



# Actionmarguerite

Resident and Family Guide  
March 2019



## WELCOME!

Please consult this guide to learn about the services offered at Actionmarguerite as well as our policies and procedures. We hope that this information helps you prepare for your upcoming move.

Our focus at Actionmarguerite is on respect, hospitality, collaboration and excellence. You, the resident, are at the heart of our Care Plan model. You are encouraged to participate in all decisions relating to your care. We also invite you to take part in your facility's Residents' Council and other aspects of resident life.

Your family members can also help things run smoothly in your new home. They are welcome to visit and to participate in many of the activities offered at Actionmarguerite.

If, after having read this guide, you have questions or require more information, please call us at one of our locations listed below.



Charles Gagné  
Chief Executive Officer

185 Despins Street: 204-233-3692

450 River Road: 204-254-3332

1149 Leila Avenue: 204-697-8031

Adult Day Program: 204-233-3692, ext. 553

Supportive Housing: 204-233-3692, ext. 554

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## ABOUT US

*Inspired by the legendary compassion of our Founders,  
we provide comfort and care and exceptional health services.*

We improve our residents' quality of life by providing them with the long-term care and the services that encourage them to remain as personally independent as possible. Our homes are welcoming places where a culture of respect and dignity is treasured. We are attentive to the needs of the people who live here and to the individuals who work and volunteer in helping residents lead meaningful, fulfilling lives.

Actionmarguerite currently provides care and services for the elderly and for persons with complex health needs at five locations. We also manage two foundations and provide opportunities for involvement through our volunteer program and auxiliary group.

We are a community-based organization and a designated bilingual service provider, dedicated to improving the quality of life of both our French- and English-speaking residents in a culturally attentive home-like environment. We offer a wide range of services and programs:

- Personal care for the elderly
- Care for adults with complex and chronic health conditions
- Specialized care for persons with acquired brain injuries and related behaviours
- Specialized care for the elderly suffering from dementia and related behaviours
- Spiritual care and recreation services
- Day Centre for the elderly and adults with physical challenges
- Supportive housing for the elderly geared to income
- Rehabilitation services and social work supports
- Food and housekeeping services and resident financial services.

## RESIDENCES

### **ACTIONMARGUERITE ST. BONIFACE**

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185 Despains Street  
Winnipeg, MB R2H 2B3  
Telephone: 204-233-3692  
Fax: 204-233-6803  
Programs: Personal care,  
Dementia care, Adults with  
complex health needs, Acquired  
Brain Injury, Day Program  
Beds: 299 | Employees: 525



Actionmarguerite Saint-Boniface is a bilingual long-term care facility providing a range of services to seniors and adults with physical disabilities and loss of autonomy.

In 1935, the Grey Nuns established Centre hospitalier Taché Nursing Centre, until recently referred to as Taché Centre. Our mandate is to serve Winnipeg's Francophone population and deliver regional specialized services in three specific areas: dementia care with related behaviours, complex and chronic care, and care for those who suffer from an acquired brain injury. We also provide respite care and an Adult Day Centre for seniors and adults living in the community who can benefit from social interaction in a group setting.

### **ACTIONMARGUERITE ST. JOSEPH**

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1149 Leila Avenue  
Winnipeg, MB R2P 1S6  
Telephone: 204-697-8031  
Fax: 204-697-8075  
Program: Personal Care  
Beds: 100  
Employees: 150



Actionmarguerite St. Joseph, commonly known as St. Joseph's Residence is a personal care home

serving a culturally-diverse elderly community in Northwest Winnipeg. The home was founded by the Sisters of St. Joseph in 1923 and operated as St. Joseph's Hospital on Salter Avenue. It was licenced as a personal care home in 1973. Its current location was established in 1980. The Sisters of St. Benedict assumed ownership of the home in 1987, and operated it until 2003.

### **ACTIONMARGUERITE ST. VITAL**

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450 River Road  
Winnipeg, MB R2M 5M4  
Telephone: 204-254-3332  
Fax: 204-254-0329  
Programs: Personal care,  
Dementia care  
Beds: 154 | Employees: 220



Actionmarguerite Saint-Vital is a home for francophone seniors requiring personal and long term care services. The programs and services are uniquely adapted to a Francophone milieu and provide a culturally sensitive experience for our residents.

Established by the Grey Nuns in 1988 (under the name Foyer Valade), the home is a provincially designated site, offering services in French to Manitoba's Francophone community. Prior to 1988, it was also known as Foyer Saint-Boniface.

### **ACTIONMARGUERITE SUPPORTIVE HOUSING**

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Actionmarguerite provides supportive housing services to the elderly in St. Boniface at two locations. We offer a range of services that contribute to the residents' autonomy and to an overall better quality of their life. The programs at Chez-Nous and Windsor Park Place are affordable and subsidized based on income.

### **Chez-Nous**

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187 de la Cathédrale Avenue  
Winnipeg, MB R3E 1C4  
Telephone: 204-231-9532  
or 204-231-9534  
Fax: 204-231-9439  
Suites: 24  
Employees: 15  
Owned by: Accueil Colombien

Chez-Nous is an affordable supportive housing apartment complex located in the heart of St. Boniface. The home provides quality care and a range of services in French and in English.

### **Windsor Park Place**

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875 Elizabeth Road  
Winnipeg, MB R2J 3K6  
Telephone: 204-416-0052  
or 204-945-5042  
Fax: 204-416-0053  
Suites: 24  
Employees: 17  
Owned by: Manitoba Housing

Located in Windsor Park, Windsor Park Place is an affordable supportive housing apartment complex. Superior care and a range of services are offered in French and in English.

The following guide is provided as general information for those who are considering or eligible for the care and services provided in a personal care home. Please note that terms and conditions for the supportive housing and day centre programs will vary based on their own policies and procedures. Information related to these programs is provided at time of admission.

Please note – for the most current information and contacts, please refer to the web site: [www.actionmarguerite.ca](http://www.actionmarguerite.ca)

## OUR STORY

### OUR STORY

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Our story is simple. It began over 250 years ago when Saint Marguerite d'Youville saw a need to help the less fortunate and took action to fill that need. Today, Actionmarguerite continues the legacy of Saint Marguerite d'Youville. We act in her honour – caring for the elderly and people with complex needs. Our homes offer residents a robust and full life. Our staff and volunteers serve them with compassion and dedication. The facilities and programs keep residents and clients engaged, happy and healthy. We are proud to offer an environment that honors the lives of our residents, a place that meets their unique needs for dignity and comfort.



### A NAME THAT IS A PROMISE

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Actionmarguerite does more than recognize the legacy of Saint Marguerite d'Youville. It promises the same compassion and care she showed when she founded the Grey Nuns in the 18th century. It inspires us to carry on the caring tradition of the founding sisters, who arrived in the Red River Settlement in 1844, as well as the Sisters of St. Joseph and the Benedictine Sisters who also created some of our programs and facilities. Actionmarguerite was established in 2011 to offer exceptional long-term care to the vulnerable individuals in our society. Owned by the Catholic Health Corporation of Manitoba, Actionmarguerite operates personal care homes, specialized care programs, and foundations to serve the community. The common goal is to place utmost importance on quality of life and personal autonomy. Actionmarguerite is a symbol of health care excellence uniting three long-established institutions: the former Taché Centre, Foyer Valade and St. Joseph's Residence, to

provide the warmth and security and compassionate care where our residents thrive and enjoy life to the fullest.

## **VISION, MISSION AND VALUES**

### **VISION**

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Actionmarguerite is a leading provider of long-term care and exceptional health services in French and in English.

### **MISSION**

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Actionmarguerite improves residents' quality of life by providing them with care and services that promote autonomy and the ability to remain as independent as possible.

Ours is a welcoming environment; a culture of respect and dignity. We are sensitive to the needs of the people we serve, and the people who work and volunteer here. While our mandate is to serve Manitoba's Francophone community, we also embrace cultural diversity.

### **VALUES**

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Actionmarguerite is inspired by the Grey Nuns. Today, we are proud to uphold their values of respect, hospitality, collaboration, and excellence.

Respect for residents – as unique individuals and as a community – is at the heart of everything we do; it shapes every decision we make.

We are committed to the highest levels of hospitality. Residents, their families, and volunteers feel welcome and safe. This is essential for our success.

We promote and celebrate collaboration with residents, their families, our staff, and various health agencies. When we work well together, we all benefit.

We strive for excellence in meeting the needs of residents.

## RESIDENT'S DECLARATION OF RIGHTS AND RESPONSIBILITIES

***Actionmarguerite honours the rights of the people who live here.*** We are committed to the well-being, dignity, and rights of those in our care. Consistent with our mission and our values of respect, hospitality, collaboration, and excellence, residents have the right to:

- Be treated with respect and dignity;
- Obtain information;
- Express themselves freely;
- Maintain privacy;
- Participate in decisions related to their care;
- Have continuity of care and service; and
- Enjoy a safe and secure environment.

In alignment with the Manitoba Personal Care Homes Standards Regulation, residents have the right to:

- Be treated with courtesy and in a way that promotes their dignity and individuality.
- Be sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs.
- Give or refuse consent to treatment - including medication - in accordance to the law; this right is extended to legal representatives as well.
- Be free to (in accordance with safety requirements and privacy rights of other residents):
  - Exercise their freedom of choice of religion, culture and language,
  - Communicate, contact, and have visits with family, friends and others (in private if desired),
  - Choose their recreational activities,
  - Choose the personal items to be kept in their rooms, as space permits,
  - Select the clothing to be worn each day,
  - Be provided reasonable privacy while being treated and cared for,
  - Receive care in a safe and clean environment,
  - Communicate and meet with their legal representative as often as necessary (in private if desired).

Residents have the responsibility to:

- › Participate in decision making to the extent of their ability.
- › Identify an individual to speak on their behalf if they are not able.
- › Be understanding and considerate of the needs and abilities of other residents.
- › Be understanding of the communal nature of a care area and be considerate of staff who is working to meet the needs of all residents.

## **YOUR ADMISSION**

### **PRE-ADMISSION AND ADMISSION INFORMATION**

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Actionmarguerite begins its internal admission process once the WRHA Long Term Care Access Centre has accepted you and you have chosen where you would like to live. After the application from the Long Term Access Centre has been received, one of our social workers will contact you and visit you prior to admission to determine your care needs.

At that time, a detailed information package regarding our homes, as well as our Admission and Residency Agreement will be provided. Our Social Worker may also arrange a visit to our facility prior to admission. This may not apply for Special Needs Units or Special Needs Behavioural Units admissions. The Social Worker is available to answer all new residents' questions.

### **WHEN A ROOM IS AVAILABLE FOR YOU**

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We will try to give you 24 hours' notice prior to your move.

You and your family will be met by a member of our Care Team, shown to your room, and introduced to the Care Team on your unit. They will help you settle in and discuss any questions or concerns you may have.

A Dietitian visits with you and/or your family shortly after admission to determine your previous eating habits, likes and dislikes, and any special dietary needs.

Shortly after your admission, a Spiritual Care Provider will also make an initial visit. At this time you may share with them your concerns or needs and request their assistance.

Maintenance Services must check all resident-owned electrical devices for safety reasons. This will be arranged on admission by a member of the Care Team.

You will be asked to meet with the Resident Financial Services Clerk in the Business Office within the first week of admission to discuss financial arrangements.

## **YOUR ROOM**

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You and your family are encouraged to decorate your room to provide a more home-like atmosphere. Familiar and cherished pictures, some artwork and approved furniture are welcome at Actionmarguerite. Any changes to the room's aesthetics must receive approval from administration to ensure safety and consistency with maintenance policies.

Actionmarguerite may request that items be removed from your room if they pose a safety risk. Items NOT ALLOWED for safety reasons include:

- soft upholstered furniture (Only new vinyl or leather recliners are permitted)
- fridges, microwaves, tea kettles/coffee pots but we do allow small bar fridges
- electric blankets or heating pads, hot-water bottles
- portable air conditioners, humidifiers, vaporizers,
- Aerosol cans (air fresheners, hair spray, deodorants, etc.)
- Cleaning products
- Extension cords (only power bars with surge protectors are permitted)
- halogen bulbs
- area or scatter rugs
- blow dryers

You are responsible for the upkeep of personal items in your room (i.e. watering of plants, etc.). You are strongly encouraged to leave jewellery, valuables, and large amounts of money with a loved one and not at Actionmarguerite. Actionmarguerite is not responsible for lost, stolen, or damaged items.

Cable television, telephone, and Internet service varies from site to site as follows (Payment for these services is your responsibility):

|                                | Actionmarguerite<br>St. Boniface                     | Actionmarguerite<br>St. Vital                        | Actionmarguerite<br>St. Joseph            |
|--------------------------------|--|--|---|
| Phone /<br>Cable<br>Television | Provided internally at a reasonable cost             | Provided internally at a reasonable cost             | Residents can arrange service themselves. |
| Internet                       | Residents can arrange service themselves (with Shaw) | Residents can arrange service themselves (with Shaw) | Residents can arrange service themselves. |
| Free<br>Wi-Fi                  | Provided in the auditorium                           | Provided in the solarium                             | Provided in the main floor common areas   |

Residents may also maintain newspaper and magazine subscriptions. You (or your family) are responsible for all costs associated with these services.

Personal items and furniture must not interfere with the staff’s ability to provide care nor should they create a safety hazard. As your health needs change, we may ask you or your family to remove some items to make space for necessary equipment. Please note that Actionmarguerite is unable to accommodate supplemental storage.

### **AVAILABILITY OF ROOMS**

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Circumstances may arise when you may have to move to another room or unit. If that were to happen, we would explain to you and your family the reasons for this move. These steps are taken in the best interest of all residents and the facility.

Living at Actionmarguerite is a balance of private and community living and at times requires compassion and collaboration from the entire team, including residents, families, volunteers and staff so that all can benefit from a quality of life with the upmost dignity and safety.

It is important that residents and families communicate with us on how best we can make living at Actionmarguerite as close to home as possible. Our staff also has a responsibility to communicate and involve residents and families in decisions that affect their lives.

## WHAT TO BRING WITH YOU

### CLOTHING – AT MINIMUM

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- 7 days of change of clothes such as:
  - 7 sweat suits
- OR
- 7 washable pants/slacks AND 7 shirts/blouses;
- 7 changes of underwear;
- 4 pyjamas or other nightwear;
- Sufficient pairs of socks and/or stockings;
- 1 pair of slippers (closed slipper, rubber soled);
- 1 pair of shoes (closed shoe, rubber soled e.g. runners);
- Coat and hat appropriate for the weather;

### TOILETRIES

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- Shaver;
- Brush/comb;
- Toothbrush and toothpaste;
- Denture cleaning tablets;
- Nail clippers for nail care;
- Articles such as dentures, glasses, canes, etc. (these must be labelled prior to admission).

Our Laundry Services will label your clothing for a nominal fee. Please have required clothing and personal effects with you on admission. As closet space is limited, we ask that your family take suitcases and other unneeded personal items back with them.

All clothing must be machine washable. Please avoid delicate fabrics such as wool, silk, etc. Actionmarguerite is not responsible for the damage to these articles should they be laundered. Family can choose to do the laundry.

### OTHER ARTICLES

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- Information cards such as Manitoba Health Services, Blue Cross, Old Age Security, Social Insurance, Veterans Affairs and Treaty Number. We prefer that these cards not be kept on site.

- The required Notice of Assessment form from Revenue Canada.
- The signed Admission and Residency Agreement form #ADM-100
- A copy of your Power of Attorney / Order of Committeeship, if applicable.
- A copy of your Personal Health Care Directive / Living Will, if applicable.
- A void cheque from the Bank Account from which you wish to have your Per Diem payments taken.
- Medications used at home, including “over the counter” and herbal medications.

All non-formulary drugs, remedies, supplements, vitamins and alternative healing methods, including medicinal marijuana, must be approved either by the nursing team or by the attending Physician and are the resident’s (or their family’s) financial responsibility. A pharmacist will review your current medications to ensure your safety and comfort.

### **INCONTINENCE CARE PRODUCTS**

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Actionmarguerite will supply you with disposable incontinence care products should you require them.

If you and/or your family prefer a different or specialty incontinence care product (such as disposable underwear) other than those supplied by the facility, you/your family will be responsible for the procurement and purchase of these products.

### **RESIDENT’S FINANCIAL RESPONSIBILITIES**

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This list is given as a guide and is not all-inclusive. The costs for these services are the resident’s financial responsibility

- Labelling of clothing.
- Purchase of clothing.
- Major repairs and alterations to clothing (if available).
- Dry cleaning of clothing and other privately owned items such as drapes, bedspreads, cushions and blankets.
- Specialist tray fee for medical interventions.
- Alcoholic beverages.

- Cosmetics, deodorants, body powder (must be scent free) and tissues, nail clippers, comb and brush.
- Hairdressing and haircuts.
- (TEDS) compression hosiery.
- Hearing aids (labelled) and batteries.
- Dentist/Denturist, dentures (labelled), denture adhesives, denture cleaners, toothbrush and toothpaste.
- Foot Care Services.
- Eye glasses (labelled).
- Insurance for personal belongings.
- The following items when they are purchased solely for one resident's use and remain the property of the resident: commodes based on assessed need for individual use, canes, walkers, crutches, wheelchairs, wheelchair cushions & seatbelts and wheelchair repairs, pressure cushions, slings for mechanical lifts, specialized seating and transfer belts and hip protectors.
- Transportation costs when not covered as an insured benefit.
- Companion costs when not covered as an insured benefit for transportation.
- Non-prescription biologics and related preparations as listed: non-prescription skin care products, lotions, creams, ointments, gels, cleansers, throat lozenges, non-prescription eye drops (except those approved by Manitoba Health), if the resident does not want to use the brand supplied by the facility.
- Medical supplies, pharmaceuticals and other items NOT covered by Manitoba Health.
- Health food products and herbal remedies, subject to approval by the health care team.
- Telephone, TV, Internet and cable installation and service.
- Trust account service fees.
- Costs associated with recreational outings including meals, transportation and entrance fees.
- Shopping for any personal items.
- Companion services.

## **PERSONAL CARE HOME'S RESPONSIBILITIES**

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- Supplies required for personal hygiene or routine skin care as per the facilities' contract; e.g. soap, mouthwash, toothettes, shampoo and body lotion.
- Medical nursing supplies; e.g. wound management supplies, catheters, routine diagnostic and testing materials, colostomy supplies and tube feeding supplies.
- Diabetic supplies (lancets, glucometer strips).
- Dietetic supplies and nutritional aids or supplements as recommended by the Dietitian. Non recommended nutritional supplements may be supplied by the family at their own cost, if approved by the health care team.
- Overhead trapeze bars.
- Mechanical lifts.
- Raised toilet seats.
- Commodes (for occasional use only).
- Wheelchairs (for occasional transportation only).
- Transfer poles.
- Oxygen and oxygen concentrators.
- Incontinence care products as supplied by the facility. Residents/families are responsible for costs in the event that they prefer an alternative brand than those provided.

## TRANSFER/DEATH

When a resident permanently transfers to another residence, or passes away, we require the room be made available as soon as possible. This rule does not apply in the case of a resident who is being treated in Hospital and is expected to return within 21 days.

As these times can be very difficult for family members; we feel families will appreciate having this information and knowing the following information in advance:

- The resident's personal belongings must be packed and physically removed within 24 hours of the resident's transfer or passing away.
- Actionmarguerite is unable to accept donations of personal clothing, furniture or equipment. Please do not leave any of these items behind.
- If the family is unable to attend to this matter personally within the 24-hour period, they may send someone else to perform this task. However, for security reasons, family members must notify the Social Worker and supply the name of their authorized representative.
- If the resident's family or representative is unable to come in to physically remove their personal belongings within 24 hours of his or her passing away or moving, Actionmarguerite staff may pack and store these items on a short-term basis. It is necessary that ALL personal belongings be picked up as soon as possible.
- Actionmarguerite reserves the right to charge for services to families that is beyond reasonable expectation or not covered through Manitoba Health insured services or Winnipeg Regional Health Authority funded programs.

## RESIDENT SERVICES

The goal of Resident Services is to provide you with assistance and support as required. We strive to achieve this by recognizing you as an individual and by promoting your independence whenever possible.

Each Resident Services Manager is responsible for the 24-hour care and function of the resident care units (staff and residents).

Registered Nurses, Licensed Practical Nurses, Registered Psychiatric Nurses, Health Care Aides, Social Worker, Occupational Therapist, Physiotherapist, Dietician, Recreation Workers, Housekeeping Assistants, Spiritual Care Workers and Volunteers work under the supervision of their respective Managers.

Care is based on the resident-focused care model, which encourages choice, individualized care, love and compassion.

## RESIDENT CARE

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All of Actionmarguerite's personal care home sites are licensed, accredited and committed to providing you with the best possible care, within a home-like environment. To this end, we are able to provide:

- Holistic care - addressing physical, medical, spiritual, emotional, psycho-social, socio-cultural and recreational needs;
- Palliative Care (end of life care);
- Oxygen therapy (in special circumstances);
- Tube feedings (in special circumstances in a limited capacity);
- Access to 24 hour personal care;
- A warm, home-like atmosphere;
- Emergency transportation, including 911, to a hospital if ordered by the attending physicians. Ambulance transfers to a hospital are only covered by Actionmarguerite if the hospital stay is 24 hours or less. With a hospital stay over 24 hours, the family is responsible for the ambulance transportation to the hospital. Please refer to the WRHA Actionmarguerite Transportation Policy included in the admission kit.

There are certain services, which, as a personal care home; we are NOT able to provide. These include:

- Continuous intravenous therapy
- Companion services for medical appointments/medical tests.

Please do not hesitate to discuss any concerns or questions you may have with your Actionmarguerite Social Worker or Nurse.

## **NURSING**

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Registered Nurses (RN), Registered Psychiatric Nurses (RPN) and Licensed Practical Nurses (LPN) are on duty 24 hours a day. Nurses coordinate care plans, administer medications and provide special treatments recommended by the interdisciplinary care team.

Trained and certified Health Care Aides (HCA) provide most of the residents' daily personal care and work under the direction and supervision of a Registered or Licensed Practical Nurse.

The Chief Nursing Officer and Director of Resident Services, the Assistant Director of Care and the Manager of Resident Services provide leadership, direction and support to the health care team.

All questions regarding care needs are to be directed to the nurses on duty on the unit. The nurses coordinate care planning with the interdisciplinary team to meet your needs.

## **PHYSICIAN SERVICES**

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Each care unit has a designated Attending Physician who visits on a weekly basis as needed. Physicians assist residents based on the Unit Nurse's preliminary assessment. On-call phone services are provided on evenings, nights and weekends by a group of Physicians with privileges at Actionmarguerite.

A Physician will complete an assessment of your condition (including a detailed history, physical examination and appropriate investigations) within a month of your admission. This is done in consultation with yourself, family members, Nurses, specialists and other professionals who are part of your care team. You will be kept informed of any

diagnosis or new treatment plans. Physical examinations will be carried out on an annual basis.

You (and your family, if appropriate) are kept informed of any diagnosis or new treatment plans in accordance with the Resident's Declaration of Rights and Responsibilities. Physicians are available to attend Care Conferences under special circumstances.

## **REHABILITATION**

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The rehabilitation team consists of Physiotherapists and Occupational Therapists who provide some support to residents and encourage them to remain as independent as possible. These professionals also assist the nursing team in adapting care plans as residents' physical needs change.

Rehabilitation Assistants may also carry out prescribed exercise programs, on a priority basis, under the direction of Registered Occupational Therapists and/or Physiotherapists.

## **PHARMACY**

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The Pharmacists provide expertise on the appropriateness, side effects, storage, administration and potential interactions of medications. Pharmacy Services are offered by an external provider contracted by the Winnipeg Regional Health Authority. The physician, nurse and pharmacist review all medications every 3 months. Recommendations are made to physicians where appropriate.

Manitoba Health pays for most medications as long as the attending Physician or Dentist orders them and they are eligible drugs\*. All ineligible drugs, remedies or supplements, vitamins and alternate healing methods must be approved either by the nursing team or by the attending Physician and are the resident's (or their family's) financial responsibility.

You and/or your family may make an appointment with the Pharmacist. Residents may also request a list of prescribed medications. You may request this list or a meeting with a Pharmacist through the Nursing staff on your unit.

\* Drugs and treatments covered by Manitoba's Pharmacare Program are listed online at <https://www.gov.mb.ca/health/mdbif/>.

## **ETHICS CONSULTATION**

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The Health Care Ethics Service may be available for consultation by residents, family members, Actionmarguerite staff, physicians and administrative personnel.

People sometimes consult the Ethics Service when there is uncertainty or conflict about what is thought to be the “right” or “best” thing to do regarding the care of a resident or groups of residents.

Common situations which prompt referral to Ethics Consultation include: uncertainty or disagreement about the plan of care or goals of care for a resident; uncertainty or disagreement about how decisions should be made for a resident who lacks the capacity or disagreement regarding requests for treatment; uncertainty about transferring a resident for care in a hospital setting.

People sometimes delay consulting the Ethics Service hoping that uncertainties or disagreements will clear up on their own; however, early consultation may help prevent ongoing misunderstandings or miscommunications.

## **DENTAL**

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Actionmarguerite offers on-site dental services provided by the Home Dental Care Program (HDCP) an initiative of the Centre for Community Oral Health (University of Manitoba) as an alternative to going outside the facility. Manitoba Health does not cover this service. Consequently, payment must be arranged directly between the resident and the HDCP. Residents must register directly with these programs at time of admission. The staff will supply the documents for completion.

Residents can be referred to a dentist (or a dental hygienist) upon request or upon recommendation of the Attending Physician or Primary Nurse. Alternatively, you may choose to visit your previous dental service provider at which point the transportation arrangements are your (or your family's) responsibility.

## **FOOT CARE**

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Foot Care services are provided on site by a certified foot care specialist, on contract with Actionmarguerite. This service is not covered by Manitoba Health but may be covered in part by private health insurance, such as Blue Cross. Residents and families are responsible for the cost of this service.

## **SPIRITUAL SERVICES**

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People of all faiths and beliefs are welcomed at Actionmarguerite. As a Catholic organization, Actionmarguerite provides Catholic services and sacraments.

Our Spiritual Services programming may also include:

- Inter-denominational worship
- Smudging/Sweet grass ceremonies
- Memorial services
- Other activities designed to promote the personal well-being and the quality of life of our residents and staff.

Your own parish priest/pastor/spiritual advisor or rabbi is always welcome to visit at Actionmarguerite. Whenever possible, residents are encouraged to continue to participate in their community parish or place of worship, providing arrangements can be made privately by the residents and/or their families.

Please note that Actionmarguerite does not provide funeral services.

## **SOCIAL WORK**

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Social Workers are assigned to specific Resident Care units and work closely with other team members to ensure that residents and their families receive the support and assistance they need. Social Workers

also coordinate admissions and financial and social matters for Actionmarguerite residents.

Services Offered:

- Pre-admission assessment visits;
- Orientation to Actionmarguerite prior to or post-admission;
- Post-admission follow-up to assist you and your family during the transition;
- Referral to community agencies;
- Problem solving and advocacy;
- Supportive interventions upon request;
- Some select support groups;
- Residents' Council facilitation.

You may contact your unit Social Worker for assistance at any time.

## **RECREATIONAL SERVICES**

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Recreation Services are usually provided Monday to Saturday from 08:15 to 20:30 hours. This may vary by site and the availability of staff resources.

The Recreation Workers and their volunteers offer a broad range of activities, varying them according to residents' interests and needs. Transportation costs, personal expenses and admission fees for any outings that take place outside Actionmarguerite are your responsibility. Families are welcome to participate in and accompany residents to activities.

A monthly calendar of activities is posted on each unit and on the main floor of each site.

Please forward any suggestions to the Recreation Workers. We welcome ideas for activities and the opportunity to improve our services.

## **VOLUNTEER SERVICES**

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Actionmarguerite volunteers are identified by their nametags. Volunteers augment, expand and enrich the existing services offered to residents in all areas of care. Volunteers provide:

- Assistance at meal time;
- Friendly visits;
- Assistance with large group activities;
- Porter services.

You may request a volunteer's assistance through your unit Social Worker or nurse. You will be advised if they can accommodate your request.

If you wish to volunteer for an activity on a regular basis, please talk to the Volunteer Supervisor.

## **GIFT SHOP**

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The Auxiliary maintains a Gift Shop at Actionmarguerite St. Boniface. Hours of operation may vary.

## **HAIR SALON**

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Hairstyling services are offered at Actionmarguerite on a regular basis. Residents are responsible for compensating the hairstylist, either directly or through their Actionmarguerite trust account. Business hours and contact information are posted at the hair salon on the main floor.

## **RESIDENT COUNCIL**

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Resident Councils have been established at each Actionmarguerite personal care home. The council meets regularly to advocate for the residents and their families and to provide Actionmarguerite with valuable suggestions and feedback.

There are a number of open meetings per year where all residents (and their families) are invited to discuss any concerns they may have. These meetings are announced in advance and details are posted on the family communication boards at each residence. The Council also meets several times per year with the Leadership Team to communicate directly with

Actionmarguerite administration. A Social Worker is on hand to help facilitate these meetings.

Meeting minutes are posted on the family communication boards of each personal care home.

## **BAR**

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Volunteers operate a cash bar on a regular basis for Actionmarguerite residents (St. Boniface and St. Vital). Due to the possibility of interaction with medication, some residents may require a bar pass and must be authorized by the physician and requested from your nurse. There are restrictions as to the number of drinks allowed. Drinks are to be consumed exclusively in the bar area. Seating is on a first-come, first-served basis.

Residents who operate motorized wheelchairs while under the influence of alcohol may face corrective or disciplinary action.

## **LIBRARY**

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Large print books and magazines are available to Actionmarguerite residents in both official languages at the home library (St. Boniface and St. Vital). St. Joseph has a library cart in the front lobby for resident use. Recreation Workers are available to assist residents who wish to access the library.

## **FOOD SERVICES**

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The Food Services provides residents with three meals and two snacks, which, as much as possible, approximate the resident's former eating habits while ensuring nutritional and special dietary needs are met.

Special diets are provided for those individuals who require them. You are encouraged to speak with nursing staff or contact the clinical Dietitian directly about any concerns related to your meals. Actionmarguerite is not able to offer special meals beyond dietary restrictions for individuals (Kosher, Halal and Gluten Free). For those residents who wish to have special meals on a regular basis, we advise

consulting with the dietitian and coordinating with the family to supply specialty items.

Due to residents' specific dietary needs, we do not allow family to bring in food for other residents unless authorized by the dietitian.

Cold and hot beverages and snack items are available on the units during the day and evening.

Beverages are distributed to residents on a daily basis, both in the afternoon and evening. Additional snacks are provided to residents on therapeutic diets or to maintain nutritional status.

## **HOUSEKEEPING**

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Actionmarguerite staff clean and sanitize rooms and common areas regularly. Cleaning of personal items such as fridges, cabinets and hutches in the resident's room remains the sole responsibility of residents and/or their families.

All cleaning products used at Actionmarguerite meet institutional and environmental standards. Residents and families are not to bring outside cleaning products, sanitizers or air fresheners. Cleaning products are available upon request. Actionmarguerite makes every attempt to provide a scent free environment to residents, families and staff.

Clothing is laundered and delivered to your room on a weekly basis. Actionmarguerite staff label all residents' items (at minimal cost). Items that require special care can be dry-cleaned at your expense (if service is available on site) or cleaned by family members at home.

A washer and dryer are available on certain care units.

## **MAINTENANCE AND SAFETY**

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Maintenance Services are responsible for building as well as equipment upkeep to ensure resident safety.

Maintenance Services must examine all resident-owned electrical devices and equipment for safety hazards. Scooters owned and operated by residents are not permitted at Actionmarguerite. Powered wheelchairs meeting specific dimensions and safely operated by residents are accepted only if recommended by the Occupational Therapists.

## **FINANCIAL SERVICES**

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You (and/or your family or trustee) retain control over your financial affairs when you move to Actionmarguerite. You may set up a trust account with our Resident Financial Services Office to cover the cost of personal services (hair care, bingo, other) purchased on-site. A monthly fee is charged for Financial Trust Funds Services provided to residents. Residents or Families who do not have trust accounts are responsible for the direct payments for these services.

The Residents' Financial Services Office is responsible for sending out monthly statements, receiving payments and issuing receipts. Rent is due on the first of each month. Note: Pre-authorized cheque service is mandatory.

Residents' Financial Services are available Monday to Friday (except Statutory Holidays) to residents and financial responsible persons.

## **MAIL**

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Resident mail is delivered to each room during regular Canada Post operating hours. Outgoing mail may be given to the unit nurse or taken to the receptionist on the main floor.

## **PATIO / COURTYARD**

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We encourage residents and their families to enjoy the outdoor patios. However, these areas are however closed in winter.

## **POLICIES / PRACTICES**

### **ABSENCES**

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Residents may be away from Actionmarguerite for a period of 21 consecutive days each year. The residential charge still applies while residents are away or hospitalized. Furthermore, you may be away for up to three days each week, not including the 21 days aforementioned. We invite you to discuss your plans with the Nurse or Social Worker to ensure that all necessary arrangements are being made and Manitoba Health Guidelines are followed.

Please let the care team know whenever residents leave the building, regardless of the length of the absence. You will be asked to sign out at the nursing desk and indicate an expected time of return. Before leaving overnight, you or your designate must sign a form accepting responsibility while on leave. Please provide 48 hour notice for leaves over 48 hours to assist in the preparation of medications. While on leave, administration of medications is the responsibility of the resident/family.

Transportation to any scheduled appointment is to be arranged by you or your family. When a travelling companion is necessary, you, or your designate, is responsible for finding this companion. We arrange the transportation, however the costs are the resident's responsibility (see WRHA Transportation Policy in admission kit).

### **ABUSE PREVENTION AND PROTECTION FOR PERSONS IN CARE ACT**

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In Manitoba, it is now mandatory to report suspected physical, sexual, emotional or financial abuse promptly. Anyone who believes abuse is occurring, or is likely to occur, must report his or her concern as soon as possible.

The Protection for Persons in Care office is accessible in Winnipeg at – 204-788-6366 or outside Winnipeg toll-free at 1-866-440-6366. You may contact the Social Worker or your unit Nurse for more information.

## **ADVANCE CARE PLAN / ADVANCE DIRECTIVES**

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The Physician, Nurse or Social Worker will, prior to or after admission, discuss with you and/or your advocate the extent of treatment you wish to receive in the event of serious illness. An Advance Care Plan (AC) is intended to provide direction to staff, and is always open to further discussion or reconsideration.

When a resident is at the end of their life, we provide care that emphasizes dignity and compassion. The care team works together to support the resident and their loved ones during this time. Comfort care measures are put in place. The resident is monitored closely for signs and symptoms of discomfort, and techniques are used to provide relief.

Actionmarguerite's policy on medical assistance in dying (MAID) does not allow the service to be delivered at any of its sites but ensures resident access to information. (A copy of Actionmarguerite's MAID policy may be requested.)

The Spiritual Care team plays an important role by spending time with the dying, calling in clergy when desired for anointing, and leading the care team in prayer.

You may address any questions to your Social Worker, your Nurse or the Resident Services Manager.

## **LEAST RESTRAINT FACILITY**

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Actionmarguerite has adopted a least restraint policy in conjunction with the Winnipeg Regional Health Authority. Our commitment is to promote resident dignity and is based on the fundamental ethical principle of Respect for Persons. This policy may be discussed with the Unit Nurse and/or Occupational Therapist.

## **PERSONAL HEALTH AND INFORMATION / PRIVACY PRACTICES**

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In Manitoba, The Personal Health Information Act (PHIA) protects the information of anyone receiving health care. PHIA protects the right of an individual or his representative to examine, copy and/or correct his

or her personal health information. It also ensures the security of personal health information during its collection, use, disclosure, storage and destruction. Based upon this Act, Actionmarguerite is well aware of its obligation to the residents and their representatives.

## **RESIDENT CARE CONFERENCES**

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To ensure that you receive individualized care, our Care Teams meet regularly to review each resident's Care Plan.

The Team's initial Care Conference will be held approximately 6 to 8 weeks following admission. Subsequent Care Conferences are held yearly and/or as needed.

The purpose of these Conferences is for you, your family and your inter-disciplinary Care Team to evaluate care, establish goals and formulate a care plan.

## **RESIDENTS' PERSONAL BELONGINGS**

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Please note:

- Actionmarguerite is not responsible for money or other valuables left in the resident's room.
- Unit staff may not accept money for safekeeping for the residents.
- We are not responsible for loss or damage to all personal belongings (e.g. dentures, hearing aids, glasses, clothing and cushions).

We strongly recommend you purchase insurance to protect your valuables, including dentures and hearing aids.

## **ROAM ALERT SYSTEM**

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The Roam Alert System allows residents free access within the facility. This system prevents residents from leaving the building unless a responsible person accompanies them.

Residents who are at risk of wandering outside of the building, and require increased supervision, are assessed for a Roam Alert bracelet on an individual basis and their photos are kept at the Reception area.

Visitors: Please inform the Nursing Staff and Reception if you will be leaving the facility with a resident wearing a roam alert device. This

allows the Nursing Staff and / or Receptionist to bypass the automatic locking doors. Note that returning into the building also requires bypassing the system.

Refer to brochure “Roam Alert” specific for each site included in the admission package.

There is a monthly non-refundable rental fee for this service.

### **GRATUITIES / TIPS**

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Employees are not permitted to accept gratuities, payment for service or gifts from residents/families. However, if families and/or residents wish to offer flowers or food to the entire unit staff, this would be acceptable.

Residents/families wishing to show their appreciation may make donations to our Foundations. To learn more, please visit the DONATE NOW section of the web site [www.actionmarguerite.ca](http://www.actionmarguerite.ca) to indicate you want to make a donation.

### **CONCERNS / ISSUES**

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Actionmarguerite uses a quality improvement model in order to identify and address areas in need of improvement.

Should you have a concern, the following steps should be followed:

- Notify the Social Worker
- Notify the Nurse on your unit; if the Nurse is unable to resolve the concern, they will relay the message to the Responsible Nurse or Resident Services Manager.
- Notify the Resident Services Manager or other Service Managers as applicable.
- If unresolved, file a formal complaint with administration by calling 204-233-3692 and indicate that you would like to file a formal complaint or provide a written complaint via the Client Relations email contact: [compassion@actionmarguerite.ca](mailto:compassion@actionmarguerite.ca)

If the matter is still unresolved, residents and families may contact the Winnipeg Regional Health Authority Client Relations Coordinator at 204-926-7825 or [ClientRelations@wrha.mb.ca](mailto:ClientRelations@wrha.mb.ca).

## VISITORS

Your friends and family are encouraged to visit you. Visitors may participate, along with you, in many of the activities offered by Actionmarguerite.

Note:

- Outbreak Prevention - Please do not visit if you have a cough, fever, runny nose, diarrhea or another contagious disease. **Access is limited in the event of an outbreak.**
- Bringing in food and/or gifts – Before giving any food or gifts to residents, visitors must inform Nursing so that they can ensure that gifts are safe for the resident and labelled. All food or snacks should be approved by the dietician.
- Visiting with Pets – Before bringing in a pet to visit, visitors must see the Unit Nurse who will advise on Infection Control and health requirements for visiting pets. All pets must be on a leash.
- Visiting with Children – Children are very welcome to visit; however, we ask that they be supervised by their parent/guardian at all times.

## HOURS

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Actionmarguerite residents can receive visitors, including holidays, provided they don't disturb others. The main entrance doors are locked either 24 hours or after regular work hours. Visitors must then use the intercom or their swipe card to gain access to the facilities between those times.

## PARKING

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Visitors' parking is available in designated areas free of charge on a limited basis. Designated handicapped parking is also available at most sites. Street parking is available with some restrictions.

## BUS SERVICE

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Winnipeg Transit offers service to all Actionmarguerite sites.

| Site                        | Winnipeg Transit Route No.       |
|-----------------------------|----------------------------------|
| 185 Despins Street          | 10, 56, 110                      |
| 450 River Road              | 16 (Plaza Drive), 54 (St. Amant) |
| 187 de la Cathédrale Avenue | 10, 56, 110                      |
| 875 Elizabeth Road          | 19                               |
| 1149 Leila Avenue           | 17, 77                           |

For more information on transit routes and schedules, please visit the Winnipeg Transit website at [www.winnipegtransit.com](http://www.winnipegtransit.com).

### **RELIGIOUS SERVICES**

Family and friends of Actionmarguerite residents are welcome to join in regular religious services held on-site. Please check signage next to the chapel for days and hours of service. Calendars are also posted monthly on the units. We do not provide funeral services.

### **ROOM RENTAL**

Rooms may be available for resident birthdays and gatherings. For more information, please contact staff at Reception.

### **SMOKING**

Actionmarguerite facilities are smoke-free. Anyone wishing to smoke must do so off the property.

### **ALCOHOL**

Consideration must be given to the resident's diagnosis, current prescribed medications, and health status before liquor is permitted for consumption.

### **EMERGENCY PREPAREDNESS PLAN**

To ensure the safety of all residents, staff, and visitors, an Emergency Preparedness plan is in place. Actionmarguerite practices fire drills and tests the alarm systems monthly. In an emergency, please follow the instructions provided to you by our staff or emergency responders. Please remain calm and remember that all staff have been trained to react to these situations. Emergency responders are called

immediately in the event of an emergency. Do not use the elevator or telephones during an emergency.

The emergency codes you may hear at Actionmarguerite are:

|                                |                                  |
|--------------------------------|----------------------------------|
| CODE STAT - Medical Emergency  | CODE RED - Fire                  |
| CODE YELLOW - Missing Resident | CODE WHITE - Crisis Intervention |
| CODE GREEN - Evacuation        | CODE BROWN - Chemical Spill      |
| CODE GREY - Air Contamination  | CODE ORANGE - External Disaster  |
| CODE BLACK - Bomb Threat       |                                  |

## TELEPHONE DIRECTORY

### EMERGENCY – DIAL 911

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Ambulance: 911

Fire: 911

### ACTIONMARGUERITE (ST. BONIFACE)

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General Information: 204-233-3692

Administration Fax: 204-233-6803

| Direct Line  | Care Units | Ext. |
|--------------|------------|------|
| 204-235-2123 | 2 ABC      | 212  |
| 204-235-2124 | 3 ABC      | 312  |
| 204-235-2125 | 4 ABC      | 412  |
| 204-235-2126 | 5 AB       | 512  |
| 204-235-2137 | 5 C        | 513  |
| 204-235-2128 | 2 DE       | 221  |
| 204-235-2129 | 3 DE       | 322  |
| 204-235-2130 | 4 DE       | 422  |

### ACTIONMARGUERITE (ST. VITAL)

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General Information: 204-254-3332

Administration Fax: 204-254-0329

| Direct Line  | Care Units       | Ext. |
|--------------|------------------|------|
| 204-254-9351 | 1st Floor        | 101  |
| 204-254-3866 | 2nd floor        | 200  |
| 204-254-3865 | 3rd Floor        | 300  |
| 204-254-9437 | Unité Marguerite | 440  |

### ACTIONMARGUERITE (ST. JOSEPH)

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General Information: 204-697-8031

Administration Fax: 204-697-8075

| Direct Line  | Care Units | Extension |
|--------------|------------|-----------|
| 204-697-8031 | Unit 1     | 225       |
|              | Unit 2     | 238       |

## **GOVERNMENT**

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Health Links: 204-788-8200 or toll free 1-888-315-9257

City of Winnipeg Information Line: 311

Winnipeg Transit: 204-986-5717 or 204-287-7433 with stop number,  
can give estimated bus times

Handi-Transit: 204-986-5722

Protection for Persons in Care Office: 204-788-6366 or 1-866-440-6366

WRHA Client Services: 204-926-7825

## **OTHER**

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Directory Assistance: 411

Age and Opportunity: 204-772-9581

Duffy's Taxi: 204-925-0101

Unicity Taxi: 204-925-3110