



Resident Guide and Things You Should Know



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A Philosophy of Care and a Spirit of Empowerment

At Deer Lake Manor, it is our goal to provide the highest quality of life possible for our residents. As professionals, experience has taught us that quality of life is much more than a pleasant environment, security, and care or help with daily activities.

Quality of life necessitates meaningful or purposeful activity, a daily structure, optimal independence and function, dignity through a positive sense of self, physical comfort, peace of mind, spiritual fellowship, and a sense of belonging, compatible companionship, enjoyable activities, healthy diversions, humor, and love.

We strive to insure that each of our residents has an opportunity to have each of those needs met every day. Central to our philosophy of quality care is the belief that we must focus each day on a spirit of empowerment, purpose and joy; there can be no quality of care without that belief.



Rooms & Moving

Resident rooms are all private single or double occupancy (for couples) with a private bath and shower. All rooms are complete with a single bed, dresser, night stand and room darkening shades. All other furnishings are the responsibility of the resident and their family or responsible party.

Moving generally begins before the resident arrives. Both moving in and arranging furniture is the responsibility of the resident's family. We provide a dolly, guidance with parking and access, and limited assistance. Early evening and weekends work best for most people, but please alert us in advance so that we know who will be entering the building.

Should you require assistance, please coordinate in advance with our administrative staff as our maintenance staff is generally only available during regular business hours .

On admission, we will complete an orientation with the resident and/or family. The orientation will cover all aspects of life at Deer Lake Manor.

Rooms may be decorated according to personal taste but approval must be sought prior to making any alterations or modifications to the room.

Residents often try to fit everything they own into too small a space. We will be happy to help develop a safe and efficient furniture configuration since we reserve the right to request changes should an arrangement prove unsafe for the resident or staff. Our single rooms will comfortably accommodate a twin bed while couple suites will accommodate a double. Throw rugs or area rugs are permitted as long as they do not pose a safety hazard. We suggest that each resident have a sturdy comfortable chair that is easy to get in and out of safely, and a small sturdy table to safely hold a beverage.

We ask that residents please refrain from clutter for obvious safety reasons. We also ask residents to keep only non-perishable food items in their rooms and to store all food in air tight containers to discourage pests.

Storage for seasonal belongings can be accommodated. Space is limited, so please use discretion.



Rent, Money & Security

Rent is due on the first of the month and past due on the tenth. Since we do not send bills, it is up to the resident or family to remember. We do issue gentle reminders as necessary. Receipts are always provided.

Residents are welcome to hold their rooms during an extended stay in a health facility if their intent is to return. All resident rooms are locked upon departure for either a medical leave or vacation and remain locked until the resident returns. Room keys are secured in the Med. Room during the absence, but family members may access the room as required by speaking with the Resident Care Manager. We generally re-evaluate the probability of a return from a medical leave on a monthly basis to preclude unnecessary expense for the resident and family.

As a matter of practice, we discourage residents from keeping large amounts of cash in their rooms. To insure that spending money is at their disposal, we encourage residents to set up a Trust Account in the business office. Trust Account records will detail all deposits and withdrawals for each account and all monies are kept in a locked safe. Trust Account balances are returned on discharge.

We also discourage residents from keeping valuable items, such as jewelry or important papers, in their rooms where they might be easily misplaced. For our residents' convenience we may be able to provide safe storage of these items on admission.

Medications and Pharmacy Services

All medications, both prescription and over-the-counter, must be given to the Resident Care Manager on admission. This includes such items as salves, ointment, nasal spray, and nose drops. Since we administer and store all medications and are responsible for health care oversight, we must be aware of all medications being taken and are obligated to monitor their use. When prescriptions are filled, please give them directly to the resident care person in charge to insure that they are not misplaced or taken incorrectly.



Prescriptions are normally filled by Lawton's Drugs in Deer Lake. Lawton's Drugs is a commercial pharmacy that delivers and provides good emergency coverage if required.

Residents have the right to refuse medications and care. However, in the event that a resident's refusal to take medication(s) places the resident at undue risk or results in behaviors or situations that are unmanageable in Deer Lake Manor, we may request that the resident be transferred to a more appropriate setting. Deer Lake Manor cannot willfully place itself or others at risk.

Medical Incidents and Emergency Procedures

In the event of a fall, a change in status, or illness, the Resident Care staff will report the incident to the resident's physician and request further instruction if/as appropriate. The resident's primary contact or responsible party is then called and advised of the situation. In a non-threatening situation, staff will contact the family at the earliest reasonable hour.

In an emergency, Deer Lake Ambulance is called first to secure immediate medical assistance. The resident's physician and primary contact are then notified. This same procedure is followed in the unlikely event of death.

Medical Appointments

It is the responsibility of the resident's family or responsible party to assist resident care staff in scheduling medical appointments and to transport the resident to appointments. Families and residents must work with staff to insure that we are aware of appointments, any changes in diagnoses, and any changes in care or medication.

If families are unable to provide transportation to appointments, they may arrange with staff to have the resident transported by our in house shuttle with a staff escort.



Foot Care

A foot care specialist visits Deer Lake Manor on a regular basis. Billing for this service is to the individual, their health care provider or responsible party.

Health, Hygiene and Dress Code

In accordance with good health habits, residents must accept a minimum of one shower and shampoo per week. Since many residents welcome or require more frequent bathing, we always schedule accordingly. For safety, those residents who require an aide in attendance when they bathe will be scheduled accordingly.

Residents not used to living with others often inquire about a dress code. Comfortable shoes or slippers with non-slip soles are required at all times and apart from safety and dignity, daytime apparel is a personal choice provided the apparel is clean and in good condition.

Deer Lake Manor is a Smoke Free Facility

For obvious health and safety reasons, smoking is not permitted anywhere inside Deer Lake Manor. This rule applies equally to residents, guests and staff. To ensure maximum safety and minimal risk, smoking materials, alcohol and illicit substances are not permitted in resident rooms.

Meals and Nutrition

Meals are served in the dining room at 6:30 a.m., noon, and 5 p.m. daily. There is also a cold breakfast buffet available from 7:30 a.m. to 10:00 a.m. Fruit snacks and beverages are also provided in the afternoon and evening. In addition, our dining room is open at 8 p.m. nightly for hot beverages and sweets prior to bed time.

Residents are expected to eat their meals in the dining room at regularly scheduled times. Exceptions to this rule may be made in the event of illness. All residents receive nutritionally correct meals in accordance with current regulations and reviewed annually by a certified dietician.



Laundry and Housekeeping

Each resident's laundry is done on a weekly basis. We suggest, however, that items be marked inconspicuously (i.e., on labels) so that laundry that is handled by two different shifts or hung to dry can be easily returned to its owner. Residents may do light housekeeping in their rooms if they so desire and if their physician approves. All regular housekeeping is handled by our staff.

Activities

Socialization, pleasurable activity, structure, exercise, and spiritual renewal fall under the umbrella of activities and are coordinated by the Activities Coordinator. A monthly calendar is prepared prior to the start of each month and is conspicuously posted on bulletin boards throughout the complex. Copies are also available for families. Regular activities include exercise classes, religious services, bingo, movies and crafts.

Pet Therapy

In the interest of fairness to all, residents are not permitted to have their own pets. Because pets are good therapy for everyone, most especially elders, we do welcome pet visitors.

Religious Services

Regular church service by various denominations are provided weekly at Deer Lake Manor.

Trips and Outings

We encourage residents to capitalize on all opportunities for trips and outings. It is imperative; however, that Resident Care be notified well in advance in order to prepare any medications that will be needed while the person is away and to advise the kitchen and house staff of the resident's scheduled departure and return.



Resident and Guest Registers

As we are legally responsible for knowing who is in or out of the Manor at all times. All residents must sign out in the Resident Register whenever they leave the building and sign in upon their return. This includes medical appointments, outings with friends or family, and strolls on or off the property. Families may sign for a resident as appropriate. We also ask all visitors to please remember to sign our Guest Register on arrival and departure for similar reasons.

Guests and Visitors

Guests and visitors bring much cheer to our residents and we encourage frequent visits. Since all visitors must be registered, we are able to insure that only appropriate persons enter the manor. For this reason, we depend upon residents and families to notify us of any person(s) whose access to Deer Lake Manor should be restricted.

Visiting hours are flexible to accommodate the busy schedules of family members. In general, visitors are welcome before and after meals from 9 a.m. to 8 p.m.

Children and pets are often the best medicine for elders, and they are welcome visitors so long as a responsible adult is in attendance to keep healthy exuberance, activity and noise under control. Please advise us in advance of any canine or feline visits, and please make certain that children and pets do not run in the manor or behave in manner that is unsafe or upsetting to our other residents.

Overnight guests are not permitted at Deer Lake Manor.

Mail

Residents and families are asked to please remember to notify the Post Office, magazines, newspapers, and creditors of this change of address.



Phone and Cable TV

All rooms are phone and cable ready and is the responsibility of the resident or responsible party for hookup and payment of monthly fees.

Hair Stylist

A hair stylist visits Deer Lake Manor on a regular basis for shampoo and style, cuts, perms and color. Appointments are coordinated by staff with residents.

Our stylist's prices are quite economical and service is geared toward helping older ladies and gentlemen look and feel their best. Residents can either pay independently or have the charges billed to their Trust Account.

Regulations, Surveys and Inspections

As a licensed facility, we are governed by provincial regulations and are subject to a variety of regular inspections and surveys to ensure the safety and well being of all residents.

Emergency Response and Safety Systems

Our house is equipped with several state of the art security systems. The first system is a closed circuit television system which continually monitors all common areas and major passageways. Another system is a personal emergency response system. Using transmitters located in all rooms, residents can signal for immediate assistance 24 hours daily by simply pressing the center button of the transmitter. Bathrooms also feature a panic button alarm system for emergency assistance. For safety, we strongly encourage residents to always call for help instead of trying to manage on their own.

All fire exits in the building are also equipped with electronic alarms that alerts staff in the event that an individual attempts to wander from the building through one of the fire exits.



The house is also equipped with an integrated fire safety system and conspicuously posted emergency evacuation information. The system is inspected regularly and residents are advised of fire safety procedures on admission and participate in mandatory fire drills on a monthly basis. The manor also has a comprehensive fire and emergency response plan in place.

Advance Directives

Advance directives include any and all legal instruments that designate individuals who will act on a person's behalf or specify actions to be taken in the event of that person's illness, incapacitation, and/or death. As the name implies, advance directives are initiated by a person in advance of actions that may occur in the future. Advance directives are only valid if the designation is made by a competent individual.

The Advanced Health Care Directive (AHCD) is a simple form document naming primary and alternate persons chosen by an individual to make health care decisions on their behalf and in their best interest if they are rendered unable to do so.

Living Will: Sets forth actions to be taken by others at the beneficiary's request regarding death, burial and related personal affairs.

Power of Attorney: A document drawn up by a lawyer naming one or more individuals chosen by an individual to act on their behalf and make decisions involving personal, health and/or financial affairs.

Pre-paid Burial: Either the individual, the family or a responsible party may arrange and pay for a burial or cremation in advance.

We at Deer Lake Manor strongly encourage all residents, families or responsible parties to review the options stated above and have as many advance directives in place as is necessary.

Resident Council

Resident Council is a democratic process within Deer Lake Manor that allows residents to meet monthly to discuss issues and concerns regarding



their care or life in the facility. The Activity Coordinator facilitates, takes minutes, and functions thereafter as a confidential, impartial advocate and intermediary as required.

Important Contact Information

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