

Yukon Continuing Care

Information for
Residents and
their Families



Welcome

Moving is never easy no matter our age or circumstance. It often means we have to leave what is familiar and comfortable in order to start over in a new environment. However, it can also mean meeting new friends, accessing a wealth of support services and joining a new and vital community.

Whether you are moving to McDonald Lodge in Dawson City or to one of the care homes in Whitehorse, this booklet is designed to provide you with information to help you and your family through this transition period. We are working together to help make your new home as comfortable and homelike as possible.

If your loved one is moving into a secure dementia unit, please review the section in this booklet called Caring for our Residents with Dementia.



General Information

For Residents and their Families

Baths

Your privacy while bathing is always respected. Staff will schedule a specific bath time for you. Please bring your own bathing products. Staff may assist you with bathing as needed.

Care Conferences

Care Conferences occur shortly after admission to the care home. During this time, the care team will review your care goals with you, your family, and staff. You, your family or staff can initiate a care conference. A care conference will occur every year or as needed.

Computer/TV/phone access

A computer may be available in common areas for residents to use. Staff can help you with orientation to the computer. In addition, many residents subscribe to internet, cable TV, and phone service in their own rooms at their own expense.

Care home store

Some care homes have a store where you can purchase a variety of items.

Gifts

Staff members cannot accept gifts from residents. Volunteers may accept a gift as long as the value of the gift is less than \$50. A friendly smile, a comment of appreciation or a word of thanks is always welcome!

Hair salon

Please let staff know if you would like a hair appointment in your care home. Hair appointments are at your own expense.

Outings and vacations

We encourage you to stay involved in community activities and to keep in contact with friends and family. Please follow the established sign-in and sign-out process for the unit or house. Please note three hours' notice is required to prepare medication for an outing of less than one day. If the outing is overnight or longer, three days' notice is required.

You can arrange an extended absence from the care home for up to one month. Please note that you will still need to pay your regular fees during your absence. Please keep staff advised well before your absence, so they can make necessary arrangements for medication, equipment or other support needs.

Pet visits

Pets are welcome to visit you in your care home. Please respect that some residents may be afraid of, or allergic to, certain pets. Before bringing a pet to visit, please ensure that:

- You check in with staff about allergies.
- The pet is clean.
- The pet is healthy and has up-to-date vaccinations.
- The pet is kept on a short leash or caged when in common areas or when moving through the care home to your destination.
- Pets can be off leash in a resident's room.
- Please keep pets out of food preparation areas.
- Please clean up thoroughly after the pet.
- Please wash your hands after a pet visit.

Residents' Council

The Residents' Council meets regularly to discuss issues related to their care home. All residents are encouraged to attend.

Donations to the Residents' Council or to any Continuing Care long-term care home are gratefully accepted. Donations are used to benefit all residents. Please direct any questions regarding donations to the administration staff.

Special equipment needs

Upon admission, the nursing and therapy staff will assess your special equipment needs. The cost of equipment may be covered by insured and non-insured providers. Staff will assist you with the application process.

Special occasions

Each care home has a space that can be reserved by residents and their families for special occasions such as birthdays and private celebrations. Please speak with staff to make arrangements.

Spiritual care and religious services

Spiritual care respects the faith and spiritual journey of the individual resident and is an integral component of resident care.

Various religious organizations offer services on a regular basis at each care home. If you wish to see a member of the clergy or a spiritual advisor privately, ask staff and they will assist you. As well, you may attend your own place of worship with the support of friends or family members.

Transportation

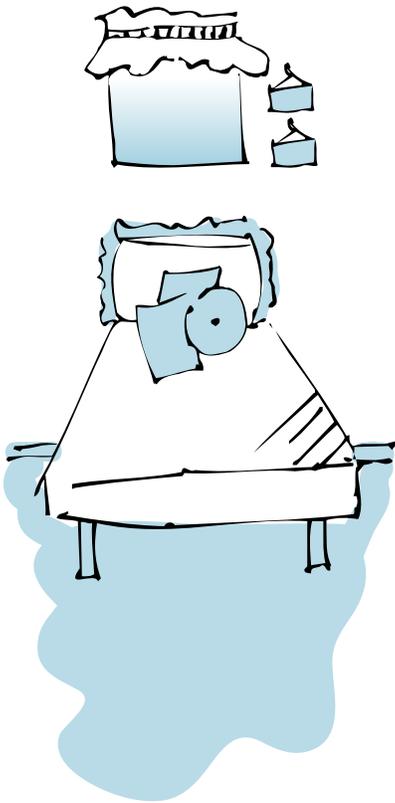
Family or friends will need to arrange transportation and accompany you to appointments outside of the care home. Fees may apply if staff are required to accompany you.

Whitehorse residents may use the City of Whitehorse Handi-bus, Whitehorse Public Transit or local taxis for transportation. Please speak with the Therapeutic Services staff about the Handi-bus application.

Visiting

Visiting hours in all long-term care homes are flexible. When family and friends come to visit, please ask them to check in with staff. You will find comfortable areas, both in and outside of the care home, where you can visit. Please feel free to visit either in your room or in the common living areas.

Resident Rooms



Every resident room features a window with an outside view. You are welcome to bring a few personal items but please remember that space is limited, and we want to ensure there is enough room for you to move safely, without falling. Please talk with staff to find out what items to bring. You may choose to have your own telephone, cell phone, cable television, and computer installed in your room. In some care homes flat screen TVs are provided. You are responsible for making the arrangement and paying the cost of hooking up a TV, computer or telephone. For your safety, only wall-mounted flat screen TVs are allowed in a bedroom.

Call system

Every resident has access to a call system to communicate with staff.

Clothing

Please bring the clothing listed below to ensure that you always have a clean change of clothes. Each item of clothing must be washable and be clearly marked with your name.

Please do not bring any wool or expensive clothing, which may become damaged when washed or dried. And please do not bring clothing with zippers or buttons, as they are difficult to remove.

This list can be personalized depending on your lifestyle and physical needs.

- 7 shirts/tops (long sleeve and short sleeve)
- 7 undershirts
- 7 pairs of elastic-waist pants
- 2 sweaters
- 12 pairs of underwear
- 7 sets of sleepwear
- 2 washable housecoats
- 7 pairs of socks
- 2 pairs of washable non-skid slippers
- 2 pairs of comfortable walking shoes (Velcro closure preferred)
- Outerwear – coat, scarf, gloves, hat, and pull-on or Velcro winter boots

Optional clothing: bra, belts, suspenders, dress pants and dress shirts for special occasions.

Toiletries

Please bring your own personal care items. Please label all personal care items with your name. The following list includes basic toiletries for your shopping list:

| | Check |
|--------------------------|-------|
| Comb | |
| Brush | |
| Toothbrush | |
| Toothpaste | |
| Mouthwash | |
| Denture tablets | |
| Denture cup | |
| Makeup | |
| Shaving supplies | |
| Deodorant/antiperspirant | |
| Shampoo/conditioner | |

If you require more items, you, your family, or friends may purchase them.

Personal items

We are excited to get to know you and encourage you to bring items that are meaningful to you. Our staff can use these items to learn about your life story, values, and interests. Please remember, not all items are suited for communal living, so check with the house manager. Please do not bring valuable heirlooms or non-replaceable objects to the care home, as they may become lost or damaged.

Suggested items:

| | Check |
|---|-------|
| Copies of special family photographs | |
| Recordings of much-loved songs | |
| Newspaper clippings that bring good memories of significant events or personal achievements | |
| Things related to your past work, e.g. thimble for a seamstress | |
| Hobby-related items, e.g. stamp collections, sports items, yarn and knitting patterns | |
| Replicas of meaningful items, e.g. realistic toy replica of a loved car | |
| Anything that sparks happy memories for you | |

Suggested CSA-approved electrical appliances

| | Check |
|-----------------------|-------|
| Entertainment devices | |
| Electric fan | |
| Blow dryer | |
| Electric razor | |

If you wish to bring other electrical appliances with you, please check with staff.

Please note that the following electric appliances **are not allowed**:

- heating pads
- electric blankets
- toasters
- kettles
- portable heaters

Privacy

Your personal health information is kept confidential, and only shared on a need-to-know basis. Staff are sensitive to your right to privacy and the importance of discretion. Staff will need your consent before talking to others, including your family, about your health care. Your privacy is respected and protected.

Intimate or conjugal visits are respected. Staff respect privacy signs on doors and always knock and wait before entering a resident's room.

Valuables

If you have valuables and wish to keep them with you at the care home, we encourage you to keep them locked in your dresser or bedside table or in the care-home safe. You can also keep money in your comfort account at the office and draw on it when needed. Some residents keep their valuables in a safety deposit box at their bank or keep a small safe in their room. Continuing Care is not responsible for your personal valuables and money.

Administration Office

And Support Services

If you have any questions about the administrative aspects of your stay in Continuing Care, the administrative staff in the care home will be happy to help you.

Comfort account

We encourage residents to keep some money in a comfort account in the administration office. Having the comfort account will help you to access your money for personal expenses like hair appointments, personal shopping costs and outings. The administrative assistant at the care home will keep track of all your financial transactions and give you a receipt for all transactions. You can request to see a balance of your comfort account at any time. You can also request a statement at any time.

Mail

Mail is delivered to the administration office and distributed daily. We will also be happy to help you mail letters.

Rent

Monthly rent payments are due on the first day of each month and can be paid by:

- cash
- cheque or post-dated cheques
- Visa or MasterCard
- debit card
- other (e.g. Social Assistance, private health insurance, etc.)

You, a relative, your power of attorney, or your guardian can drop by the office during office hours to pay rent. If coming to the office is not convenient, speak to administrative staff to make other arrangements.

If you chose to use post-dated cheques to pay your rent, administrative staff will keep your cheques in the office safe. Your cheques will be cashed at the beginning of each month. Administrative staff are available to help you write cheques if required. Receipts for rent are provided at the time of payment. Account statements showing your account activity can be requested at any time.

If you use a credit card to pay for your rent, you will need to fill out an authorization form to allow administrative staff to charge your credit card on the first of each month.

Safety Information

Maintaining a safe environment at the care home is everyone's responsibility. Please notify staff if you have a problem with your wheelchair or walker so that it can be repaired immediately. We encourage you to report to staff anything you believe to be a safety hazard, such as spills on the floor or cluttered hallways.

Access to the building

All entrance and exit doors in the care home are connected to a door alarm system. Residents and their families are asked to use the main door to enter or leave the care home. If the doors are locked after you return from a visit, simply press the buzzer and someone will open the door.

Alcohol and cannabis use

You may have a custom of enjoying a glass of wine or other alcoholic beverage, or smoking or eating cannabis products at home. Should you wish to continue this practice, we urge you to consult with your physician to ensure that there are no harmful side effects with your medications and your general health.

For everyone's safety, we also ask that you keep all alcohol and cannabis products locked in your room, or staff may keep it in a safe place for you. We expect that all residents who drink alcohol or use cannabis will do so responsibly and respect the safety of others. Alcohol and/or cannabis use may be restricted if a resident puts themselves or others in danger.

For residents who smoke cannabis, we ask that you do so in the designated smoking area identified by your care home.

Fall prevention

Falls are the leading cause of injury for seniors. Care home staff pay close attention and work together to identify factors that may contribute to a fall. Staff will create an individual care plan to assist in minimizing the risk. You may see a purple leaf posted on or above some bedroom doors. The leaf alerts team members, family and volunteers that the resident is at high risk of falling and will take extra precautions to reduce the risk of falling.

Residents are partners in care. As a partner in care, here are a few things you can do to minimize the risk of falling:

- Wear supportive footwear with a non-slip sole.
- Ensure clothing is the proper size.
- Keep the room clear of clutter and accessible for safe mobility.

Please ask staff if you have any questions about the Fall Prevention Program or would like more information about this program.

Fire safety

Fire drills occur on a regular basis in all long-term care homes. If the fire alarm rings, residents and visitors should remain where they are and staff will direct you.

Staff will check with you during the drill to help you to get to a safe location and will advise you when the drill is over. If you observe any fire safety hazards, please inform the staff immediately.

Medication

For safety reasons, medications (both prescription and non-prescription) are not kept in your room. Medications are safely stored, and administered by a nurse from a physician's order. It is important that you only take the medication provided by the care home nurses.

You are responsible for paying for the cost of over-the-counter medications and any other medications not listed in the Yukon Drug Formulary.

For safety purposes, please do not interrupt a nurse when she or he is preparing medications. The nurse can only administer medications dispensed by the contract pharmacy.

Smoking tobacco or cannabis

All Continuing Care long-term care homes are smoke-free. Continuing Care is committed to ensuring a safe, healthy and clean environment for all residents and staff.

Residents who smoke tobacco or cannabis are required to use the designated exterior smoking areas outside the care home. Residents who choose to smoke must smoke independently and cannot request assistance from staff. Some residents may be asked to wear a smoking apron for safety reasons.

Storage of guns and knives

Continuing Care does not permit residents to store guns or knives in any long-term care home. If you own knives or guns it is your responsibility to arrange for their storage before moving into the care home.



Care and Support Services

Vaccinations and health testing

The influenza vaccine (or flu shot) is available every fall for residents wishing to receive it. Your consent is required. TB (tuberculosis) screening is required for everyone before moving into a care home.

Video monitoring

Some long-term care homes have video monitoring at their entrance.

Clinical psychology

Continuing Care has a registered clinical psychologist who provides assessment, diagnosis, and treatment recommendations for residents. Psychological assessment, including neuropsychological assessment, is available to residents as requested by a resident, or by a family member, physician or nursing team with the resident's consent.

Dental services

Please arrange to continue to see your dentist while you are staying in a care home. Staff can help you arrange an appointment. Residents are responsible for the costs of any dental service.

Dietary services

All care homes provide three meals a day, served in the dining room. Meals are varied and every effort is made to see that your dietary needs are met, while considering your individual likes and dislikes. Nutritious snacks and beverages are available throughout the day. Any special diet ordered by your physician will be provided. Dietitians are available to consult with you.

You are welcome to invite a guest to share a meal with you. Please let staff know two hours in advance. Guests will need to purchase a meal ticket.

First Nations liaison worker services

First Nations liaison workers support, advocate for and work with the resident, family and community in supporting First Nation residents in Continuing Care.

Housekeeping and laundry services

Quality care is the main goal of our friendly and efficient housekeeping staff. Your room will be cleaned and your linens will be changed on a regular basis.

Laundry services makes every effort to ensure all clothing items are returned to the owner. Continuing Care is not responsible for lost items.

More information about laundry:

- If you have a special or delicate garment that you want washed, please have your family or friends take this item home for washing.
- Residents who require dry cleaning are responsible for making their own arrangements for this service at their own expense.
- Mending clothing is your responsibility.
- Make sure your name is marked or labelled on all clothing items.

Medical care

Family members or friends are requested to accompany you to medical appointments. You are responsible for arranging and for paying for the cost of transportation to your medical appointments. You will be charged a fee if you require a staff member to accompany you to your appointment.

Family physicians continue to provide their patients with medical services after they move into a long-term care home. Some physicians make regular visits, others come as the need arises, and some prefer to see their patient at their clinic. Continuing Care also has a nurse practitioner who works in partnership with some physicians.

Medications and treatments are ordered by your physician or nurse practitioner and are administered by staff at the care home. A medical advisor coordinates and reviews general medical matters related to resident care in the care home.

Nursing services

The nursing staff in Whitehorse long- term care homes include registered nurses (RN), licensed practical nurses (LPN) and nursing home attendants (NHA).

The staff at McDonald Lodge in Dawson City includes a RN/manager, LPNs, nursing home attendants, a night care attendant and a therapy aide.

Staff are on duty 24 hours a day to provide the nursing care outlined in your care plan.

The unit or house manager is responsible for ensuring that you receive the best possible care, and will address any questions or concerns you or your family may have.

Palliative care

Palliative care provides end-of-life support to individuals and their families.

Services focus on supporting physical, personal, social and spiritual needs.

Pharmacy services

Continuing Care has a contracted pharmacist who provides service to the care homes, ensuring that residents receive the medications that best meet their health needs.

McDonald Lodge in Dawson City receives medications and support from the Dawson City Medical Clinic or a Whitehorse pharmacy.

Respite stays

Respite stays are temporary, short-term admissions to a long-term care home. The purpose of a respite stay is different for each person. For some people a respite stay is a break for their caregivers. For others, a respite stay is an opportunity to see what life would be like as a permanent resident in a care home. Sometimes a respite stay is an opportunity to determine the level of nursing care a person requires. Please see the Respite Stays Handout for more details.

Social work services

The residential care social worker (SW) provides support services to residents and their families to improve quality of life and well-being. Social work services include:

- assessment;
- consultation and counselling;
- admission and discharge planning;
- information, referral and advocacy work; and
- assistance with legal, financial, housing, social, emotional issues, and concerns.

Therapy Services

Upon admission to a Whitehorse long-term care home, you will receive an initial assessment by a recreation therapist, occupational therapist, physiotherapist and/or speech language pathologist. A program will be developed for you based on your specific needs to help maintain and/or improve your abilities.

McDonald Lodge residents receive therapy services from Whitehorse on an outreach basis, every three to four months.

❖ **Occupational therapy**

Occupational therapy (OT) offers assessment and intervention in all aspects of daily living. Occupational therapy includes promoting and maintaining abilities in areas such as mobility, self care, and access to leisure activities.

The OT may provide suggestions on how to perform tasks more easily, and may provide aids or equipment to promote your overall health and independence.

❖ **Physical therapy**

The physiotherapist (PT) assesses the resident's physical abilities to determine if an exercise or treatment program, or mobility aids, are required to improve or maintain maximum independence and comfort. Physiotherapy support is provided on an individual or group basis.

❖ **Speech therapy**

The speech language pathologist (SLP) addresses the resident's ability to communicate. The SLP will assess the resident's ability to comprehend or to express him or herself verbally, in writing or through gesture. The SLP will assess a resident's ability to eat and swallow safely and may advise on necessary modifications.

❖ **Recreation Therapy**

The Recreation Therapist offers appropriate activities based on the Resident's leisure needs. Engagement in recreation/leisure activities help to enhance a person's quality of life. Recreation therapy services may include activities such as music, bowling, crafts, baking, card games and community outings such as to theatres and restaurants.

❖ **Alternative therapies**

Residents living in a care home may wish to obtain additional therapy or other complementary services that are available in the community. Some additional therapies may include:

- reflexology
- massage therapy
- naturopathy

Residents are welcome to make their own arrangements for these therapies at their own expense. All treatments should take place in your room. You or the therapist provide any needed equipment or supplies.

Volunteer services

Continuing Care has many active and dedicated volunteers who play an important role in enriching the lives of residents. Volunteers are an integral part of our care team, and are involved in a variety of programs such as:

- Visiting residents
- Special events
- Outings in the community
- Pet visit program
- Games, crafts and music programs

Caring for Residents with Dementia

Introduction

Moving into a long-term care home is a time of transition. Residents may go through “relocation stress” due to the move. Here are some helpful tips for making this transition go well:

- Your family member may not understand why they are moving. Try to keep things the same as much as possible and plan for the move.
- Feel free to ask staff for support and advice.
- Be patient and keep conversations light and simple.
- Reminisce as much as possible.
- Keep visits positive.

It is important to keep in mind that your loved one will have good and bad days. People who have dementia may have changes in their thinking or in their emotions. Try not to take to heart everything they say. Go with their present reality and take one day at a time.

People who have dementia may talk about family or friends who are deceased as if they are still alive. This can be upsetting, as you may not know how to respond. Telling the resident that a person is dead can be upsetting, as they may feel and believe they are hearing this information for the first time and begin to grieve again.

Here are some examples of how to respond: “Dad has gone fishing” or “Mom has gone shopping.” Alternatively, think of a reason that has meaning to the resident.

People living with dementia generally have difficulty with change. When a resident first moves into a long-term care home, they may be upset, agitated or withdrawn. They may eat less, or refuse to eat. This relocation stress may last several weeks. In the first weeks of their admission, we encourage residents to limit their outings and spend as much time as possible in the home. This will help them settle in and get to know staff.

We welcome and support your involvement in your loved one's care. Please help us to get to know your loved one, their history, values, and interests. Each resident will have an individual care plan. Together, we will work to provide your loved one with the best quality care to meet their needs.

Tips for visiting

- Focus on your loved one's strengths. Help them re-live and talk about their contributions in life.
- Everyone has good and bad days. If a visit did not go well today that does not mean the next visit will go the same way.
- Try to do or talk about things the resident enjoyed before his or her dementia.
- Your loved one may ask you to take them home. You can say, "The doctor wants you to stay here for a while". Staff members can provide a distraction if it is hard to leave – feel free to ask for help.
- We invite you to enjoy a cup of tea or coffee with the resident. If you wish to join your loved one for a meal, we ask that you call the care home ahead of time and staff can notify the kitchen. You can purchase a meal ticket at the administration desk located at the entrance of the building.
- If you are taking someone out of the living area in the care home or out of the care home, please notify a staff member.
- If the resident lives on a secure Dementia Care area, please make a note in the resident sign-out and sign-in book. This book is often located in the foyer area just outside the locked doors. Please ask staff if you do not know where to find it.
- When a nurse is at the medication cart, please do not disturb them unless it is an emergency. The process of medication administration requires concentration and time.

How to interact with residents

Other residents may approach you when you are visiting your loved one. This can sometimes make you feel uncomfortable. You may not be able to understand them, they may ask you if you have seen their spouse or parent, or they might think you are a member of their family.

Here are some tips for interacting with other residents when they approach you:

- If a resident asks if you have seen someone, you can say, “No, I haven’t, I just got here.”
- Try to maintain positive body language and facial expressions.
- Keep responses simple.
- Maintain a sense of humour.

Please let staff know about conversations you have had with other residents.

When to ask staff for help

When staff are busy, you might notice events involving other residents. For example:

- You might see a resident fall.
- You might notice a confrontation between two residents.
- You might notice that a resident needs something, such as having to go to the bathroom.

In all of these situations, please ask staff to help and assist the resident.

If a resident asks you for something to eat or drink, please find a staff member as some residents may have allergies or medical conditions, such as diabetes, which require dietary restrictions.

When in doubt, ask staff. They can offer you support and guidance.

How to enter secure units/houses

If your family member is in a secure living area, you will be provided with a door code to enter and exit this area. Please make sure the door is securely closed behind you when you enter and exit this area.

All doors in the secure living areas are locked for the security of the residents. In the event of an emergency, staff will unlock the doors.

We have a philosophy of “hush, don’t rush” in the dementia care living area. Please take your time, speak slowly, and enjoy the slower pace of your visit.

When it is time to leave

You may find it difficult to leave when your visit is over. Your loved one may not want you to go. Some people have found the following statements helpful to use:

- “I need to go shopping. I’ll be back soon.”
- “I need to go to work. I’ll be back for supper.”
- “I have to go see (name someone the resident recognizes). I’ll be back later.”

Staff can also help distract a resident to make it easier for you to leave. Every situation is different. You will find the way that works best for you and your loved one.

Appropriate items to bring for residents with dementia

We encourage families to personalize the resident’s room with familiar and cherished items. However, these items need to be safe for all residents in the care home. Before you bring an item to the care home, ask yourself, “Will this item give my loved one enjoyment and make their room feel like home?”

We suggest bringing items that will “cue” residents to recognize their room and make them feel comfortable. For example, pictures (without glass) or comforters. We cannot guarantee that items will not be lost, damaged, or broken.

Rooms need to be clutter-free to promote safe movement for the resident, staff, family, visitors and volunteers. Rooms have minimal furniture to make it easier to evacuate or bring in extra medical equipment.

Televisions and telephones contribute to the overall noise level in a living area. Increased noise levels can add to confusion and anxiety for people living with dementia. Televisions and telephones are available in common areas for residents to use.

If you bring a TV, it must be a flat screen so it can be wall-mounted. Family can provide the wall-mount hardware and the care home maintenance staff will install it. Please remember that some TV shows can be disturbing to some people living with dementia, because cognitive changes can make it difficult for them to tell the difference between what is real and what is not.

Please ensure all items, including clothing, are labeled with the resident’s name. Ensure that clothing is the correct size, so your loved one does not trip or become entangled in loose clothing. Elasticized waists and zippers are easier to wear than clothing with buttons.

Photo albums or life storybooks are a good idea (please do not bring original photos as they may get lost). These items encourage residents to reminisce and provide an opportunity for staff to learn about a person's life before dementia.

For the safety of all residents, please do not bring the following items:

- Glass items, especially picture frames with glass.
- Breakable items such as lamps, mirrors, figurines or knick-knacks.
- Floor mats, as they are easy to trip on.
- Food such as candy, nuts, chocolate. These items are a choking hazard. As well, another resident may wander into the room and eat the food.
- Mini refrigerators.
- Space heaters, electric blankets, hot water bottles.
- Humidifiers.
- Over-the-counter medication. Medications are provided by our contract pharmacy.

If you are uncertain if an item is appropriate, please ask a staff member.

Activities

All long-term care homes have regular and varied activities that you can participate in if you wish. You will find a list of these activities posted on the wall in the living areas. We invite and encourage you to participate in these activities and events as you are able.

Caregiving support

Even though your loved one with dementia is moving into a long-term care home, families continue to provide care. The transition into Continuing Care may also be challenging for caregivers. We encourage caregivers, families, and friends to seek out community resources to help support them with this transition. Please ask your admission-assessment coordinator, care home social worker or any staff member for assistance.



