# Resident & Family Information Guide




## Donwood Manor Personal Care Home

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October 2026

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## Welcome to Donwood Manor Personal Care Home!

At Donwood Manor it is our mission to care for Seniors with dignity, respect, and Christian values. That means that our dedicated team of staff is here to provide compassionate care with *accountability, respect, and excellence*. I hope that you feel warmly welcomed and comfortable as you get to know staff and make this your new Home.

I recognize that coming to a personal care home is a difficult decision and not necessarily part of your plan as you entered your later years in life. We commit to partnering with you and your loved ones to provide you with compassionate and outstanding care. Our goal is to meet not only your physical needs, but your emotional and spiritual care needs in a loving environment based on our Christian faith.

At Donwood Manor, our team works together to provide a care environment that we call *person-centered*. This means that we hope that the care you receive is individualized and conveys to you that we not only understand your health concerns, but that we also value who you are, your life story, and your community of family and friends. It is our privilege to walk this journey together with you.

I look forward to meeting you and welcome you to stop by my office at any time to say 'Hello' or answer any questions you may have.

Yours in Caring,

Paul Nyhof
Chief Executive Officer

## INTRODUCTION

Donwood Manor was established in 1970 with the support of the Mennonite Brethren churches in Winnipeg. Starting as an 81-bed personal care home, it expanded to 121 beds in 1996 with 3 nursing units: First Floor with 44 beds, 2South with 37 beds and 2North with 40 beds.

Today, the Donwood organization has grown to include a continuum of health and housing services including:

Donwood South – 104, 55+ Senior's apartments
Donwood Elderly Persons Housing – 118 rent subsidized apartments* with assisted living services
Donwood West – 60 Life Lease units

*Subsidized rents provided in partnership with Manitoba Housing

Donwood Manor is governed by a Board of Directors composed of 2 Directors from each of the 8 supporting Mennonite Brethren Churches: Eastview Community Church, Elmwood MB, Fort Garry MB, River East Church, McIvor Avenue MB Church, North Kildonan MB, Portage Avenue Church and Westwood Community Church.

Donwood Manor provides long-term care services within the Winnipeg Regional Health Authority and is accountable to both Manitoba Health and Accreditation Canada for the quality of services provided. Donwood completes an accreditation process every 4 years and a Manitoba Health review every 2 years. Donwood has been an accredited personal care home since 1979.

## DONWOOD MANOR FOUNDATION

Donwood Manor Foundation was incorporated as a charitable organization in 1997. Together the Donwood Foundation and Donwood Auxiliary support the mission of Donwood Manor by enhancing the lives of residents of the Personal Care Home through their charitable work. The Foundation and Auxiliary seek to engage with all those touched by long-term care to enrich the care experience. Some of the initiatives currently receiving funding at Donwood Manor include Pastoral Care Services, *Music for Heart Program*, Music Therapy, and functional activity programming.

Contributions to the Foundation can be made through donations, gifts in kind and memorial funds. All donations are tax deductible. Should you be interested in the work of the Donwood Foundation, please contact the Chief Executive Officer through the Business Office.

## PERSONAL HEALTH INFORMATION

Donwood Manor will collect, store, use or disclose information about residents in keeping with Manitoba's Personal Health Information Act (PHIA). The Act gives you the right to access your personal health information through the Privacy Officer.

It also requires the individuals and organizations that keep your personal health records – known as "trustees" – to protect the privacy of your information. Please inquire at Reception if you wish to speak with our Privacy Officer.

## APPLICATION AND ADMISSION PROCEDURE

Eligibility for Personal Care Home Placement is based on an assessment conducted through the Long-Term Care Access Centre and Panel Review Board. The assessment is carried out either in the community through the Home Care Program or in the hospital. The completed assessment is presented to the Panel Review Board which includes physicians and staff from the Long-Term Care Access Centre and Home Care. The day the application is approved by the Panel Review Board is referred to as the *Panel Date*.

Applicants accepted for placement by the Panel Review Board are placed on a waiting list to the Personal Care Home of their choice. Temporary placement to an Interim Long Term Care facility may occur while waiting for permanent placement.

The Long-Term Care Access Centre provides Donwood Manor with applications. As vacancies and admissions occur, the Long-Term Care Access Centre will forward applications to ensure that Donwood Manor has the required number of applications on hand. When Donwood Manor receives the application, a pre-admission assessment will be completed to ensure the Personal Care Home can meet the individual's needs. Donwood Manor may decline an application if the individual's care needs cannot be met. Donwood Manor admits residents according to appropriate unit/room vacancy.

Most of the rooms are single occupancy. There is a total of nine double occupancy rooms. Generally, a resident is admitted to a double room and then placed on a waiting list for a

single room. The resident is assigned a room based on her/his care needs. Changes in the resident's condition may result in a transfer to another room and/or unit so that care needs continue to be met.

Donwood Manor is a Non-Smoking facility. Residents must be a non-smoker for a minimum of one year prior to consideration for admission.

# GENERAL INFORMATION

## Visitor Information

Donwood Manor has unrestricted visiting hours. You are welcome at any time, although consideration for the resident's rest and care is encouraged. In addition to visiting in a resident room, you are welcome to visit in the following areas, if they are not already in use:

- Fireplace Room (1st floor)
- The Gathering Place (1st floor)
- Unit Activity Room
- Centre Courtyard
- Main Dining Room

Visitor Parking is available outside the main entrance of Donwood Manor. A two-hour limit is requested given our limited parking.

If you are feeling unwell with cold or flu-like symptoms, please postpone your visit for another time.

Donwood Manor encourages families and friends to celebrate special events with their loved ones. Arrangements for special events (Christmas gatherings, family gatherings etc.) can be made at the Business Office and room charges will be applied accordingly. Tables and chairs are made available; however, set-up and clean-up is the renter's responsibility.

Vending machines for soft drinks and snacks are in the hallway between the Personal Care Home and Elderly Persons Housing Unit.

## Resident Leave

Residents may request a leave from Donwood Manor to visit families and friends for various periods of time. Absences of up to three days are possible in one week. Longer leaves of up to twenty-one days in one fiscal year may be taken. The facility should be advised four days in advance of a resident leave to ensure the care and safety needs of the resident are addressed.

If the resident is absent from Donwood Manor due to hospital leave, the resident will continue to pay the Authorized Daily Charge to Donwood Manor. If at any time during the hospital leave it becomes apparent that the resident will not be able to return to Donwood Manor, due to a significant change in condition, the bed cancellation process will be initiated as outlined in the Bed Cancellation Policy from the WRHA.

## Separation/Permanent Leave

Upon death or discharge, arrangements to remove the residents' personal effects are to be made within 24 hours as outlined in the Resident Agreement.

## Resident Pictures

Upon admission, employees from the Therapeutic Recreation Department will take a photo of the resident to be placed with the resident's care plan and medication records for identification purposes. Photos are updated annually or sooner if there are significant changes.

On occasion, pictures of residents will be needed for brochures, Donwood information bulletin board, power point presentations, etc. Consent for these photos is requested as part of the admission process.

## Resident Story Boards

Residents are invited to submit information to be included in a Resident Story Board that is posted in the resident's room. This information helps staff and visitors get to know residents in a personal way.

## Room Furnishings

Donwood Manor strives to provide a home-like environment for residents. However, changing care needs, such as the need for mechanical lifts may require review and

removal of some furniture and personal items in a resident room. These changes will be discussed and planned together with you.

Donwood Manor standard room furnishings include:

- bed (must be accessible from both sides – minimum 18 inches from wall)
- 3 drawer dressers
- bedside table
- chair
- bulletin board
- wardrobe closet
    - wardrobes include a locked drawer. One key is provided. Lost keys can be replaced, at cost, to the resident. Please note nursing staff do not have extra keys.
- draperies
- one fire retardant waste basket
- appropriate shelving for resident bathrooms

All requests for additional room furnishings must be submitted to the Resident Care Manager for prior approval. Additional furniture/items that may be considered include:

- Electric recliner chair*
- Dresser
- Bedside table
- Television
- Radio
- One lamp (no glass)
- Pictures
    - We encourage the use of the bulletin board for pictures
    - Pictures that require hanging on the wall must be hung by the Maintenance Department
    - The number of pictures may be limited
- Electrical Appliances (see Electrical Appliances Section)

*All electrical reclining chairs brought into the facility are required to have Inline GFCI (Ground Fault Circuit Interrupter) protection before use. It is the responsibility of the resident/family or designate to purchase the Inline GFCI. Inline GFCI's may be purchased through a local electrical supplier with approval by Donwood Manor Maintenance Staff or through the Donwood Manor Maintenance Department with allowance for 2-week delivery time.

## Items which may <u>not</u> be brought in:

- pets (however, pet visitation is encouraged as per Pet Visitation Policy)
- highly valuable, rare, or expensive items of furniture, jewellery, or other artefacts
- smoking paraphernalia or other flammable materials

- fabric chairs (due to infection control management and prevention)
- personal window coverings (e.g. Draperies, Venetian blinds, or Verticals)
- wallpaper/borders
- money
- electric heating pads/magic bags
- hot water bottles
- humidifiers
- fridge
- kettle
- no shelving units/bookcases or wall mount shelving
- extension cords/multiple outlets/outlet splitters**
- floor mats/carpets
- waste baskets

Ornaments or other materials should not be stored on the wall mounted fluorescent light bars, wardrobes, TVs, or on windowsills in those rooms with fire shutters.

Candles/sparklers and barbecues are not permitted.

** To reduce fire risk, electrical overload hazards, and equipment failure, the use of electrical outlet splitters, cube taps, unapproved adapters, and multi-plug extenders are strictly prohibited in resident rooms and care areas. Only approved electrical devices may be connected directly to wall outlets or to facility-approved power bars.

## Personal Items

Residents are responsible for providing their personal supplies as listed in the Resident Agreement. Seasonal clothing/room decorations and miscellaneous items should be removed by family/ designate when not in use. Resident owned equipment is inspected annually by a Donwood Manor approved company; repairs are completed at cost to the resident.

Donwood Manor is not responsible for the loss of personal property due to any cause. You are encouraged to review your insurance policy as many carriers include coverage for personal care home residents. With respect to hearing aids, you are encouraged to carry insurance as they are particularly costly to replace in the case of damage or loss.

Dentures will be labelled upon admission at the resident's expense (charges will be placed on the Trust Account statement). All other personal items will be labelled & used only for the resident.

Donwood Manor does not provide prostheses or medical appliances such as wheelchairs, walkers, canes, hearing aids and batteries, dentures or eyeglasses. There will be an annual fee for wheelchair and walker inspection. Parts to repair the wheelchair/walker will be charged to the resident/family.

## Display Boxes

Resident display boxes are provided by Donwood Manor and are in front of each room. Residents are encouraged to place personal treasures in this box to help them identify their room. All display boxes are locked to ensure that the contents will be safe. The Resident Care Manager or charge nurse has a key for the box and will assist the resident or family in displaying the items.

## Utilities

Resident rooms are equipped with a telephone jack and cable hook-up. Families can choose either Shaw/Rogers or Bell MTS for your utility needs. Residents/families are responsible for:

- Standard telephone hook-up
- Coordinating vendors for installation of services
- Pick-up & return of equipment
- Any additional costs for general telephone or cable hook-up

## Electrical Appliances

It is the responsibility of the resident/family or a designate to ask for approval from the Resident Care Manager or designate prior to bringing any electrical appliance into Donwood Manor. Residents must demonstrate that they can operate their appliances safely and approved appliances must be inspected, prior to use, by the Maintenance Services Department to ensure that Canadian Standards Association (CSA) requirements are met.

Please request a copy of the complete Electrical Appliances Policy for further information about repairs to appliances.

## Safety & Security

Donwood Manor has a Roam Alert System in place for the protection of some of our residents. Roam alert bracelets are available for rent monthly for residents who are at risk of exiting. When a resident is close to a door with a sensor, the door will lock and ring to prevent the resident from exiting the building and therefore maintaining their safety. If the resident passes by a door that has already been opened an alarm will sound to alert staff.

All entrance/exit doors to the Personal Care Home are on video surveillance and always locked. Visitors coming to and from the facility must access the intercom system at the front PCH entrance doors. Families are encouraged to utilize the Pin Pad for entrance/exiting. The Pin will be provided during admission for the families to share amongst their loved ones.

In addition to our daily care procedures for resident safety, Donwood Manor has emergency/disaster plans in place to provide an organized means of protecting residents and staff in the event of a fire or other emergencies. There is ongoing evaluation of the plans and education of staff in using correct procedures.

## Volunteer Program

There are many opportunities to volunteer at Donwood. Assisting with recreation programming or having a cup of coffee with a resident are only a few of the ways your help would be appreciated. Please inquire at the business office if you are interested in joining our volunteer team.

## Academic Affiliations

Donwood values the importance of fostering a culture of learning. We actively support opportunities for students to complete practicum placements with our staff who act as Mentors for students enrolled in various healthcare related courses. Practicums provide Donwood with a valuable opportunity to develop students' interest in long-term care, while enriching the lives of our residents and staff.

## Maintenance

Maintenance personnel at Donwood look after the repair and upkeep of the buildings and grounds. Repair or replacement of personal items remains the resident's/family's responsibility.

## Mail

All incoming mail for residents is received and sorted at the Business Office and then delivered to the appropriate nursing unit. At times, mail may be forwarded to the family at the discretion of the Resident Care Manager or the Receptionist. Families may also on occasion be contacted and asked to pick up government letters, bank information, etc.

Outgoing mail can be dropped off at the Business Office for mailing. Postage is available for purchase at the Business Office.

## Community Resources

Community resources include a grocery store, Dollar Store, restaurants and several churches within walking distance.

## Public Transit

A bus stop for # 446 – Whellams Lane is located in front of Donwood Manor.

## Pet Visitation

Pets provide companionship and comfort for some residents. Arrangements can be made with the Business Office for pet visitation.
According to the WRHA Infection Control Guidelines, pet owners will:

- Ensure that their visiting pets are always well groomed and, on a leash, when in the facility. Pets are not permitted in the dining rooms during meal time.
- Be asked to remove their visiting pets if excessive noise is disturbing to the residents.
- Be responsible for disposing of any pet litter or fluids using the PCH front entrance garbage receptacle.
- Ensure that pets are free from illness such as vomiting, diarrhea, incontinence, skin infections, or open wounds.

All staff, residents, families, visitors, and volunteers shall practice hand hygiene before and after contact with pets in the facility.

## MEDICAL CARE & SERVICES

**Nursing**- RN/RPN/LPN/HCA

Twenty-four-hour nursing care is provided. All nurses are registered with the College of Registered Nurses of Manitoba, College of Licensed Practical Nurses of Manitoba, or the College of Registered Psychiatric Nurses of Manitoba.

Health Care Aides have a Health Care Aide certificate from an approved educational institution.

Nursing staff are encouraged to attend in-service programs, seminars and conferences that facilitate the use of evidence informed practice in our nursing care.

Each unit has a Resident Care Manager in charge of the unit. Families are encouraged to speak with a Resident Care Manager for updates on condition, prognosis of a resident and any other concerns that may arise. When a sudden change in condition occurs, the primary contact is notified to determine the most appropriate care plan.

## Medical

Donwood Manor's Medical Director is Dr. Carl Duerksen. Dr. Martin & Dr. Hancock are the Attending Physician. Upon admission, residents are assigned to one of these Physicians for their medical care. Consults for specialists or the need for hospital care will be arranged by Donwood as advised by the attending Physician and in discussion with the resident/family.

## Medications and Treatments

Medications and treatments are administered by the nurses as prescribed by the prescribers. Most medications are paid for by Manitoba Health. Payment for non-insured drugs is the responsibility of the resident.

To minimize the risk of harmful effects from drug interactions, personal medications, health foods and/or herbal remedies are not permitted in resident rooms (i.e. Tums, Tylenol, A535 Rub, etc). A prescriber's order is needed for all these items.

Because medications and alcoholic beverages can be incompatible, alcohol is only permissible for the residents with a prescriber order and is stored in a secured room and distributed by Nursing. Visitors are not allowed to have alcoholic beverages on the premises.

## Emergency Care

Should the resident have a change in medical condition, the attending Physician is notified. If the resident requires further medical care, they will be transferred to hospital. Staff will communicate the need for transfer to the resident's primary contact person.

## Advance Care Planning: Goals of Care

Upon admission, each resident/family member will be invited to discuss the resident's *Goals of Care* at end of life. The objective of these discussions is to seek consensus on the plan of care as end of life draws near. You will be provided with a WRHA resource information guide on *Goals of Care* and will provide direction for how the care team will respond as your loved one's condition changes.

The *Goals of Care* are reviewed annually at the Care Conference but can also be re-visited at any time and/or as the need arises.
Please note: ***Donwood Manor Personal Care Home will not initiate CPR (Cardiopulmonary Resuscitation). If a resident indicated through a Health Care Directive or Advance Care Plan and they wish to receive CPR, the nurse will call 911 for an ambulance and transfer to an acute care hospital***

## Care Conferences

Interdisciplinary Team Care Conferences are held within 8 weeks of admission and annually thereafter to plan/review the care needs of the residents at Donwood Manor Personal Care Home.

A letter indicating the date and time of the care conference will be sent to the resident and **primary** contact, 2-3 weeks prior to the conference. Residents are invited to attend, as appropriate. The care conference provides an opportunity for staff and the resident and/or family to review the care plan, answer questions and address any outstanding concerns.

Your participation is important to us. If you are unable to attend and would like an update, please contact the Resident Care Manager. Care Conferences will be held by tele-conference, unless a request made in advance, to be held in person.

## Least Restraint

Donwood Manor is committed to the practice of least restraints in care. All possible alternative interventions are exhausted before deciding to use a restraint. This philosophy

is in keeping with our commitment to upholding the personal dignity of each resident, as stated in the Mission Statement and Resident Bill of Rights.

Donwood Manor's Restraint Policy is included in the Resident Trust Agreement/Admission Package. Should the use of a restraint be required, the care team completes a comprehensive risk assessment, and you are informed.

## Resident Appointments

Whenever possible, nursing staff should be informed in advance of an appointment. Families are encouraged to accompany residents to appointments or arrange for a companion through the Resident Care Manager. Companions are provided only if no other arrangements can be made. There is a fee for a companion service.

## Registered Dietitian

The Registered Dietitian is a member of the interdisciplinary team and is responsible for all aspects of nutritional management of residents including health and nutritional assessment, development and implementation of a Nutrition Care Plan including prescribing and implementing diet orders and supplements, monitoring effectiveness of resident tolerance to the Nutrition Care Plan, and on-going monitoring of residents' weights.

Menus and nourishments (snacks), including therapeutic, texture and fluid modification choices, are approved by the Registered Dietitian. The Dietitian also provides updates for all annual resident care conferences.

## Therapy

### 1. Occupational Therapy

Community Therapy Services of Manitoba (CTS) provides occupational therapy service to Donwood three days every two weeks. The Occupational Therapist (OT) will assess the resident following admission to determine resident mobility, transfer, and seating/positioning (including bed) needs. The OT will assist with the selection of equipment to ensure appropriate sizing and comfort. The financial representative will be consulted for approval to purchase the required equipment.

Under the direction of the OT, other healthcare team members are available to perform functional activity programs such as exercise programs, walking programs and safe

resident movement programs. Residents would be assessed to determine the need for participation in one of these programs.

Some residents will need to have a mechanical lift for transfers once their physical condition warrants it. This assessment is determined by the nursing staff and OT. Family may be informed that open-backed clothing will be required. Open-back clothing can be purchased at specialized retail stores. In addition, other minor adjustments to clothing will be made in laundry and billed to the resident/family. The cost for lift slings is a resident responsibility as outlined by Manitoba Health.

## 2. Massage Therapy

A Registered Massage Therapist attends Donwood Manor on a regular basis to provide services to residents that request massage therapy. Massage therapy has many positive benefits including relief from chronic pain, anxiety, and depression.

Massage therapy may also be used at end of life to provide relaxation and comfort. Payment for service is arranged with the massage therapist and may be partially covered if personal insurance is available. Please speak with the Resident Care Manager should you be interested.

## 3. Music Therapy

A trained Music Therapist attends Donwood Manor on a regular basis providing both individual and small group therapy to some of our residents. Interaction through music has been proven to have many therapeutic effects, including a decrease in anxiety, depression, and general feelings of loneliness.

Music therapy is used to maximize the health and well-being of those involved. The program is sponsored by the Donwood Foundation and eligibility for the program is assessed by the Therapeutic Recreation facilitators.

## 4. Speech/Language Therapy

Donwood receives support from the WRHA Long-Term Care Speech Language pathologists (SLP) for the assessment of feeding and swallowing difficulties. Consultations are initiated by the Resident Care Managers and/or Registered Dietitian and the SLP completes assessments here at Donwood.

## Infection Control

Donwood Manor is accountable to the WRHA for our Infection Control program and provides regular infection surveillance reports. Outbreaks are managed in consultation with the WRHA and Manitoba Health. As with any healthcare environment, managing the risk of outbreaks is an integral part of our care services. All staff, visitors and residents are encouraged to practice hand hygiene, including hand washing before and after visiting. Hand sanitizer stations are available throughout the building for your use.

The risk of influenza is of particular concern for older adults, and all residents, staff, and visitors are encouraged to receive the influenza vaccine annually. Donwood offers a vaccination clinic every Fall and there is no fee to receive the immunization.

# PERSONAL CARE

## Vision & Dental Services

Vision and dental service are not part of the medical care provided by Donwood's attending Physicians but are an important aspect to overall health and well-being in later life. Residents/family members are responsible for arranging dental and vision care with community providers.

Alternatively, Donwood has limited access to on-site dental and vision care through the University of Manitoba and community optometry services. Information on either of these opportunities is available from the Resident Care Manager.

## Hairdressing

Donwood has a hair salon on the premises. Appointments can be made directly with the hairdresser either in person or by phone. Hours and service fees are posted by the salon.

Hairdressing services are at the resident's expense. Charges can be paid directly to the hairdresser with cash or can be charged to the resident trust account.

## Therapeutic Recreation

The Therapeutic Recreation is designed to enhance the physical, social, mental, and spiritual needs of each individual. Professionally trained staff design and implement programming with the help from volunteers.

A monthly calendar of events is posted on each floor. PDF copies are sent through mailing list and are available on our website for families to view. Families are encouraged to come and join us.

In addition to standardized therapeutic recreation programming, Donwood Manor provides enriched programming through our *Music & Memory* program and *Sensory Stimulation Room.*

Eligibility for these therapeutic interventions is assessed by the Therapeutic Recreation Facilitator in consultation with the care team. Questions about these programs can be directed to the Therapeutic Recreation Facilitator. Both specialized programs are funded by the Donwood Foundation.

## DOMESTIC SERVICES

### Laundry

Residents are responsible for providing appropriate machine washable clothing. Upon admission all clothing will be washed by Donwood Manor for Infection Control purposes. Please bring all clothes in a tightly sealed plastic bag on admission day. All clothing will be clearly labelled by Donwood Manor with the resident's name, for a one-time fee. Any new clothing purchased for the resident should be left with Nursing Station for labelling.

All laundry is done in-house. Resident clothing is washed every third day according to schedule. Residents should have sufficient clothing to accommodate this schedule.

Dry cleaning is the responsibility of the resident or family member as Donwood Manor does not provide this service.

### Housekeeping

Housekeeping staff provide regular cleaning services. Resident rooms and wardrobes are cleaned regularly. Family members should periodically sort the residents' personal effects to replace or remove items as needed.

## MEALS

### Food Service

Residents are provided with breakfast (8:00 a.m. - 8:30 a.m.), lunch (12:00 p.m. - 12:30 p.m.) and supper (5:00 p.m. - 5:30 p.m.). Mealtimes may vary slightly from one unit to another. Afternoon and evening snacks are also provided.

## Guest Meals

Guests are welcome to join residents for a meal. Tickets must be purchased from the Business Office 24 hours in advance, before 4:00 p.m. Because of limited space, tickets are sold on a first-come, first-served basis. Meals are served only at designated times of the day. Residents may invite a maximum of 3 guests to accompany them but must eat in one of the visitation rooms.

Families are welcome to make arrangements together with the Receptionist & Resident Care Manager to bring in special/different meals for the resident. Donwood meeting rooms will need to be reserved or rented for this purpose.

Please note these services are suspended during Respiratory Season & during Outbreak.

## SPIRITUAL CARE

In support of the importance of spiritual health and well-being, Donwood's care team includes a part-time Chaplain. The Chaplain visits with residents and family members offering spiritual and emotional support. Spiritual care is available during times of crisis such as death of a loved one. Referrals are made to outside clergy as needed.

Residents and family members are welcome to join the Chaplain in:

- Weekly chapel services on each unit
- Communion services
- Memorial Service – (2x/year)
- Palliative care training sessions for staff and family members (on a request basis)
- Annual World Day of Prayer service

## Sunday Morning Church Services and Community Clergy Involvement

For most residents, a connection with the church is very important. Church services are open to residents of any denomination and held in the auditorium every Sunday at 9:30 a.m. The services are led by clergy and volunteers from various participating churches. Mass is held on the 1st, 3rd & 5th Friday of each month at 10:00 a.m. in the auditorium.

We encourage residents to stay in contact with their home congregations through pastoral care visits, sharing their Sunday morning bulletins and by participating in organized religious programs.

## QUALITY CARE & SERVICES

Donwood is accountable to the WRHA Long-Term Care program and Manitoba Health for the delivery of quality care and services. As part of our commitment to continuous quality improvement, there are several strategies in place including:

- Quality Council: An interdisciplinary team that set quality goals and conducts numerous auditing processes to evaluate and improve care outcomes
- Quality Council Information Bulletin Boards: Information and performance on quality care indicators are posted on each care unit and at the main information bulletin board by the front lobby
- Resident & Family Surveys; An annual survey to evaluate your feedback on our care and services
- Feedback Forms: Available on all units and at the Business office to provide you with an opportunity to give Compliments, Concerns, or Suggestions
- Organizational Chart: Posted throughout the Home to ensure that you know who and where to ask your question
- Resident & Family Advisory Council; a meeting held at minimum, 5 times/year during which all residents and family members are invited to participate to review care, and learn about the organization's priorities

## FAMILY RESPONSIBILITIES & SUPPORT

### Family Contact Information

Upon admission, residents are asked to provide a primary family contact for care needs. This individual will serve as the first contact for any needs/concerns that arise.
As part of the role of primary contact, this family member is asked to liaise with other family members, should there be other family members also involved in the care. It cannot be the role of staff to contact all family members.

If the primary care contact is a different person than the financial contact person, business/finance needs will be discussed with the financial contact person. In addition to primary family contact, it is also recommended that an alternate contact be provided should the primary contact be unavailable.

Please note that the primary contact is asked to inform the Resident Care Manager if they will be unavailable for an extended period of time (e.g. vacation) and provide information

for contacting the designated alternate contact person. Any changes in contact information should be provided to the Resident Care Manager.

## Respectful Workplace

The WRHA and Donwood Manor are committed to providing a respectful and harassment free living and work environment for our residents and staff respectively. Together, we all share the responsibility to interact respectfully, and provide an abuse free environment.

Your dignity, safety, and well-being are of paramount importance. If you experience a disrespectful and/or abusive situation, please report it immediately to the Resident Care Manager, Charge Nurse, or a Department Director.

In situations of abuse related to resident care, Donwood Manor is governed by the legislation of the Persons for Protection in Care Office. Any member of the public has a legislated right to directly report cases of suspected abuse to the PPCO. They can be reached at 204-788-6366 or toll free at 1-866-440-6366.

All Donwood staff have a duty to report abuse to the PPCO. Staff receive annual education reminding them of the PPCO legislation, their responsibilities under the legislation, and our commitment to a dignified, caring, professional healthcare environment. Donwood also proactively screens all new employees for background checks, including criminal record and adult abuse registry checks.

## Resident and Family Role in Safety

Residents and Families play a role in preventing adverse events and we encourage you to participate in helping us provide a safe environment for our residents:

- Encouraging residents to use any recommended equipment. This may include walkers, wheelchairs, hip protectors, etc.
- Reporting unsafe practices or unsafe environments to the Resident Care Manager or Charge Nurse so that corrective action may be taken
- Reducing infection rates by staying away while you are ill, covering your cough, practicing good hand washing and receiving yearly flu shots

# PLANNING FOR END-OF-LIFE

## Last Will & Testament of Resident

The family should ensure the resident's Will is in order. The family is also responsible to inform the Resident Care Manager of any special requests and advance funeral arrangements which have been made so that the wishes of the resident and family are followed. Administration and nursing staff do not keep copies of a resident's will on file.

## Funeral Arrangements

In addition to ensuring that your *Last Will and Testament* is in order, it is helpful to plan and/or review your funeral arrangements. Communicate your plans to the Resident Care Manager so that staff are aware of your wishes. Please note that a copy of your *Last Will and Testament* is not typically kept as part of your health care record ("chart").

## Medical Assistance in Dying (MAID)

Donwood Manor is a faith-based Personal Care Home that is committed to upholding the dignity of life, including life in one's final days. Donwood Manor abstains from allowing procedures that facilitate the dying process to be administered to Residents at Donwood Manor.

The care team at Donwood shall respond to requests for MAID in a holistic manner, seeking to understand, support, and respond to such requests in a professional and respectful manner. Donwood Manor will allow the MAID team to complete their assessment process at Donwood, however, for the provision of MAID, transfer to another care facility will be required.

# FINANCIAL SERVICES

## Resident Trust Account

Residents in the personal care home are required to set up a Trust Account. This trust account works much like a bank account and requires a minimum of $200 balance, which is processed during the Residents' admission. The Resident Trust account has a monthly administration fee associated with managing the account.

With resident and/or family authorization, the Trust Account is typically used to pay for services such as hairdressing, medications not covered by the WRHA, and medical devices (e.g. sling). Donwood utilizes pre-approved electronic fund transfers for all financial transactions, including transactions in Trust Accounts.

## Residential Charges/Personal Resident Trust Accounts

Personal Resident Trust Account statements are issued each month. Deposits to the Trust Account will be completed by pre-authorized electronic fund transfer when the trust balance is less than $100. This will be processed in increments of $100, depending on typical account activity, to a maximum electronic fund transfer of $400.

The financial contact is responsible to authorize all charges to the trust accounts, including room reservations. Monthly statements should be retained for tax purposes. The Financial Contact is required to provide the CRA Notice of Assessment to determine the resident daily rate as per Manitoba Health Guidelines.

## Resident Transportation Charges

Transportation for social visits is the responsibility of the resident and/or family. To use Handi-Transit, the resident must be registered with the service. Please ensure that nursing staff is aware of any outings for resident security & so that necessary medications can be given as required.

Transportation to appointments is at the resident's expense. As per the Manitoba Health policy, Donwood Manor is responsible for payment of transportation where the resident is in the hospital less than 24 hours, transportation to a hospital for consult when the ambulance is medically necessary or transportation from a hospital to the PCH where the ambulance is medically necessary.

Residents are responsible for payment of transportation for the following occasions:

- Visits to family or friends and recreational outings
- Transportation costs associated with routine visits to primary health clinics, physician/optometrist/audiologist/dentist/denturist/ or other practitioner clinics or any transports where the resident can travel using a handi-van, taxi, or private automobile.
- Transportation to a hospital where the visit is due to a primary response for emergency medical service and where the resident is not returned to the PCH within 24 hours.