

Le Foyer Notre-Dame-de-Lourdes Inc. (FNDL)

Resident Welcome Guide



The FNDL is a non-profit organization registered in the Province of New Brunswick governed by a board of directors with ten (10) to fifteen (15) volunteer members serving the territory from Allardville to Pointe-Verte.

The Foyer was founded by the Religious Hospitallers of Saint Joseph (R.H.S.J.) and is sponsored by Catholic Health International which directly drives our mission, vision and values.



The FNDL is subject to the NB Nursing Homes Act, its regulations and standards, and holds an operating license issued by the NB Nursing Homes Services Division.

QUALITY OF LIFE, FIRST



Welcome

On behalf of the members of the Board of Directors, management and staff of the Foyer Notre-Dame-de-Lourdes Inc. (FNLD), I wish you the most cordial welcome.

This guide has been prepared to facilitate your admission and we hope that it will answer most of your questions. If you still have any questions or concerns, please do not hesitate to contact us.

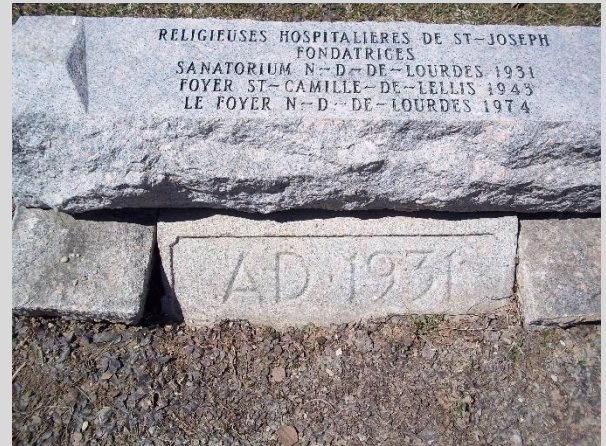
After your admission, you can always contact the nurse in charge of the care unit. She will be able to provide you with all the information or help you need to live pleasantly in your new environment.

Founded in 1931 and registered as a non-profit organization in 1974 the FNLD is happy to serve you.

I look forward to meeting you,



Hélène Roy
Executive Director



Our vision
Quality of life, first

Our mission
Serving the population of northeastern New Brunswick, the Foyer Notre Dame de Lourdes Inc., inspired by the healing mission of its founders, ensures that its residents enjoy the highest possible quality of life.



Note: In the interpretation of this document, the masculine includes the feminine.

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Our Vision

Quality of life, first

Our Mission

Foyer Notre-Dame-de-Lourdes Inc., inspired by the healing mission of its founders, serves the population of Northeastern NB and its mission is to ensure the best quality of life for its residents.

Our Values

Justice
Dignity
Compassion
Respect for life

Communication
Team work
Competence
Accountability

General Administration

Reporting to the Board of Directors, the Executive Director is supported by the following managers: Director of finances; Director of Nursing; Director of Quality Management; Director of Food Services and Dietician; Director of Support Services; Director of Activities & Pastoral; as well as Administrative assistants.

Services

Nursing

Nursing services, under the direction of a registered nurse, are available twenty-four (24) hours a day, and seven (7) days a week. Licensed practical nurses (LPN) and resident care worker complete the nursing care staff. The Director of nursing oversees the operations for this sector, which includes various services, such as:

- ***Special unit***

The FNDL offers a specialized service to residents with Alzheimer's disease, dementia and/or cognitive problems. Admission to this unit is based on specific criteria.

- ***Paliative care***

The main objectives of the palliative care program are to promote a needs-based approach to the terminally ill person and to provide ongoing support to the family.

- ***Rehabilitation***

The FNDL provides a rehabilitation service through a licensed practical nurse who has received specialized training. This LPN oversees the evaluations for special equipment, and coordinates the requests for consultations with occupational therapist or physiotherapist.

Medical care

The services of a physician are offered with a weekly visit to the home and are available depending on the immediate condition of the resident. In addition, a physician is on call 24 hours a day.

You can continue to see your specialist (ophthalmologist, dermatologist, neurologist, cardiologist, etc.). You will need to notify the nurse of your specialist's appointments so that we can keep your medical records up to date.

Level of medical intervention

At pre-admission, we will discuss information that will guide you in choosing a level of medical intervention. There are four levels of intervention that guides medical care in acute or urgent situations.

Pharmaceutical

We have an agreement with a pharmacy to ensure the delivery of medications and certain toiletries for our residents. Some medications, not covered by the prescription drug plan, are billed to residents. You will receive this list upon pre-admission.

Medications provided by FNDL

As soon as you are admitted, your doctor will prescribe your medication. Several medications are provided free of charge but must be on the household medication form. Substitution of one drug by another can be made to adjust your current medication, as needed.

If you need to take special medication that are not found on our medication form, they will be charged to your account at the end of each month. We ask you to inform us of any new special prescriptions so that we can have them added to your medical record.

Service from other health professionals

Other professional services may be retained upon request or medical prescription, such as psychologist, occupational therapist, physiotherapist, dentist, optometrist or others. Where possible, these services can be delivered on site. The fees associated with these services are the responsibility of the resident.

Hospital service

If you need this service, steps will be taken. In the case of hospitalization, we undertake to inform your representative (your first contact).

Food and nutritional services

The dietitian ensures that the special dietary needs of our residents are met.

We have a menu spread over four (4) weeks that takes into account the diet of each resident. In addition, each wing has a dining room for the delivery of meals. Snacks are also available in the afternoon and evening. Special meals for residents are offered on occasions and these are indicated on the activities calendar. The food service director coordinates the food and dietary services.

The family is invited to come and help feed their family member. However, **it is very important not to feed or help drink another residents given the risk of choking.**

No seafood is allowed at FNDL due to severe allergies.

In order to meet the conditions of our institutional kitchen permit, here are the guidelines to follow:

- The FNDL cannot store food or meals from outside;
- It is forbidden to keep food in the rooms (with the exception of non-perishable snacks, which must be kept in airtight containers).

The family can bring a single-serving meal, but it must respect the consistency and texture needed by the resident. Please check with the nurse in charge or dietitian to ensure there is no change in texture or fluid consistency.

Support services

These services include maintenance, housekeeping, and laundry; and are coordinated by the support services director.

- ***Maintenance***

Maintenance department staff carry out repairs on equipment and thus ensure the safety of the FNDL. We invite you to report to the staff any breakage or other problem in your room so that a request for repair or maintenance can be sent to the maintenance staff.

- ***Housekeeping***

The housekeeping service maintains the cleanliness of your room and the entire FNDL, thus ensuring a clean and safe environment.

- ***Laundry***

The FNDL has a laundry room which is responsible for washing, maintaining and distributing residents' clothes. All clothing must be identified with the resident's name before use (no charge). Repair or alteration (tailoring) charges may be applied to the resident upon request or as needed. We ask that you alternate clothing between seasons given the limited space in the rooms.

Activities and pastoral service

The activities department is responsible for activities, recreation, entertainment and outings for residents. Social, recreational, religious, and craft activities are offered to residents according to the established monthly schedule. In addition to activities, the recreation and pastoral department coordinates the following services:

- ***Volunteers***

The FNDL benefits from the services of a committee of volunteers. It offers a variety of services and activities to residents, including friendly visits, and support for the activities and pastoral services; and enhances the atmosphere in the home. The volunteer contributes to the improvement of the quality of life of the residents. It enriches the action of resident's relatives and FNDL staff, but does not replace it. This is why all together, families, loved ones and employees, we must work closely with volunteers to ensure the well-being of residents.

- ***Spirituals***

We offer a variety of spiritual services; you can ask the staff for the schedule of religious and spiritual activities of the FNDL.

- ***Hairdressing***

The FNDL has a hairdressing salon, at the expense of the resident. Please note that it is prohibited to cut a resident's hair in any other area of the home.

Telephone and Cable TV

The FNDL provides telephone and cable service, at the resident's expense. The support services director coordinates telephone and cable services. It should be noted that the FNDL does not provide televisions. A cordless telephone is provided, but must remain in the room when the resident leaves.

Mail

A mailing service is offered; note that the permanent address of the resident is now that of the FNDL: **2055 Vallée Lourdes, Bathurst, NB, E2A 4P8.**

Visiting hours

Since the beginning of the Covid-19 pandemic in 2020, several changes have taken place in terms of visits to residents. To ensure the protection, well-being, and ongoing quality of life of our residents, visiting days and hours continue to be assessed weekly. Regular communications will be sent to you to notify you of any changes to the visits.

Special considerations are made for residents who are in palliative care. The doorbell/intercom at the main entrance is reserved for palliative care visits.

Accounting office

This office, located at the entrance of the administration, is where you make your financial agreements and pay your monthly financial contributions and other household bills. It is also where you make your withdrawals from your monthly allowances.

Your admission to the FNDL

Resident representative

A representative person must accompany the new resident upon admission.

This person will be considered the first contact and will play a very important role and serve as a liaison between the FNDL and family members. They may be asked to take care of certain personal affairs of the resident, such as accompanying him on a transfer to the hospital or buying clothes. It is very important to maintain good communication. Please do not hesitate to send us any comments, concerns or complaints. Your representative must notify the home of his absences and appoint a replacement.

This same person will be the one who will be contacted for any questions or incidents related to the resident (the second contact person will only be called if the FNDL cannot reach the first person as soon as possible). Other family members should refer to this person for any information about the resident.

Medicare card and other

It is essential to have your cards in hand when an emergency of any kind arrives. It goes without saying that we will give you your cards on request when you need them for outdoor outings.

Therefore, upon admission, the following cards must be presented:

- 1. Medication card (people aged 65 and over)*
- 2. Hospital card (if available)*
- 3. Medicare*
- 4. Blue Cross card or other medical/dental insurance (if applicable)*
- 5. Social Insurance Card*

Your room

You may have to share your room with another resident. Unfortunately, our establishment does not allow us to offer a private room to every resident. The FNDL has 24 double rooms (48 residents) and 82 single rooms. Each private room has its own bathroom. The double rooms share a bathroom.

In addition, even if a room is assigned to you upon admission, we reserve the right to change rooms according to the needs of the household. The resident's location in the home depends on several factors such as their condition and needs. Although a transfer is not ideal, it is sometimes necessary. You will be notified as soon as possible if a transfer is planned.

Furniture supplied by nursing home

- Wardrobe, storage drawer and closet;
- Electric single bed;
- Bedside table;
- Bedspread, bedding and curtain (maintenance included);
- A portable fan;
- Comfort chair and wheelchair (when required).

Personal items permitted

To improve your comfort and personalize your space, you can bring personal items with you, such as photos or your own bedspread. These items will contribute to a sense of well-being. It may happen that we will make recommendations about the layout of your room so that it is more pleasant or safe.

Due to the limited space, you are asked to bring only the bare necessities. We must therefore limit the number of items allowed in each room.

All large items (e.g. armchair) and electrical appliances must be submitted to the maintenance department for inspection and approval prior to use (CSA or ULC certification).

PROHIBITED – No plugged-in electronic devices on the bed.

In order to ensure the safety of the resident and staff, **no additional furniture or installation will be tolerated in the room without permission.** In case of emergency, the home reserves the right to remove furniture without consulting relatives in order to rearrange the room to provide care adequately and safely.

As for wall frames or decorations, they are limited to three (3), and must be fixed to the wall in a safe place by maintenance staff. It is not allowed to use tum tacks or adhesive tapes on walls or curtains.

Please note that the following items are prohibited:

Prohibited	
Flowers or plants	Perishable food, Ø SEAFOOD
Any glass or breakable object	Use of tobacco and alcohol
Carpet on the floor	Foam mattress
Any household appliance	Scissors, needles, knives, sharp objects
Electric lamp	Humidifiers and dehumidifiers
Hair dryer or hair iron	Items out of season (e.g. Xmas decorations)
Hot bags (e.g. Magic Bag)	Electric blankets
Matches/lighters	Candles
Irons	Extension cord
Boxes under the bed or under the bedside table	Air conditioning units

You may be asked to remove certain items if they prevent the safe delivery of care or interfere with the maintenance of a clean and healthy environment.

Other information

Resident council

The Residents' Council is an advisory committee that allows residents to get involved in the quality improvement process. Members meet every 3 months. It is composed of residents and the activities and pastoral director.

The purpose of this committee is to promote improvement of the quality of life and living conditions of the residents.

Supplies and equipment

In order to meet your needs, the following supplies and equipment may be used: incontinence products, oxygen concentrator, walker, wheelchair, geriatric chair, adapted tableware and positioning equipment. We also provide several items including toothpaste, body soap, shampoo, bedding and others. A list of supplies included in the provincial program will be given to you upon pre-admission. If you want a product that is not on the list, you will have to assume the cost.

Restraints

Restraints are work tools that allow us to ensure the safety of some residents and also prevent falls. Bed sides, lap belts as well as belts and tables of geriatric and wheelchairs are examples of safety devices that are alternatives to restraint that could be offered to you during your accommodation. The decision to apply a restraint measure is made in a multidisciplinary context and with the consent and cooperation of the resident or his/her representative. Please refer to the guidelines developed in the document you will receive upon admission if you would like more information.

Medical appointments

The FNDL is not responsible for arranging transportation for outings outside the home, with the exception of ambulance services in the case of a transfer to the hospital at the physician's request. It is the responsibility of a family member to accompany the resident to their medical or other appointment. The resident is responsible for any costs associated with transportation.

Multidisciplinary team

Six (6) weeks following your admission, we will invite you to participate in a multidisciplinary meeting to revise the intervention plan to better adapt it to your needs and expectations. You will then be consulted and involved during the modifications and the annual review of your intervention plan. The multidisciplinary team is composed according to your needs. The team may include:

- The resident (when possible)
- The resident's representative
- Director of Quality Management
- Nurse
- Dietitian
- Director of Food Services
- Consultation with other caregivers
- Director of the Recreation and Pastoral Services
- Director of Support
- If necessary:
 - Pharmacist
 - Executive director
 - Occupational therapist
 - Other professional

Questions, Concerns or Complaints

Procedure to manage questions, concerns or complaints

We invite you to ask your questions, make your comments or express a concern or complaint to the nurse on duty in order to maintain a good line of communication and answer or resolve them within a time acceptable to all. The nurse will direct your question or complaint to the concerned director.

In the event that the director is unable to resolve or address your concerns, you may request that they be referred to the executive director; who will follow-up as soon as possible.

You should be aware, however, that absolute satisfaction of all requests is not guaranteed. We must, in the first place, ensure the safety and quality of life of all our residents.

Safety measures

For your safety, a call bell system is installed in all bedrooms, and bathrooms; as well as a fire alarm and door monitoring system. We also have an emergency measures program and all of our staff are trained to respond quickly and effectively to hazards. A minimum of twelve (12) fire practices must take place each year. The home is equipped with fire extinguishers, sprinklers and smoke detectors.

No doors to residents' rooms should be locked or blocked from the inside. No resident is allowed to have in his possession dangerous objects (example: scissors, needles, knives).

Safety and responsibility

Risk management is a shared responsibility between the FNDL and residents including families. If you observe a situation that could pose a risk to residents, families or staff, you must report it to avoid any incidents.

Use of Tobacco

The Foyer Notre-Dame-de-Lourdes Inc. is a non-smoking establishment, so it is absolutely forbidden to smoke in the home, or on the property of the FNDL.

Valuable objects

The FNDL is not responsible for the resident's personal belongings; especially valuables as well as money that will be kept at the bedside.

Inventory of goods

Upon admission, we will give you an inventory of valuable personal property form. It is essential to fill out this form in order to identify your valuables. We recommend that you refrain from keeping high-value items or a lot of cash in your room.

Photos, videos and recordings

No photo, video, or recording of a resident is permitted at the FNDL without the prior written consent of the resident or his/her representative.

It is forbidden to photograph, video, or record FNDL personnel, or to broadcast such material without their prior verbal permission.