The Salvation Army Buchanan Lodge

Resident & Family Handbook

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WELCOME FROM THE EXECUTIVE DIRECTOR

Welcome to The Salvation Army Buchanan Lodge!

Dear Resident, Family, and Friends

It is our prayer that you will be at "home" in your new setting.
We want to make this transition as smooth and successful as possible.

We are pleased to provide an information handbook to better support you and answer many of the questions you may have. Please feel free to contact me or any of our staff with any other questions you may have.

We are here to serve you and look forward to an ongoing relationship as we strive to provide the care and other services that meet your needs.

Once again, welcome….I look forward to getting to know you!

Sincerely,

Blake Armstrong
Executive Director

THE SALVATION ARMY CANADA MISSION

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

TERRITORIAL SOCIAL SERVICES MISSION

Motivated by the love of God and the life and teaching of our Lord Jesus Christ we seek to provide people of all ages with compassionate, practical, holistic care at their point of critical need, respecting their dignity and worth, and with an understanding of their physical, psychological, material, social and spiritual needs. In partnership with other members of our social services team, and with other social services agencies, we seek to identify and promote the prevention, resolution, and alleviation of social problems by striving for justice and compassion in the treatment of people.

BUCHANAN LODGE CORE VALUES

C – Compassion	Putting empathy into action Understanding & accepting without prejudging
H – Humility	Accepting your personal strengths & weaknesses Being willing to learn through every experience
R – Respect	Honouring the worth of all individuals Considerately listening & speaking with others Welcoming different ways to solve a problem
I – Integrity	Keeping actions consistent with beliefs & values Demonstrating honesty and reliability
S – Service	Meeting needs Going the extra mile
T – Teamwork	Sharing common goals & objectives Communicating with openness Being flexible in working with others

BUCHANAN LODGE MISSION STATEMENT

Mission of The Salvation Army Buchanan Lodge

Inspired by the love of Jesus Christ, The Salvation Army Buchanan Lodge is a Christian health care community striving to meet the physical, emotional, social and spiritual needs of those we serve through resident centered compassionate care.

Vision of The Salvation Army Buchanan Lodge

To be leaders in providing exceptional care

Christian: God is central to our mission in providing care and services. We seek to do His will and glorify Him. We embrace people from all walks of life and backgrounds of faith.

Resident Centered Care: It means that we are resident-centered in our approach to meeting the complex care needs of our residents. We provide compassionate and responsive care to the needs of the residents, trying to consistently remain respectful and professional. It also means that resident safety is a key priority.

- We serve the needs of the whole person in care (mind, body and soul).
- We seek to provide all of the comforts of home and choices for residents' daily living. It is a place where people like to be because they feel safe and dignified.
- We provide a strong interdisciplinary team consisting of members with complementary skills and strengths. Team members have the right attitude, work together to provide quality care and services, and align with the organization's values.

HISTORY OF BUCHANAN LODGE

Buchanan Lodge was originally the homestead of Samuel Bentley Buchanan and Sarah (Sadie) Buchanan and was donated to The Salvation Army in 1946 by the Buchanan family.

Lieutenant Charles Watt faithfully visited Sadie in her last days. As a memorial to his wife, Bentley Buchanan gave his home and property to The Salvation Army to be used as a rest home. Renovations and extensions were made to make a home for 52 ladies, which included two or three to a room. As time went on, people were reluctant to share rooms. In later years, changes were made in that six rooms were left to share bringing the occupancy to 43.

Buchanan Memorial Sunset Lodge became part of the BC Government's Long Term Care Program in 1980 and provided personal immediate care to 43 residents. In 1985 the home was unionized with the Hospital Employees' Union (HEU) representing the support staff of this facility and in 1998 with British Columbia Nurses Union (BCNU).

In April 1994 the Lodge was vacated and demolished to make way for a new 112 bed multi-level care facility on site. In 1994 our official name became The Salvation Army Buchanan Lodge. In February of 1997 Buchanan Lodge moved to its new facility on 409 Blair Avenue, New Westminster, BC.

LEADERSHIP AND PROFESSIONAL TEAM

Executive Director	Blake Armstrong
Director of Care (DOC)	Tami Johnson
Spiritual Health Coordinator Spiritual Health Team	Rob Buzza Ross Johnston Jeanne Demchuk
Clinical Nurse Team Lead	Lasera D'Mello
Social Worker	Farida Oren
Manager, Support Services	Joe Roche
Manager, Operations and Business	Lalit Sibal
Senior Human Relations Advisor	Liz Mercado
Recreation/Volunteer Coordinator	Trish Foley

PROFESSIONAL SERVICES

Medical Coordinator	Dr. Halai
Dietitian	Mia Yuan
Physiotherapist (Salius Rehabilitation)	Niyati Thaker
Rehab Assistant (Salius Rehabilitation)	Narendran Lakshmikantham
Hairdressing Services	Glory Chan
Dental Services	Dr. Zul Nathoo
Foot Care Nurse	Gigi Alanis

RESIDENT SAFETY

What can YOU do? Families please……

- Wash your hands before and after you leave the facility.
- Do not visit the facility if you are ill.
- Report any observed hazard to staff immediately.
- Be vigilant when exiting the building (some residents are elopement risks)
- Participate in Care Conferences and report any concerns.
- Follow staff's directions during emergencies.
- Ask staff for information if you need help with wheelchairs, walkers, etc.

VISITORS AND OUTINGS

Access to the Home

Reception hours are from 8:30 am to 4:30 pm Monday to Friday.

You can enter through the front doors on weekends and after hours by using the intercom system or your FOB (see below). You can exit by using the key pad located to the left of each of the two front doors. See the receptionist or another staff member for the exit code.

Family Security FOBS

Families are encouraged to purchase a security-access FOB from our Accounts office for access to the home. The cost is $30. $20 will be refunded when the FOB is returned.

Parking

There is 2-hour parking available on the streets around the home.
A disabled parking spot is available in the parkade for pickup or drop off of your loved ones. Families may also park in the underground parkade after 5 pm. Reminder: Speed limit in the underground parkade is 5 km/h.

Signing in and out

It is a requirement of the Fire Marshal that all visitors sign in and out at the reception area. We need to know the number of people in the facility in the event of a fire or other emergency. It also helps our staff to know who is visiting for security reasons.

Visiting Hours

We encourage visitation to take place between the hours of 9 am to 8:30 pm.

Leaving the Building

Residents may leave the building whenever they wish unless they are at risk going out alone. For safety and security reasons a sign-out book for residents is located at each nursing station. If a resident will be out of the facility during mealtimes and/or their medications administration time, please discuss options with the Nurse Team Leader.

CARE SERVICES

Nursing

We provide 24-hour a day skilled care by Registered Nurses (RNs), Registered Psychiatric Nurses (RPNs), Licensed Practical Nurses (LPNs) and Registered Care Aides (RCAs).

Medical Services

All Residents living in Buchanan Lodge have their medical needs covered by a group of attending physicians. These dedicated physicians visit regularly and work in cooperation with our Medical Coordinator.

Pharmacy

All medications are provided by Community Care Pharmacy (Rexall). Medications must be administered by a nurse unless the resident is on social leave. Items not covered by Pharmacare and all Pharmacy charges are charged to the resident by the pharmacy.

Medication/Medical Appointments

Resident's medication is only available through the facility pharmacy. Medications are in blister packs and given to the residents by the Team Leader (RN/RPN/LPN). If residents attend an outside medical appointment, families are asked to inform the specialist that the prescriptions must be faxed to the facility pharmacy for filling. Please ask the Team Leader (RN/RPN/LPN) for the pharmacy name and fax number prior to appointment. For the safety of all residents we request that family, friends or residents do not buy "over the counter" medication. Please give all medications accompanying the resident to the Team Leader (RN/RPN/LPN) on admission.

Transfers and external appointments are the responsibility of the family to arrange and coordinate. All costs associated with community appointments would also be the responsibility of the resident/family.

Care Conferences

Resident Care Conferences are held annually for each resident. The conference provides an opportunity for all departments to share information and concerns regarding each resident while working together to review and improve the resident's individual care plan. We encourage family members to contribute by informing us of the resident's social history, writing concerns and suggestions on the "Family information" form upon moving in. Family members and residents are invited and encouraged to attend care conferences.

Mobility Aids

Mobility equipment (wheelchairs, walkers, etc.), with exception of basic wheelchairs, is the responsibility of the resident and/or family, including their maintenance and repairs. Buchanan Lodge will provide basic wheelchairs at no cost, if available.

Rehabilitation Services

Our Physiotherapist from Salius Rehabilitation is now working remotely. They will provide mobility assessments and work in conjunction with the Rehabilitation Assistant in offering various mobility and strengthening programs. Treatments are designed specifically for individual needs based on assessment with Resident input. Referrals can be made through the Nurse Team Leader.

Occupational Therapy

Our Occupational Therapist from Salius Rehabilitation works closely with our Rehabilitation Assistant. She assesses transfers, wheelchair seating and function, mobility assessments and aids, wound prevention and healing, etc.

Mobile Dental Services

A mobile dentistry service is provided on site in our Treatment Room. The Dentist is able to provide an annual oral screening and professional dental services as required. Dental Hygienist Service is also available through the Dentist. A signed consent form is required for service.

Foot Care

We have two qualified foot care nurses who provide foot care to residents regularly (usually every 4-8 weeks and as needed). A nominal fee is charged. Residents or their representatives must sign a consent form for service.

Hearing Aids and Testing

Families are responsible for supplying hearing aids and batteries for hearing aids. It is important to have extra batteries on hand. Buchanan Lodge is not responsible for damaged or lost hearing aids.

Eye Exams

Annual vision testing is available for residents in-house by an Optometrist. The Optometrist comes to Buchanan Lodge every three months and can make arrangements for the purchase of glasses as needed. Dates and times of visits are posted in advance. The Optometrist is able to prescribe treatment for certain eye conditions and can make referrals for residents if a follow-up appointment is required for a specialist. A consent form is required.

Dietitian

A registered Dietitian assesses each resident and determines their individual nutritional needs. The Dietitian is available on Mondays and Thursdays.

Baths and/or Showers

Residents will receive at least one bath or shower every week. Their preferences will be taken into consideration.

Mechanical Lift Policy

A resident's mobility is assessed upon admission and reassessed when needed. The use of mechanical lifts increases security, comfort and safety for the resident and decreases musculoskeletal injuries for staff.

Least Restraint Policy

Buchanan Lodge has a least restraint policy that defines physical, chemical and environmental restraints. The policy supports "least" restraint that maximizes resident safety. If a restraint is required for safety reasons, the family and interdisciplinary team will meet to discuss options prior to implementation.

SUPPORT SERVICES

Food Services

Food Services staff provide nutritious, appetizing home-cooked meals three times a day to our residents. We provide two seasonal menus (Spring/Summer and Autumn/Winter) offering a great variety of food items. We cater to allergies, special diets and food preferences as needed. Each house has their own dining room where meals are served. Meal times for the four houses are as follows:

Willow Creek	***Magnolia Grove***	***Rose Garden***	***Camelia Park***
Breakfast 8:10 am	Breakfast 8:10 am	Breakfast 8:30 am	Breakfast 8:30 am
Lunch 12:00 pm	Lunch 12:00 pm	Lunch 12:15 pm	Lunch 12: 15 pm
Dinner 4:45 pm	Dinner 4:45 pm	Dinner 5:00 pm	Dinner 5:00 pm

Family and friends are welcome to join us for a meal. You may sign up for a meal by calling our receptionist at least two hours in advance. The cost of each meal is $7. Meal entrées include juice and dessert. Afternoon tea is served between 2:30 pm and 3 pm and families are welcome to enjoy refreshments with loved ones.

Furniture

At the entrance to each resident's room is a personal "Memory Box." This lockable cabinet is used to display photos and mementos. They are illuminated and serve as night lights and memory cues to help residents find their own room. Each room is furnished with an electric hi-lo bed with a mattress, a night stand, a wardrobe, a three-drawer dresser, a sitting chair and a framed bulletin board. Additional furniture may be brought in to supplement existing furniture, space permitting. If a resident has a favorite recliner then we will replace the existing chair with the recliner. It is our hope that all residents will feel at home while still maintaining enough room around the bed for the use of walkers, wheelchairs and/or lift equipment. Residents are encouraged to bring in their own pictures and other items such as a favorite afghan, bedside chair, television, etc. These personal items help them to feel even more at home.

Electrical Equipment

All electrical equipment, such as a television or computer, must be in good working order. Prior to placement in the resident's room, all electrical equipment must be checked by our Maintenance Team or staff to ensure that it meets the CSA safety standards. Items that are prohibited due to being fire hazards include: electric blankets, electric kettles, rice cookers, heaters etc.

Housekeeping Services

Room cleaning includes dusting, sweeping, vacuuming, cleaning the washrooms and making the beds.

Laundry Services

We suggest that all articles of clothing should be machine washable and require no ironing. No dry cleaning service is provided. All clothing brought to the facility needs to be labeled and there is a one-time charge of $45. Personal clothing is laundered at least twice a week, and more if required. Face cloths and towels are laundered daily as well. All bed linens will be laundered and changed weekly. Residents and/or families are responsible for replacing worn clothing, clothing that does not fit or no longer meets the resident's needs.

SPIRITUAL HEALTH

The Spiritual Health Team is available as part of the care offered to residents, families and staff. They assist with emotional and spiritual needs. They help a resident in the adjustment to their new home at Buchanan Lodge. Chaplains help record the resident's social history, prepare "Getting To Know You" profiles for their memory box, acknowledge their birthdays and anniversaries, and make sure they receive a special Christmas gift. As members of the Health Care Team the Spiritual Health Team offers support in times of illness and sorrow and provides information and expertise related to end-of-life issues. They facilitate religious rites and ceremonies no matter which faith the resident practices. They are available to pray with you and, if so desired, can help a resident reconnect with their own faith community.

Programs:

- Interdenominational Chapels on Thursdays and Sundays in the Multipurpose Room on the main floor at 10 am
- Spiritual Reflections, a topical interactive program in each House, on either Mondays or Tuesdays
- Good Friday, Easter, Remembrance Day, Annual Memorial Service and Christmas Candlelight family services
- Workshops for friends and families (eg. Coping with Grief, Visiting Those with Dementia, etc.)
- Facilitation of Catholic Mass (1st Wednesday of the month at 11am) and interdenominational Holy Communion (3rd Wednesday of the month at 11 am)
- There is an on-call member of the Spiritual Health Team available 24 hours a day, 7 days a week, for palliative and bereavement care accessed through the Team Leader or Reception
- Memorial and graveside services
- Bereavement Care Program for families when residents pass away.

Resident attendance is optional for all Spiritual Health services and programs. For more information on Spiritual Health programs and Services, please call our direct lines: 604 636 3650 or 604 636 3656.

THERAPEUTIC AND RECREATIONAL SERVICES

Therapeutic and Recreational Activities

Our Recreation Team provides a wide variety of activities and leisure opportunities for residents to enjoy. These programs help restore, maintain and/or improve residents' physical, emotional, social and psychological well-being. Many of the programs take place in the various houses and neighborhoods. Residents can go on a number of outings including local restaurants, shopping malls, musical concerts, and scenic drives. Larger functions and unique programs are held in the Multipurpose Room on the main floor adjacent to the main lobby.

Bus Trips and Outings

Residents may enjoy bus trips and outings for a minimal fee (cost of transportation). Special attractions such as the theatre, Christmas events, etc. will incur additional admission costs.

Residents may also enjoy shopping trips at the local mall where they may purchase personal items of their choice. For more information on bus trips/outings, please contact our Recreation Department on their direct line: 604 636 3659.

Resident Newsletter

"The Buzz" is produced on a monthly basis and is an excellent way to keep up-to-date with dinner parties, birthday teas, quizzes, etc. Copies are available at reception. "The Buzz" can also be found on Buchanan Lodge's web site at http://www.buchanan-lodge.com.

We celebrate all Resident birthdays! Consent forms are provided before anyone's personal information such as birthday celebrations and/or pictures are entered into "The Buzz".

Mobile Library Service

The New Westminster Library comes to Buchanan Lodge every second Tuesday morning. Residents wishing to receive books, CDs and DVDs can contact our Recreation Coordinator at 604 636 3654 or drop by to see them when you're in visiting.

OTHER SERVICES

Multipurpose Room

Personal requests, if function does not affect staff or residents, will be treated on an individual basis without prejudice. A rental fee will be charged for the use of this room. Please direct further queries to the attention of the Support Services Manager at 604 636 3652.

Tuck Shop

Residents may purchase personal sundry items from the Tuck Shop. Staff also support the resident Tuck Shop by purchasing goodies such as candy, chips, pop, etc.

Tuesdays: 1 pm to 2 pm
Fridays: 3pm to 4 pm
House: Rose Garden

Mail

Mail is delivered Monday to Friday by the receptionist. Residents may purchase stamps to drop off outgoing mail in the Residents' mailbox located at reception.

Hair Salon

The hair salon is open on Tuesdays and Thursdays from 9 am to 5 pm. Services include haircuts, shampoo/sets, perms, and coloring, and are charged to the resident's trust account.

GETTING INVOLVED

Family Council

The purpose of Family Council is to enhance the quality of life for residents and to enhance their surroundings. We also give families a voice in decisions that affect them and their loved ones at Buchanan Lodge. Family Council is active in helping the Recreation Department with projects that residents can participate in as well. Family Council members also visit residents and help new residents to feel welcome. Please feel free to contact Bev MacLeod at 604 524 6469 if you have questions or ideas, or if you would like to join our fun and friendly group!

Resident Council

The Council is made up of residents (members-at-large). The Recreation/Volunteer Coordinator serves as secretary/treasurer and acts as a liaison between the Resident Council and Leadership. Meetings are held once a month.

Community Council

This Council is composed of representation from the Community who act in an advisory capacity regarding the general operation of Buchanan Lodge. Please contact the Executive Director if you require more information.

Family Satisfaction Survey

Periodically, Buchanan Lodge facilitates a family satisfaction survey. We encourage as many families and/or residents as possible to participate in providing us important feedback on our services.

Volunteers

Volunteers are an important part of the team at Buchanan Lodge. Many opportunities exist to be involved in a meaningful way that impacts others in a fun and active home. Ask our Receptionist and/or our Recreation/Volunteer Coordinator for an application form. All volunteers will receive an orientation as well as ongoing training and support.

FINANCES

Accommodation Fees

Rent or accommodations fees are based on personal income. This monthly fee covers the cost of nursing care, all meals and snacks, laundry services (except dry cleaning), housekeeping services and most recreational activities excluding outings. Each resident's fee is assessed and set by Residential Services of the Fraser Health Authority. Fees are due on the first of the month. Pre-authorized withdrawals are to be set up for payment for monthly accommodation fees. Bank statements will show "SA-RAC-WESTERN" when the withdrawal goes through which stands for Salvation Army Regional Accounting Centre. If you have any questions or concerns please contact Genevieve Osborne, Reception/Resident Accounts.

Extra Account Charges

Chargeable items are services, programs or supplies which a resident may use that do not fall under the responsibility of Buchanan Lodge to provide in accordance with the Home and Community Care Policy 7 – Residential Care Services.

Laundry Marking Labels:	$45
Room Change (request by family):	$150
Tilt Wheelchair Rentals (monthly fees):	$90
Walker (monthly)	$10
ROHO Cushion on W/C (monthly)	$45
Disposal of Personal Items:	$200
Monthly Statement Postage: (postage rate changes)	$1.05
Telephone (monthly fee - optional):	$25.00

Shaw Cable (optional): Family responsibility to set up with Shaw

Trust Account

A trust (comfort) account is to be set up for each resident on coming into Buchanan, with a minimum balance of $150 to be maintained on a monthly basis. Trust accounts are not to go into a negative balance. The account enables the resident to access goods and services such as tuck shop supplies, hairdressing, guest meals, family fobs, postage, bus outings and activities, without having to worry about keeping cash in their room. Hip protectors and incontinent supplies may also be charged

through the trust account. A monthly statement is provided to residents and/or families and can be picked up at reception.

FINANCES RELATED TO DISCHARGE

Disposal of Personal Items

When a resident is discharged from Buchanan, in accordance with Fraser Health requirements, the family/primary contact has 48 hours to remove all personal belongings, although sooner (preferably 24 hours) greatly assists our staff with the required room preparation. We do not accept donated items, unless pre-approved by the Clinical Nurse Team Lead or DOC. If unapproved items are left behind (clothing included), we will store these items for no more than 2 weeks, at which time a fee of $200 is deducted from the trust account, before the account is cleared, to cover the costs of removal, storage and disposal.

Rent/Trust Account Refunds for Discharged Residents

Trust and Rent Accounts will be closed 6 weeks after the resident is discharged – this ensures that any outstanding bills will be paid before we send the refund information to The Salvation Army head office in Calgary who will then issue a refund cheque to the POA.

Shaw Cable/Telephone – Discharged Residents

The family will need to contact Shaw to close the account.

The Telephone billing will be canceled on the day the resident is discharged and will automatically stop billing.

Fob and/or key Returns

Fobs and keys can be returned to reception and will be refunded into the Trust Account.

POINTS OF INTEREST

Annual General Meetings

An A.G.M. is held annually, at which time Leadership reviews the financial and departmental reports of the past year and presents the projections and strategic plans for the coming year.

Cash and Valuables

Buchanan Lodge is not responsible for the loss of personal items. We advise that residents do not keep money and valuables in their room or on their person. The trust (comfort) account is needed so a resident does not have to worry about having cash available.

Alcohol

Alcohol is not permitted anywhere on the premises.

Designated Smoking Area

Buchanan Lodge is a non-smoking facility. However, a designated smoking area is located outside at the north side of the building in the Gazebo (near 8th Ave.).

Chemicals in Residents Rooms

To ensure the safety of residents and staff, no chemicals and/or solutions, authorized or unauthorized, will be allowed in resident rooms. Only those chemicals/solutions used for personal grooming or care are permissible. As some residents and/or staff may have allergic reactions to certain perfumes/chemicals, we ask that you do not purchase chemicals and/or solutions that have a strong odor. For further information please contact the Manager of Support Services.

REPRESENTATION AGREEMENT

What does "representative" mean?
A "representative" is defined as "an adult who has been given authority to make health and personal care decisions on behalf of a person in care who is incapable of making these decisions".

Representative is a generic term which means a "decision-maker" under the terms of any of the following legislation:

- Health Care (Consent) and Care Facility (Admission) Act
- Adult Guardianship Act
- Representation Agreement Act

Does a person in care require a "representative"?
No, a "decision maker" is only required if the person in care is deemed incapable.

We encourage residents and/or families to discuss the matter of health choices and decision making with one another in advance so that the requests of the person in care are formally acknowledged. By doing this, families can reduce stress and anxiety related to care issues.

REPORTING CONCERNS

What should I do if I have a concern in regards to the care being provided for me or my family?

1. If you have a concern, please speak with your Nurse Team Leader or ask to speak to the Clinical Care Coordinator and/or the Director of Resident Services. Concerns are best addressed and resolved at the time and place they occur.

2. If you feel that the concern is unresolved or requires a Manager's attention please ask your Nurse Team Leader to have a Manager or Director come and speak with you.

3. If a concern cannot be resolved verbally, a "Concerns" form is available in the front lobby across from the Reception Desk to facilitate written concerns. Completed forms may be placed in the secure "Resident/Family/Staff Concerns" box located below the forms holder in the lobby. The Executive Director or designate will regularly check the box and forward any concerns to the appropriate person for follow-up. Time sensitive concerns should be given directly to Director and/or a Department Manager.

4. If you are still not satisfied with the outcomes, and you would like to make a formal inquiry about the quality of care, please contact the Patient Care Quality Office:

FRASER HEALTH

In person:	32900 Marshall Road, Abbotsford, BC, V2S 0C2
Toll-free:	1 877 880 8823
Fax:	604 854 2120
Email:	pcqoffice@fraserhealth.ca
Website:	www.fraserhealth.ca

If you have already contacted a Patient Care Quality Office and remain unsatisfied, you may request a review by an independent Patient Care Quality Review Board. For more information, please visit: www.patientcarequalityreviewboard.ca or call 1 866 952 2448.

INFECTION CONTROL

Hand washing is one of the best ways to prevent the spread of infections. Buchanan Lodge has placed hand sanitizer dispensers at main entrances to the home and four houses as well as all public washrooms and elevators.

We encourage you to wash your hands and/or use these sanitizing dispensers to protect you and your loved ones. If you are feeling unwell we ask that you refrain from visiting the home.

During an Influenza (Flu) or Gastrointestinal (Vomiting/Diarrhea) Outbreak situation:

- If you have symptoms, you are not permitted to visit the home until you are clear of symptoms.
- If it is absolutely necessary to visit, the visit is limited to your loved one.
- We ask that you do not visit until 5 days after your cough/cold started and 48 hours after your last episode of vomiting or diarrhea.
- We will post information to keep you informed of the status of the outbreak situation.

FALLS PREVENTION PLAN

Preventing Falls and Related Injuries

All residents are at risk for falls and injuries, and everyone has a role in fall prevention. Here are some ways you, your family and friends can help reduce someone's risk of falling and getting injured:

Call Bell

Please use your call bell to get help if you need assistance to get out of bed or a chair, or if you need to go to the washroom. Please be patient and wait for help to arrive. If it is an emergency, you can pull the call bell cord out of the wall.

Resident's Room

When you are in a new place, it is important to become familiar with the arrangement of the room's furniture. Please avoid bringing in excess items and cluttering the room. Please do not rely on furniture to support you.

Washroom

Falls commonly occur in the washroom. Please ask for assistance if needed. Always use the handrails by the toilet and sink for your own safety.

Lighting

Please become familiar with the placement of the light switches in your room and be sure to always use them for safety reasons.

Vision and Hearing

Please wear your glasses and hearing aids at all times. Please make sure they are clean and working properly.

Footwear

We recommend low heeled, walking shoes and non-slip slippers and/or socks.

Keep Active

Please feel free to participate in as many exercise and activity programs as you like.

Mobility Aids

Our therapy staff can assess your needs and help you decide which mobility aid is most appropriate for you to move around safely. Please make sure you use your mobility aid at all times.

Before you leave the bed

We recommend sitting on the bed for at least one minute before you stand up. Standing up quickly or after being in bed for a long time can make you dizzy.

Bed Safety

A potential risk of both bed rails in use increases risk for serious injury if the resident climbs over the rail and falls from a greater height or becomes stuck in the rails. Most of our electric hi-lo beds can be lowered to approximately six inches from the floor to prevent serious injury. We can also place a fall mat beside the bed if necessary.

Hip Fracture Prevention

The chance of sustaining a hip fracture can be greatly reduced by wearing hip protectors. Hip protectors should be worn 24 hours a day as falls can happen anywhere, at any time.

MAiD – MEDICAL ASSISTANCE IN DYING

Buchanan Lodge seeks to provide a consistently ethical and compassionate approach, reflective of The Salvation Army's mission, when responding to a resident in Buchanan Lodge who requests assistance to end their own lives through Medical Assistance in Dying (MAiD – Bill C14).

The Salvation Army is committed to the inherent dignity of every human being throughout the entire continuum of life. Under the exemption provided for faith-based organizations, MAiD will not be offered here at Buchanan Lodge. Individuals meeting the criteria and wishing to proceed with MAiD will be referred through their physician to a health facility or private location to accommodate their request.

Buchanan Lodge Staff will sensitively and respectfully address a person's request for information about medical assistance in dying, ensuring the following:

- Individuals considering MAiD shall have full access to related information.
- Comprehensive care will continue for the person during the period of reflection and consideration of MAiD.
- Provision for the Assessment Process can take place in Buchanan Lodge if desired by the individual to determine if the individual meets the legislated eligibility requirements for MAiD.
- Buchanan Lodge Employees will not act as independent witnesses for the purposes of MAiD.
- If all criteria are met and the individual wishes to proceed with MAiD, an effective transfer of care will be initiated, allowing for the legislated 10 days wait time. Buchanan Lodge will continue to provide ongoing treatment and care to the person until such time as notification has been received from an external provider indicating that they are assuming total care of the person, or the person requests a discharge to their home.
- Facilitation of a timely, safe, compassionate, and respectful release of care from Buchanan Lodge when a transfer of care has been completed.

RESIDENTS BILL OF RIGHTS
PROMOTES BETTER CARE

All adult residents in residential care facilities have the following rights:

Commitment to Care

A resident has the right to a care plan developed specifically for him or her, and on the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

Rights to Health, Safety and Dignity

A resident has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:

- To be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity.
- To be protected from abuse and neglect.
- To have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests.
- To have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces.
- To receive visitors and to communicate with visitors in private.
- To keep and display personal possessions, pictures and furnishings in his or her bedroom.

Rights to Participate and Freedom of Expression

A resident has the right to participate in his or her own care and freely express his or her views, including a right to all of the following:

- To participate in the development and implementation of his or her care plan.
- To establish and participate in a Resident or Family Council to represent the interests of residents.
- To have his or her family or representative participate on a Resident or Family Council on their own behalf.
- To have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility.
- To be informed as to how to make a complaint to an authority outside the facility.
- To have his or her family or representative exercise the rights under this section on the resident's behalf.

Rights to Transparency and Accountability

A resident has the right to transparency and accountability, including a right to all of the following:

- To have ready access to copies of all laws, rules and/or policies affecting a service provided to the resident.
- To have ready access to a copy of the most recent routine inspection records made under the Community Care and Assisted Living Act, the Hospital Act, or any other applicable act.
- To be informed in advance of all charges, fees and payments that the resident must pay for accommodation and services received through the facility.
- If any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made.
- To have his or her family or representative informed of the matters described in this section.

Scope of Rights

The rights set out above are subject to what is reasonably practical given the physical, mental, and emotional circumstances of the person in care; the need to protect and promote the health or safety of the person in care or another person in care; and the rights of other persons in care.

These rights are pursuant to section 7(1)(c.1) of the Community Care and Assisted Living Act.