported by a group of Professionals that include Doctors, Physiotherapist, Occupational Therapist, Respiratory Therapist, Speech Therapist, Foot Care, Pharmacist and Dietitian.

The Care staff assists the Residents with all activities of Daily Living with an emphasis on independence and socialization. The staff also provide comfort and supportive measures to Residents and their families.

DIETARY DEPARTMENT

The Dietitian completes a Nutritional Assessment for every Resident of the Home according to Canada’s Food Guide. Professional and trained services with Care and Dietary are then adjusted to better meet the individual dietary needs. Fridges are provided in each dining area to store personal favorites.

ACTIVITY AND REHABILITATION DEPARTMENTS

The Activity and Rehabilitation Departments provide a very wide spectrum of services and assists with many others.



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These services include:

- ❖ Resident Walking Programs
- ❖ 7 day/week Activity Program
- ❖ Weekly Ecumenical Church Services
- ❖ Pastoral Care - Memorial Services
- ❖ Special Outings
- ❖ Resident Shopping Trips
- ❖ Resident Birthday Parties
- ❖ Multi-Sensory Stimulation
- ❖ Volunteer program
- ❖ Works with Extra Mural Staff in assessments for Exercises, Wheelchairs and other orthopedic aids.
- ❖ Gardening
- ❖ Curling, Bowling & Bingo

MAINTENANCE DEPARTMENT

The Maintenance Department are responsible for the safe functioning of all utilities and small equipment needs that are required for the care of the Residents in addition to grounds keeping, general repairs and maintenance for the entire building. **Maintenance must check and tag all electrical equipment that comes in to the Home.** The equipment is checked in accordance with Nursing Homes Services.

LAUNDRY DEPARTMENT

In addition to providing all laundry services for the Home, the Laundry department also provides basic laundry service for all Residents. Laundry attendant will also label Resident clothing and complete minor repairs for a nominal fee. This is a seven day per week service.

HOUSEKEEPING

General Housekeeping Services is provided to all areas of Forest Dale Home and Resident equipment. Basic room cleaning is completed daily with a full clean monthly. Expired or open food is removed for resident safety. During monthly cleaning, audits are completed with corrective action taken.

Residents are encouraged to bring personal items to create a homelike environment, but safety is primary for residents and staff.



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SCHEDULE A **CARE SUPPLIES INCLUDED**

- Absorbent Puffs
- Air Cushions
- Alcohol (for medical use)
- Antiseptic and Disinfectant Preparations
- Applicators, Cotton-tipped
- Bandages
- Basins; (bath, emesis, solution)
- Bath Oil (must be compatible with the present tub system)
- Bed Pans
- Blood Pressure Cuffs
- Blood Sampling Supplies
- Blood testing Strips
- Body Lotion- **Smith & Nephew Professional Care Lotion**
- Catheter Drainage Systems
- Catheter Solutions
- Catheter Tray
- Catheters
- Condom Drainage
- Denture Adhesives -**Poli-Grip**
- Denture Cleaners -**Poli-Dent**
- Denture Cup
- Diabetic Supplies
- Douche Units
- Dressing Trays
- Dressing Supplies
- Droppers, Medicine
- Enema Kits, Disposable
- Facial Tissue -**White Swan 2 ply**
- Feminine Hygiene Products -**Tena Liners**
- Fleet Enemas
- Foot Care Equipment
- Forceps; Disposable Surgical
- Gloves, (Sterile/ Unsterile)
- Hand Soap; (standard size) or liquid hand soap - **Vert2Go Foaming Hand Soap**
- Incontinence Care Supplies; Disposable - **Tena pull ups & wraps**
- Irrigation Solution
- Irrigation Trays
- Lubricants and Petroleum Jelly
- Medicine Cups (paper and plastic)
- Minor Medical Equipment
- Mouth Care Supplies; (**Aim/Crest/Colgate toothpaste, medical mart swabette/toothettes**)
- Nail Care Equipment; (clippers, file, etc.)
- Nebulizer Masks
- Needles
- Ostomy Supplies
- Packs, Hot & Cold
- Pads, Incontinence
- Paper, Autoclave
- Pins, Safety
- Pressure Relieving Devices
- Razors- **BIC Disposable**
- Rectal Tubes
- Saline Solution
- Scissors
- Shampoo -**Acclaim Shampoo**
- Sharps Disposal Containers
- Skin Barriers -**Serca Protective Cream**
- Skin Cleanser -**Aloe Care Perineal Wash Cream**
- Specimen Collecting Supplies
- Spoons (disposable)
- Sterile Supplies / Equipment
- Steri-Strips
- Stethoscopes
- Stockinette
- Straws, Flexi-
- Swabs (alcohol & glycerin)
- Syringes
- Tape
- Thermometers and supplies
- Tongue Depressors
- Tub (cleaner and products)
- Urinals
- Urine Testing Strips
- Water (Sterile and distilled)



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SCHEDULE B

STOCK MEDICATIONS SUPPLIED

- Analgesic – **Acetaminophen**
- Antacid – **Maalox, Tums**
- Antidiarrheal – **Imodium – Kaopectate**
- Antiemetic - **Gravol**
- Antiflatulent Updated 1/14/19 - **Maalox**
- Antipyretic – **Acetaminophen**
- Antitussive - **Tanta**
- Laxative - **Bisocadyl**
- Lozenges, Sore Throat and Cough - **Bentasil**
- Stool Softener – **Colace**