



Actionmarguerite

Resident Guide
Effective January 1, 2013



WELCOME HOME!

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 prepare you 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 urge you to take part in your 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 at any time and to participate in many of the activities offered at Actionmarguerite.

If, after having read this brochure, you have questions or require more information, please call us at 204-233-3692.

A handwritten signature in black ink, appearing to read 'Charles Gagné', with a stylized flourish at the end.

Charles Gagné
Chief Executive Officer

INDEX

About Us	1
Homes	2
Our Story.....	4
Vision, Mission and Values	5
Resident's Declaration of Rights and Responsibilities.....	6
Your Home	10
Pre-admission and admission information	10
When a Room is Available for You	10
Your Room is Your Home.....	11
Availability of Rooms	11
What to Bring with You	12
Clothing	12
Other Articles	12
Continence Care Products	13
Resident's Financial Responsibilities.....	13
Personal Care Home's Responsibilities	15
Discharge	16
Resident Services	17
Resident Care	17
Nursing	18
Physician Services.....	18
Rehabilitation	19
Pharmacy	19
Ethics Consultation	20
Dental.....	21
Foot Care.....	21
Spiritual Services	21
Social Work	22
Recreational Services	22
Volunteer Services.....	22
Gift Shop	23
Hairstyling	23
Resident Council.....	23

Bar	24
Library	24
Food Services	24
Housekeeping.....	25
Maintenance and Safety.....	25
Financial Services	26
Utilities	26
Mail	27
Patio / Courtyard	27
Policies / Practices	28
Absences	28
Abuse Prevention and Protection for Persons in Care Act	28
Advance Care Plan / Advance Directives	28
Least Restraint Facility.....	28
Personal Health and Information / Privacy Practices	29
Resident Care Conferences.....	29
Residents' Personal Belongings	29
Roam Alert System	30
Gratuities / Tips	30
Concerns / Issues.....	31
Visitors	32
Hours.....	32
Parking	33
Bus Service	33
Religious Services	33
Room Rental.....	33
Telephone Directory	34
Emergency – dial 911	34
Actionmarguerite	34
Government	34
Other	35

ABOUT US

Actionmarguerite is a community-based, non-profit corporation dedicated to serving the elderly and persons with complex care needs by delivering care and programs in the Winnipeg area. It is owned by the Catholic Health Corporation of Manitoba and receives the majority of its funding through the Winnipeg Regional Health Authority.

Actionmarguerite is the union of Taché Centre and Foyer Valade. In combining their strengths under one name and a new structure, Actionmarguerite provides a number of programs and services, namely:

- Personal care
- Care for adults with complex and chronic needs
- Specialized care for persons suffering from dementia and related behaviours
- Spiritual care and recreation services
- Day Centre
- Supportive housing
- Rehabilitation services and social work
- Foods and housekeeping services and resident financial services.

HOMES

Actionmarguerite currently provides care and services for the elderly and for persons with complex health needs at four locations:

Actionmarguerite – Saint-Boniface (Centre Taché Centre)

185 DESPINS St.
Winnipeg, MB, R2H 2B3
(204) 233-3692

Programs:

- Personal care (units 2 ABC, 3 ABC, 4 ABC, 3 DE and 4 DE)
- Dementia and Alzheimer's (5 AB)
- Adults with complex health needs (5 C and 2 DE)
- Day Program

185 Despins is a bilingual long-term care facility providing a range of services to the elderly and to adults with physical disabilities and loss of autonomy. Its mandate is to serve Winnipeg's Francophone population and residents of the provincial constituency of St. Boniface.

Actionmarguerite – Saint-Vital (Foyer Valade)

450 RIVER Rd.
Winnipeg, MB
(204) 254-3332

Programs:

- Personal care (1st, 2nd and 3rd floors)
- Dementia and Alzheimer's (Unité Marguerite)

450 River is a home for francophone seniors requiring personal and long-term care services.

Actionmarguerite – Foyer Chez Nous

187 de la CATHEDRALE Ave.
Winnipeg, MB, R3E 1C4
(204) 233-7761

187 de la Cathédrale is an affordable supportive housing apartment complex located in the heart of St. Boniface. The home provides care and a range of services in French and in English.

Actionmarguerite - Windsor Park Place

875 ELIZABETH Rd.
Winnipeg R2J 3K6
(204) 231-3942 or (204) 945-5042

Located in Windsor Park, 875 Elizabeth 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.

N.B. – for the most current information and contacts, please refer to the web site: www.actionmarguerite.ca

OUR STORY

The Grey Nuns (Sisters of Charity) congregation was founded in 1737 in Montréal by Marguerite d'Youville. Widowed and the mother of small children, Saint Marguerite decided despite her personal problems to devote herself to the destitute by opening a home in which to welcome, shelter and feed them. Marguerite d'Youville passed away in 1771 but her congregation remains dedicated to the poor and to the vulnerable.

The first Grey Nuns arrived in Saint Boniface from Montreal by canoe in 1844. They cared for the poorest of the community and, when required, sheltered them in their own home. Over the years, their devotion would often bring them to build and to relocate in order to adapt to the population's changing needs.

In 1973, the Grey Nuns established the former Taché Centre now under the administration of Actionmarguerite (Saint-Boniface) Inc. Another building, the former Foyer Valade now Actionmarguerite (Saint-Vital) Inc, was completed in 1988, nearly 150 years after the arrival of the first Grey Nuns in Manitoba. A Day Program was opened in the late '90s and two supportive housing programs for the elderly (with fees indexed to income) were established in 2008 at Foyer Chez Nous and at Windsor Park Place.

In the spring of 2011 "Actionmarguerite - Service & Compassion" became the modern face of a historic institution. The name embodies our commitment to the vulnerable and the elderly as well as to providing them with a range of quality services.

In April 2011, Actionmarguerite opened its doors to a new Regional Behavioural Special Needs Unit. The unit offers a specialized and knowledgeable professional health care team to provide individualized care needs to each resident in a respectful and dignified manner.

In this way, Actionmarguerite – Service & Compassion is simply a new chapter in the continuing story of the inspiring woman who was Saint Marguerite.

VISION, MISSION AND VALUES

Vision

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

Mission

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

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 is committed to the well-being, dignity, and rights of those in our care. Consistent with our values and beliefs, residents have the right to:

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

Obtain Information

You have the right to:

- Be informed of all Actionmarguerite events and policies that concern you;
- Be informed of your diagnosis, treatment and medications;
- Be informed of the potential consequences of your accepting or refusing available care and/or services;
- Expect personnel to identify themselves, and the services they provide;
- Be provided with a copy of Actionmarguerite's Mission, Values, Declaration of Rights and Responsibilities of the Residents, and a list of available services;
- Be given direction to access all levels of government services.

Express Themselves Freely

You have the right to:

- Organize into associations, express opinions, criticize and make suggestions within the framework of life at Actionmarguerite;
- Advocate on your own behalf or on behalf of other residents;

- Express yourself through linguistic, religious and cultural customs and practices;
- Be listened to and heard without fearing reprisals or negative consequences;
- Participate in interest groups;
- Form friendships and nurture relationships;
- Have an advocate (e.g. another resident, family, staff, public trustee or ombudsman), and participate in advocacy groups;
- Communicate with the media or other contributors;

Maintain Privacy

You have the right to:

- Privacy during examinations, treatments and personal care;
- Be at home at Actionmarguerite, and have privacy within your own room;
- Be alone if you so desire;
- Communicate privately with persons of your own choosing and not be interrupted without valid reason;
- Send and receive personal mail, unopened;
- Own personal property and to be the only one to have access to it;
- Manage your own finances if capable;
- Be assured of confidential treatment of personal and medical records;
- Upon request, receive personal care from the hands of a person of your own gender, whenever possible;

Be Treated with Respect and Dignity

You have the right to:

- Be treated in accordance with your personal values;
- Be called by the name of your choice;
- Be treated as a unique individual.
- Organize and decorate your private space according to your tastes.

- Live in an environment in which a home-like atmosphere is maximised;
- Participate and remain in contact with life outside Actionmarguerite;
- Maintain or refuse family support.
- Exercise your right to vote;
- Be free of punitive actions;
- Die in peace with dignity and comfort.

Participate in Decisions Related to Their Care

You have the right to:

- Be involved, whenever possible, in the decision making process affecting your daily life at Actionmarguerite;
- Participate in the planning of your individual care;
- Manage/or to appoint someone to manage your financial affairs;
- Communicate with and meet your legal representative;
- Accept or refuse to participate in research;
- Give or refuse consent to treatment, including medication, in accordance with the law.

Have Continuity of Care and Service

You have the right to:

- Live in a predictable environment;
- Receive care and services in a competent and compassionate manner;
- Be sheltered, fed, dressed, groomed and cared for in a manner consistent with your needs;
- To communicate in English or in French and to receive available services in English or in French according to Actionmarguerite's language policy.
- Access recreational activities within Actionmarguerite;
- Receive compassionate care and support through the death experience;

Enjoy a Safe and Secure Environment

You have the right to:

- Live in a safe and clean environment;
- Have access to a protected outside area.
- Be protected from any form of aggression or abuse by caregivers and visitors;
- Be free from excessive or unnecessary use of physical and/or chemical restraints;

Resident Responsibilities

It is your responsibility to:

- Respect the Actionmarguerite and the Catholic Health Corporation of Manitoba's philosophy, mission and values;
- Respect the rights and values of other residents and personnel;
- Accept that priority will be given to the common good;
- Be as independent as possible;
- Participate in decisions regarding your own care as much as possible;
- Participate in the activities of the Centre as much as possible;
- Accept the consequences of your decisions.
- Inform the on-duty nursing staff of any departures and anticipated time of return;
- Fulfil your financial obligations (resident charges and personal expenses).

YOUR HOME

Pre-admission and admission information

Actionmarguerite begins its internal admission process once the WRHA Long Term Care Access Centre has accepted you and you've 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. The social worker is available to answer all new residents' questions.

When a Room is Available for You

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

You and your family will be met by a Social Worker, 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 dietician 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 Chaplain 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. Nursing staff will arrange for this.

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 is Your Home

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.

You may also have telephone and cable services installed. Actionmarguerite provides these services internally and at a reasonable cost. Payment for such services is your responsibility.

Personal items and furniture must not interfere with the staff's ability to provide care or 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

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

- 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;
- 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 incorrectly.

Other Articles

- Information cards such as Manitoba Health Services, Blue Cross, Old Age Security, Social Insurance, Veterans Affairs and Treaty Number.

- 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 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.

Continence Care Products

Actionmarguerite will supply you with disposable continence care products (such as briefs and pads/inserts) should you require them.

If you and/or your family prefer a different or specialty continence care product 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

* This information is given as a guide and is not all-inclusive.

- Actionmarguerite is responsible for labelling of clothing.
- Purchase of clothing.
- Major repairs and alterations to clothing.

- Dry cleaning of clothing and other privately owned items such as drapes, bedspreads, cushions and blankets.
- Specialist tray fee for medical interventions.
- Alcoholic beverages / tobacco products.
- 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.
- Escort costs when not covered as an insured benefit.
- 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.
- 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

- Supplies required for personal hygiene or routine skin care as per the facilities contract; e.g. soap, mouthwash, denture cup, 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 Facility.
- Overhead trapeze bars.
- Mechanical lifts.
- Raised toilet seats.
- Commodes (for occasional use only)
- Wheelchairs for occasional transportation.
- Transfer poles.
- Oxygen and oxygen concentrators.
- Continence care products as supplied by the facility.

DISCHARGE

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, supportive housing or day centre programs.

Such times can be very difficult for family members. But we also feel families will appreciate having this information and knowing their options in advance:

The resident's personal belongings 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 will 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.

Resident Services

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 Manager.

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

Resident Care

All of Actionmarguerite's personal care home sites are 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);
- 24 hour personal care;
- A warm, home-like atmosphere;
- CPR – if indicated and provided a resident has indicated a wish to be resuscitated. The ambulance will then be called to transport the resident to hospital.

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 Nurse or Social Worker

Please note that the scope and range of services are different for the supportive housing and day centre programs. Please consult the respective program guides.

Nursing

Registered Nurses (R.N.), Registered Psychiatric Nurses (RPN) and Licensed Practical Nurses (L.P.N.) 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) provides most of the residents' daily personal care and work under the direction of a Registered or Licensed Practical Nurse.

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

Each care unit has a designated attending physician who visits on a weekly basis as needed. Physicians attend to residents based on the unit nurse's preliminary assessment. On-call telephone consultation services are provided on evenings, nights and weekends by group of eleven 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

Actionmarguerite's rehabilitation team consists of physiotherapists and occupational therapist involved in helping residents remain as independent as possible. These professionals also assist the nursing team in adapting care plans as residents' physical needs change.

Rehabilitation Assistants also carry out prescribed exercise programs, on a priority basis, under the direction of Actionmarguerite's Registered Occupational Therapist and/or Physiotherapist.

Pharmacy

The Pharmacists at Actionmarguerite provide expertise on the appropriateness, side effects, storage, administration and potential interactions of medications. An outside pharmacy provider is contracted through the Winnipeg Regional Health Authority to supply pharmacy services, including the Pharmacist. 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 www.web6.gov.mb.ca/eFormulary/.

Ethics Consultation

The Health Care Ethics Service is available for consultation by residents, family members, Actionmarguerite staff, physicians and administrative personnel 24-hours a day.

The Clinical Ethicists can be reached:

Pat Murphy	204-806-1580
George Webster	204-918-0601
Health Care Ethics Service – General Office	204-235-3619
(between 8:30 a.m. and 4:30 p.m.)	

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

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 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

Foot Care services are provided by a certified foot care specialist. 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

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

- Mass
- Communion
- Annual Anointing of the Sick

- Annual Sacrament of Reconciliation

***Families who so choose are responsible for additional services**

Our Spiritual Services programming also includes:

- 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

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;
- Support groups;

- Residents' Council facilitator;
- Family Information Night.

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

Recreational Services

Recreation Services are provided Monday to Saturday from 08:15 to 20:30 hours.

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 bilingual monthly calendar of activities is posted on each unit, on the main floor and on our website at www.actionmarguerite.ca/en/news/calendar/.

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

Volunteer Services

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 Social Worker.

Gift Shop

The Ladies' Auxiliary maintains a Gift Shop at both Actionmarguerite personal care homes. Hours of operation may vary.

Hairstyling

Hairstyling services are offered at Actionmarguerite personal care homes 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.

Resident Council

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 at least 2 weeks in advance and details are posted in the entry foyers of 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 communications board in the entry foyers of each personal care home.

Bar

Volunteers operate a cash bar on a regular basis for Actionmarguerite residents. 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

Large print books and magazines are available to Actionmarguerite residents in both official languages at the home library. Recreation Workers are available to assist residents who wish to access the library.

Food Services

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 dietician directly about any concerns related to your meals.

Cold and hot beverages and snack items are available on the units at all times.

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

Actionmarguerite operates cafeterias at both of our personal care homes. Residents and their friends and family can enjoy a coffee break or meal in the cafeteria at reasonable prices. Meal times are posted on the units and/or at the cafeteria.

Housekeeping

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. 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 nominal cost). Items that require special care can be dry-cleaned at your expense or cleaned by family members at home.

A washer and dryer are available.

Maintenance and Safety

Maintenance Services are responsible for building maintenance as well as building and resident safety. They also provide limited services for residents who own wheelchairs or residents who need assistance with personal devices.

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.

Actionmarguerite facilities hold monthly fire drills.

Financial Services

You (and/or your family or trustee) retains 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.

Utilities

Actionmarguerite can provide residents with television, cable, Internet and telephone services in their rooms through a sole provider (Shaw). Residents may also maintain newspaper and magazine subscriptions. You (or your family) are responsible for all costs associated with these services.

Mail

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

We encourage residents and their families to enjoy the outdoor patio at 185 Despina or the courtyard at 450 River. Both areas are closed in winter.

POLICIES / PRACTICES

Absences

You may be away from Actionmarguerite for a period of 21 consecutive days each year. 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.

Abuse Prevention and Protection for Persons in Care Act

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 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

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 is intended to provide direction to staff, and is always open to further discussion or reconsideration. Please read the pamphlet provided with this guide and address any questions to your Social Worker, your Nurse or the Resident Services Manager.

Least Restraint Facility

Actionmarguerite has adopted a least restraint policy in conjunction with the Winnipeg Regional Health Authority. Our commitment is to

promote resident's 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

The Personal Health Information Act was passed on the 11th of December 1997. This act 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. For further information, please contact our Privacy Officer.

Resident Care Conferences

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. Physicians do not usually attend the Care Conferences.

Residents' Personal Belongings

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.

Roam Alert System

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

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 Fondation Actionmarguerite Foundation Inc. To learn more, please visit the web site www.actionmarguerite.ca or call 204-233-3692 to indicate you want to make a donation. You will be transferred to the responsible person.

Concerns / Issues

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 nurse on your unit, if the nurse is unable to resolve the concern, they will relay the message to the Responsible Nurse.
- Notify the Social Worker.
- Notify the Resident Services Manager or other Service Managers as applicable.

If an issue or a concern is not resolved at a care unit level, residents and their families may also submit a formal complaint in a number of ways:

- Call 204-233-3692 ext 501 and indicate that you would like to file a formal complaint. The information will be taken and directed to the responsible person able to resolve the situation.
- Provide a written complaint via the Client Relations email contact: compassion@actionmarguerite.ca

If the matter is again unresolved, residents and families can contact the Winnipeg Regional Health Authority Client Relations Coordinator at 204.926.7825 or ClientRelations@wrha.mb.ca.

VISITORS

Your friends and family are encouraged to visit you at any time. Visitors may participate, along with you, in many of the activities offered by Actionmarguerite. They can also help residents decorate their rooms, accompany them on outings, assist at mealtimes, or just spend special time together.

Note: Please do not visit if you have a cough, fever, runny nose, diarrhoea or another contagious disease. Children must be accompanied at all times.

Hours

Actionmarguerite residents can receive visitors at any time, including holidays, provided they don't disturb others. The main entrance doors are locked after regular work hours. Visitors must use the intercom (185 Despins) or their swipe card (450 River) to gain access to the residences between those times.

***Access is limited in the event of an outbreak.**

Parking

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

Winnipeg Transit offers service to all Actionmarguerite sites.

Site	Winnipeg Transit Route No.
------	----------------------------

185 Despins St.	10, 56, 110
450 River Rd.	16 (Plaza Dr.), 54 (St. Amant)
187 de la Cathédrale Ave.	10, 56, 110
875 Elizabeth Rd.	19

For more information on transit routes and schedules, please visit the Winnipeg Transit website at www.winnipegtransit.com.

Volunteers

Volunteers operate a cash bar on a weekly basis for Actionmarguerite residents and their friends and family. Please enquire locally about hours and any restrictions that may apply.

Religious Services

Family and friends of Actionmarguerite residents are welcome to join in regular religious services held on-site at the following times:

185 Despins St.

Catholic Mass:

10:30AM – Tuesdays, Thursdays & Sundays

Inter-Denominational Worship:

10:30AM – 2nd Wednesday of the month

Smudging Ceremony:

2:00PM – 3rd Wednesday of the month

450 River Rd.

Catholic Mass:

11:00AM – Wednesdays & Sundays

Room Rental

A room may be available for resident birthdays and gatherings. For more information please call 204-233-3692 or 204-254-3332.

TELEPHONE DIRECTORY

Emergency – dial 911

Ambulance: 911

Fire: 911

Actionmarguerite (Saint-Boniface)

Ligne directe / Direct Line	Unité de soins / Care Units	Poste / 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

General Information: 204-233-3692 or 204-254-3332

Fax: 204-233-6803 (Administration)

Actionmarguerite (Saint-Vital)

Ligne directe / Direct Line	Unité de soins / Care Units	Poste / Ext.
204-254-9351	1 st Floor	101
204-254-3866	2 nd floor	200
204-254-3865	3 rd Floor	300
204-254-9437	Unité Marguerite	440

Government

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

City of Winnipeg Information Line: 311

Winnipeg Transit: 204-986-5717

Handi-Transit: 204-986-5722

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

Other

Directory Assistance: 411

Age and Opportunity: 204-772-9581

Duffy's Taxi: 204-925-0101

Unicity Taxi: 204-925-3110