



WELCOME TO KANIATARAKTA IONTORISHENTAKHWA Riverside Elder Home



Revised on April 30, 2018

MISSION

Our mission at Riverside Elders Home is to maximize the quality of life of each resident by providing quality of care, residents' safety, and address their rights to make informed decisions regarding their health and well-being.

CODE OF ETHICS

All Kanesatake Health Center Inc., Board Members and Riverside Elder's Home personnel have a duty to act ethically, to encourage and expect ethical behaviors' in others and to sign the Kanesatake Health Center Inc. Code of Ethics upon beginning their work with the Riverside Elder's Home.

The code of ethics is a reflection of our individual and collective commitment to ensure practices and behaviours that promote a harmonious and respectful environment.

Employees have an obligation to support and advance the interests of the Kanesatake Health Center Inc., the Riverside Elders Home, and the health care profession, while respecting the rights and professionalism of their colleagues. This obligation includes upholding the integrity, dignity and image of Kanesatake Health Center Inc., Riverside Elders Home, and the health care profession. As such employees should:

Respect

- Treat the residents and family's, with courtesy, fairness understanding, compassion with respect for their dignity, and autonomy;
- A duty to do what is right;
- Not to cause harm or injury to residents';
- Being honest and candid when providing service to residents';
- Building confidence in the Riverside Elders Home and credibility through respect, integrity, fair practice, accountability, honesty and reliability;

The Right to Information and Freedom of Expression

- The manager must give the resident access to his file when requested;
- Staff should respect the expression of residents' opinions, criticisms and suggestions;

The right to Confidentiality

- All resident information must be treated confidential;
- Confidentiality reflects traditional teachings about respect and honor for the individual;
- It is an ethical and legal obligation for the Riverside Elders Home to uphold based on an individual's rights to the protection of personal information;
- Confidentiality fosters a climate of trust which is essential for the Riverside Elders Home in its goal to promote positive and respectful relationships with residents and their families;
- Employees should exercise discretion for breaches of confidentiality in corridors, common rooms, and public places.

Discretion

- Staff must exercise discretion with respect to residents and in no case should they complain in their presence;
- The employees should not solicitation converse with residents about their personal issues.

Donation, Bequest and Solicitation

- Under no circumstances can an employee receive donations and/or monetary gifts from residents and their families;

Résidents Responsibility

- The resident is required to have respect of human rights, the property of others, the standard rules of civility and politeness;
- No acts of intimidation, aggression and violence will be tolerated;
- The resident participates in care and services that concern him/her collaborating with the staff.;
- The resident respects the rules of operation of the residence;

Values and culture

- Employees should not allow prejudice to interfere with their work;
- Staff must respect the identity, values, experience and culture of the resident;
- The manager must be notified of any risk for the resident and for the environment;
- Staff must offer a service without favoritism or discrimination;
- Maintaining good working relationships with others.

BASIC SERVICES (see prices on attached grid)

The following services offered have been identified on the form provided for this purpose and attached in the appendix to the lease.

- Presence of trained staff 24/7;
- Leisure and animation services;
- Each resident has a call system that is appropriate to their condition to request the assistance of an attendant at any time;
- Medical transportation services only;
- Administrative fees;
- Room check, frequency - every thirty minutes;
- Homemade balanced meals 3 times a day + 2 snacks;
- Tray in the room (convalescence) according to plan of care;
- Housekeeping every day;
- Change bedding 1-time week;
- Laundry every day;
- Distribution of medications as needed according to the prescription;
- Assisted bathing 2 times a week, sponge bath every morning, personal hygiene care, denture hygiene;
- Taking vitals and laboratory specimens as required;
- Change of adult incontinence protection (not supplied)
- Assistance with mobilization and transfers;

- Assistance in dressing and undressing;
- Pump administration as required;
- Application of medical patches as required;
- Application of cream as required;
- Ophthalmic drops as required;
- Ear drops as required;
- Glycemia and insulin as required;

A resident may choose a pharmacist from whom the resident wishes to receive pharmaceutical services.

OPTIONAL SERVICES (see prices on attached grid)

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- An extra bath per week;
 - In-room cable and internet service;
 - Assistance to feed (cut food - puree);
 - Assistance with putting on and removal of support stockings.
 - Accompanying service for medical appointments per hour;
 - Telephone in the room.

CONDITIONS AND LIMITATIONS

Food

We would like to inform you that residents that have some peculiarities in terms of food, may be refused admission to the residence. Persons having a special diet with renal insufficiency under hemodialysis, a particular allergy such as gluten, a fluid restriction in a person with cognitive problems may be refused admission.

Cognitive problems

People who are at high risk of wandering or high risk of running away may be denied admission. People with severe cognitive impairment, disruptive behavior or in need of sustained care may be denied admission.

LIMITS OF ADMISSION

Upon receipt of an application for admission, a process for the selection and analysis of each file is made. This is based on compliance resulting from provincial government certification regulations, which requires residents' not to exceed our admission limits upon their arrival, DISC (Indigenous Services Canada Department), internal policies and our ability to provide those services.

Specific conditions and criteria related to the residents are as follows:

- Assessment of the physical and mental capacities of autonomy rating that must not exceed the result of 9 (ISO-SMAF assessment tool); this tool makes it possible to globally assess the needs of the intervention plan;

- The evaluation must be repeated once a year or during a health change. It also helps determine the services required; all assessments are documented in the residents' file);
- Assessment of the risk of intrusive wandering in other rooms;
- Must not be at risk for high fugue state;
- Must not display harmful behaviors or behavioral problems such as aggression, pose a threat to themselves or others, etc.;

To ensure compliance with the lease, an admission policy and a selection committee have been developed to analyze each new application and those residents' returning from a stay at the hospital. This is to ensure we provide quality safe care based on resources available at the Riverside Elders Home.

These hospitality limits must be respected for all admission requests and for all residents currently staying at Riverside Elder's Home.

A person already a resident at Riverside Elders Home, may present a significant change in the state of their physical or mental health and require a more complex and specialized care, thus, the health care team will conduct a rigorous assessment using the I-SMAF assessment tool. After the episode of acute care, the Riverside Elders Home could be obliged to transfer the patient to a hospital or elsewhere, because the patient's condition would then result in exceeding the services offered and the admission criteria.

GENERAL OPERATING RULES OF THE RESIDENCE

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- You can receive visitors at any time while being respectful of the other residents';
 - Residents and visitors that have in their possession and/or under the influence of alcohol and/or drugs may be denied visitation;
 - Riverside Elders Home has a zero tolerance to any form of physical and/or verbal aggression;
 - During medical appointments, all residents must be accompanied by either a family member or a friend. If no escort is planned or confirmed, a staff member will be sent with the resident for a fee of \$ 15 an hour;
 - The resident must notify employees on shift regarding any outside trips so that arrangements can be made for their medications;
 - Any personal effects must be provided and identified by the resident such as toothbrush, toothpaste, comb, shampoo, deodorant, pillow etc.;
 - All residents must wear non-skid hard soled shoes;
 - The Riverside Elders home has an animal policy; small dogs are accepted under certain conditions and according to certain requirements towards the owner and the dog;
 - No smoking is allowed inside the residence; however, a designated area is available outside for smokers;
 - Electric heaters and candles are prohibited.

MEALS

Schedule of the meals		
Breakfast	Lunch	Dinner
7 h 30 to 9 h 30	11 h 45 to 13 h 00	16 h 45 to 18 h 00

All menus will be posted monthly in the common area.

- Afternoon and late-night snacks are offered;
- You can request another menu option one hour before meals if possible;
- We ask you to notify us when you are not present for the meal

COMPLAINTS

To comply to the needs of our residents' and to ensure the quality of our services, we offer an internal complaints procedure which is located at the back of each bedroom door. This allows us to remain aware of and adhere to all policies and procedures, including those that relate to client safety, staff safety and risk management. If you feel it is appropriate to do otherwise, you can find the contact numbers of the Complaints and Quality Commissioner of the CISSS of Laurentides on the back of each bedroom door.

INSURANCE RESPONSIBILITIES

Riverside Elders Home under the Kanesatake Health Center Inc. is fully covered for; Commercial General Liability, Professional Liability, and Directors & Officers Liability insurance. However, it is the resident's responsibility to insure their personal property.

SOCIALIZATION OF RESIDENTS

To promote the socialization of residents and to prevent their isolation, our Activities Coordinator, offers various activities, including organized recreation and entertainment. These are adapted to the residents' profile. All monthly activities are posted in the common area.

Appendix

Grid of services offered