



Handbook

Hello and thank you for taking the time to read, please enjoy,

No matter what home means to you, there are common threads that connect us all. Qualicum Manor is grounded in gentle care and thoughtful services for older adults living in Long Term Care.

When the day comes and you find yourself wondering which long term care environment would best support your family member, friend or loved one, and you are part of their support network, we know that it can be overwhelming and fraught with loss, grief, guilt, sadness and a whole lot of new ideas, terminology, rules and expectations. I know sometimes it is a celebration, but generally it's difficult and uncharted territory.

We see this change as an opportunity for partnership and connection as we work together to learn about each other and build new relationships. We see Qualicum Manor, not as a place that replaces home, but as a space that supports care and connections in an environment that is loving and caring and generally well appointed. A safe space, a kind space where we understand the challenges and celebrate the joys. We know that our relationships and how we meet each other's expectations depend on our ability to understand each other and we want that to be honoured and celebrated.

There is no perfect way to support a person to move into Long Term Care, but we do find that once through the door, partnering with us as we navigate this change works best. It can take a few days or quite a few months for a person to transition into life in Long Term Care and the same for those still at home.

Qualicum Manor is one of a kind in the way we live and work together. I hope that you are reassured by our decades of dedication to this work and our positive local reputation.

Our positive partnership with Island Health helps to maintain our high level quality care and we work together to ensure regulatory compliance and quality and risk management in a way that supports home to be home; not so institutional. We are proud of our work and of our environment.

We support independence, which comes in many forms, and we want to manifest joy and peace. Inclusivity and community bind us and passion for the dignity and well-being of older adults fuels our shared vision.

Culture Change, away from institutional life and towards a celebration of life at home in Long Term Care prompts a mind shift change, we want to be part of the conversation and we hope you do too.

Connect with me with your ideas, questions, concerns and compliments.

Melanie Young RN BScN
Administrator and Director of Care
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250 752 1262 ext 514

Our Mission

Qualicum Manor is committed to providing excellent care in a home-like atmosphere.

Our Vision

To create a culture of caring, quality, safety, service, innovation and excellence; and be regarded as the best place to work, as well as the best place to receive care.

Our Values

Person Centered Care - We put the needs of the resident first. We support resident independence and dignity, valuing choices and respecting individual decisions.

Commitment to Family - We encourage all residents and their loved ones to become members of the Qualicum Manor family. We strive to provide a loving, caring and supportive environment in which everyone can thrive.

Teamwork - Our team is characterized by partnerships. We understand that each member has an important role to play in the quality of life enjoyed by our residents and contributes to the improvement of health outcomes for our residents. The Qualicum Manor team includes staff, family members, community partnerships and volunteers.

Integrity - We are accountable for our actions and deliver on our promises.

Resilience – We recognize our role in both enabling and supporting our ‘care community’ and its partnerships during adversity and change. We acknowledge the importance of listening and supporting team members to verbalize concerns in a safe environment.

Community – We recognize that we can’t do it alone. We strive to enhance our services by building trusted partnerships with community groups, businesses and a wide range of stakeholders.

Quality and Safety – We continually look for ways to enhance the quality of life for our residents, and the safety of all who live and work at Qualicum Manor.

Cultural Safety and Humility- Diversity and InclusionCompetency

Qualicum Manor is located in Qualicum Beach on the Territory of the Qualicum First Nations.

We recognize our role in the dismantling of Indigenous Specific Racism. Our commitment to Indigenous-specific anti-racism echoes throughout the organization, with specific goals relating to both people working with us and for us and those living with us.

Our goal is to work with sensitivity and humility as we learn together the actions and steps needed to transparently address the devastating impact that Indigenous-specific racism has had on health and employment outcomes for Indigenous people in B.C.

Our Location

Qualicum Manor is located at 124 East 4th Avenue in Qualicum Beach. We are located in the heart of downtown, within a block of all amenities.

Parking

There are parking stalls at the side and rear of the building as well as on the street in front. There is a short-term Loading Zone parking spot beside the access ramp on the west side of the building.

General Information

We are open 24/7 so you may visit when it works best for both you and who you are visiting. Please have a conversation with your nursing and care team to see what visiting times would work best for all. Connecting can take place in any common area, the garden patio, in the home room or away from the community. Please press the buzzer at the front door to gain access.

Dining at Qualicum Manor

Family and friends are welcome to arrange to have a meal with a resident at Qualicum Manor for a nominal fee. Please advise administration or your nurse so that your meal can be arranged with the cook. We ask that you advise us as early as possible before the meal so the kitchen has time to prepare.

Laundry

Machine washable clothes are laundered on site for our residents daily, and bedding is laundered weekly. Dry cleaning must be arranged and paid for by the resident or family.

Room Cleaning

Resident rooms are spot cleaned daily, and thoroughly cleaned once a week. Garbage is emptied daily.

Safety Features

In each room there are nurse call buttons by the bedside and also in the bathroom. Smoke detectors, fire sprinkler systems as well as fire extinguishers are in place throughout the building. The fire alarm system is monitored 24 hours per day. Fire drills are held regularly to keep staff and residents up to date on fire procedures. Each room has an air filtration system in addition to air conditioning.

Mail

All mail is delivered to the business office, where it is sorted and delivered to residents. All outgoing mail can be brought to the business office to be mailed.

Call Bell System

A call bell to gain assistance is located near each resident's bed and in all bathrooms.

Ambulance Services

Should it be necessary to transport a resident via ambulance, this service will be billed directly to the family or resident by the Ministry of Health. This expense is the responsibility of the resident or family.

Cable Television

Set up of cable TV is managed in house. All rooms are furnished with cable TV outlets. The charge is monthly and can be paid from the comfort account.

WIFI Access

Many families use this technology to show pictures or have video calls. Passwords are available from the office.

Telephones

All rooms have telephone outlets. Arrangements for hook up of telephone service must be made directly with Shaw or Telus. It will be the responsibility of the resident or family to provide a telephone and initiate this service.

Hairdressing

A hairdresser visits Qualicum Manor 1 day per week to provide hairdressing services to our residents. Residents wishing to utilize this service should let the office or recreation department know. The charges for this service will be billed to the comfort fund.

Foot care

Foot care is important for older adults. A registered foot care nurse provides this service at Qualicum Manor. This cost can be paid through your comfort fund.

Dental Hygiene

Oral hygiene is an integral part of our total well being. A dental hygienist visits our facility regularly. Residents are seen as needed or bi-annually for check ups. The dental hygienist will advise if a resident should be seen by a dentist.

Bathing

We have specially equipped bathing rooms where care staff assist each resident with baths or showers according to their individual need.

Wheelchairs and Walkers

A limited number of wheelchairs and walkers are available from Qualicum Manor. Please speak with the Director of Care regarding the process of assessment and prescription of mobility equipment.

Restraints

Qualicum Manor applies a policy of minimal use of restraints. Bed rails and belts for safe positioning in wheelchairs are considered on an individual basis in consultation with family, nursing staff and the physician.

Resident & Family Council

This is the opportunity to give voice to resident and family concerns and suggestions. Meetings are held bi-monthly and attended by residents, recreation staff and administration. Minutes are posted on the information board on first floor and/or circulated via email.

Pastoral – Spiritual Care

All spiritual and religious beliefs are supported. Please let us know what is most meaningful and we will support this access. Non denominational ‘Church’ services are held regularly and are included on the monthly activity calendar. Residents are welcome to have visits with persons who can support their spiritual interests.

Alcohol/Cannabis

Residents who are accustomed to enjoying alcohol or Cannabis as part of their routine require an order from the resident’s family physician. For the safety of all residents, the resident’s alcohol and /or Cannabis must be kept at the nurses’ station, and given to the resident by the nurse.

The activity calendar also features pub style events where alcoholic and non-alcoholic beverages are available.

Smoking

Qualicum Manor is a non-smoking home.

Pets

Our beloved pets can't come to live at Qualicum Manor but we do welcome pets to come for short visits. Regular pet visiting programs are part of our scheduled activities.

Addressing Concerns or Complaints

Your first connection with your questions would be in person at the time of the issue and with the nurse on the floor.

If you still have questions then you can easily connect with the Head Nurse or with the Director of Care or the Office Manager.

Here are the ways you can connect:

In person or on the phone at any time to your nurse:

1 st floor	250 752 1262 ext 503
2 nd floor	250 752 1262 ext 200
3 rd Floor	250 752 1262 ext 300

Monday to Friday 8am to 4pm

- Head Nurse 250 752 1260 ext 503
- Director of Care/ Administrator 250 752 1262 ext 514
- Office Manager 250 752 1262 ext 501

Email:

Office manager:

officemanager@qualicummanor.ca

Administrator and Director of Care: melanie.young@qualicummanor.ca

After hours each nurse can use our on call system to connect with our Head Nurse or Administrator.

Still not resolved?

If we have not been able to support you in your query then please connect with the following 2 options:

Island Health Patient Care Quality

250-370-8323

Toll-free: 1-877-977-5797

patientcarequalityoffice@islandhealth.ca

Island Health Licensing
CENTRAL ISLAND - NANAIMO
250-739-5800
Fax: 250-740-2675

Services Available to Residents

Pharmacy

All of our pharmaceuticals are provided by one drug store, CareRX. Our nurses, in consultation with our Medical Director and often the POA or representative, order prescriptions from this pharmacy.

All prescription drugs covered by the provincial Pharmacare program are supplied to residents free of charge. If a resident needs medications that are not covered by Pharmacare, they or the family will be billed for these directly by Care Rx.

Care Rx pharmacist attends care conferences at Qualicum Manor. The pharmacist also regularly reviews medications dispensed at Qualicum Manor. The purpose of this review is to ensure that residents take only those medications that are required to help them function as fully as possible. Please raise any questions about medication with the nurse. Our pharmacist is available for consultation as needed.

Qualicum Manor supplies basic medical supplies. Specialized treatments or supplies will be reviewed with the family and may be billed at cost to the resident.

Physiotherapy

There are several physiotherapists with expertise in seniors care who provide services in our community. Payment for assessment/treatment services when applicable is the responsibility of the family. Please speak with nursing staff to arrange appointments.

Occupational Therapy

OT assessment may be recommended to determine equipment needs for wheelchairs and walkers. Payment for assessment services when applicable is the responsibility of the family. Please speak with nursing staff to arrange appointments.

Dietary Services

Three nutritious meals are served daily in addition to between meal snacks. Our dietician reviews individual resident's weight and nutritional status on a weekly basis, as well as our menu to ensure that the highest quality is maintained. When each new resident moves in, our dietician assesses individual nutritional needs and, when necessary, recommends a specialized diet.

Recreation

The recreation department at Qualicum Manor provides a range of therapeutic, recreational and social activities for our residents. With the assistance of volunteers and



families, the recreation staff facilitates a caring and stimulating atmosphere that helps residents enjoy themselves and support their individual highest functional level.

We recognize the uniqueness of each resident, and respect the resident's individuality, their human rights and their need to feel comfortable and secure in their environment. The recreation staff seek to maintain the comfort and dignity of the residents whatever their state of physical, mental or emotional health.

Examples of the recreation therapy programs:

- Pet Therapy
- Creative Programs such as Crafts, Art Therapy and Music
- Physical Programs such as Daily Fitness, Walk n Roll & Brain games such as word finding and cross-word puzzles
- Home Life Programs such as gardening and baking
- Intergenerational Programs involving children and youth

Recreation Calendar

A monthly calendar of activities and entertainment events within Qualicum Manor is posted throughout the building. These calendars list the times and locations of each daily activity or event. Special care is given to mark seasonal celebrations, birthdays and other special days and happenings. Family and friends are welcome and encouraged to attend any of the programs and events within the facility.

Moving In

Assessment and Determination of Requirements

Admission to all funded or subsidized Long Term Care Homes in our health region is coordinated through Island Health. Island Health subsidized residents are assessed by Long Term Care Nurses in the Community or Hospital. Clients are matched to homes on a 'first available space' basis, meaning that clients move in to an available home space in their geographic area.

When a home has a vacancy, it is reported to the local office of Island Health. The Island Health team determines who shall be matched and notifies the home. At Qualicum Manor, the Director of Care is notified and then contacts the next-of-kin to explain the process of moving in.

Families who pay privately for the care of their family member make arrangements for moving in with input from the physician who currently looks after their family member.

Medical Information

It is essential to obtain medical information on new residents before they arrive. The current physician looking after the resident will also be asked to complete a brief medical history, standing orders for routine treatment, and provide a list of current medications taken by the resident. Most community physicians prefer to transfer the care of their patient to our Medical Director, once they move to Qualicum Manor.

Moving In

Picking a time to move in is done together. It will depend on the collective needs of all and the location of the home space. We are flexible and supportive and understand that help is needed. We are good at supporting transitions such as these and are happy to work together to find the right time.

Absences from Qualicum Manor

Island Health subsidized residents may be away from Qualicum Manor for up to 30 days per calendar year. Absences longer than this will affect the residents long-term care status. Residents who pay privately do not have any limitations in this regard. During any absences, the resident continues to pay their daily per diem rate.

Outside Appointments

For care services not provided at Qualicum Manor (e.g. Medical specialist, x-rays), arrangements are made for residents to be seen in the community. Qualicum Manor does not have the ability to provide transportation or escort for this. It is the responsibility of the resident or family member to make transportation arrangements. We routinely use a local medical transportation company and/or companion service and can arrange transport if family is not able. Fees for this service are the responsibility of the family.

Funeral Arrangements

We recommend that these arrangements be made and filed with us. This enables us to carry out the wishes of the resident and family should the next of kin be unavailable.

Resident Rooms

Rooms are assigned to new residents with consideration of their medical health care needs, their emotional and social needs, and whenever possible, their personal preferences. Because this must also be done with the needs of present residents in mind, decisions about the room arrangements are made by our team.

It is sometimes necessary to move residents from one room to another, due to changing individual needs. We must have this flexibility in order to deliver the best possible care to all residents. Residents and/or family members will be consulted regarding a potential room move whenever possible. However, because we must consider the needs of all our residents, the final decision must rest with the care team.

Decorating of Rooms

All resident rooms are supplied with a bed, duvet, side table, dresser, and a wardrobe. Most residents like to bring some of their own items to make their rooms feel cozy and familiar. For example, pictures, a favourite bedspread, mementos, hobby supplies, television, radio and possibly a favorite chair. For safety reasons nothing with a heating element, such as an electric blanket may be placed in a resident's room. It is also advisable to mark all personal effects for identification.

When residency ends please remove all personal items in a timely manner. If family members are unable to remove personal belongings within 24 hours, Qualicum Manor staff are available to assist with packing belongings for pick up. If personal belongings/furniture is left behind, there may be a charge for disposal is required.

Insurance

We do not provide insurance coverage for the personal belongings of the residents. We recommend that the family purchase contents insurance policy to cover the personal belongings and prosthetic devices such as hearing aids, eye glasses and false teeth of their family member.



Qualicum Manor does not replace items or offer monetary support for any items such as glasses, hearing aids, prosthetics or other items that are lost or damaged while in our care.

Electrical Items

The safety of all residents must be considered when electrical items are brought into Qualicum Manor for the personal use of residents. Certain electrical items that are a potential fire hazard cannot be allowed in resident's room, for example a kettle.

Resident Security

Qualicum Manor front doors are locked. There is an intercom which alerts us, and we will 'buzz you in'.

Security of Valuables

We strongly encourage residents not to keep items of value, or documents of importance at Qualicum Manor. We certainly understand that residents want to keep such things with them because of their sentimental value. However, we cannot guarantee their safety and therefore cannot be responsible for loss or damage. The resident and/or family must weigh the risk of loss or damage against the benefit of keeping such items in their room. For items of value and specialty items such as hearing aids, we strongly recommend content insurance to protect against loss.

Labeling

Clothing and other personal effects can be lost or accidentally misplaced. Labeling does not guarantee their return, however it does make it more likely that items found will be returned to their owner. We feel it is essential that all personal effects (such as dentures, glasses, wheelchairs, walkers, hearing aids, electrical equipment and razors) and clothing be labeled.

All clothing must be labeled shortly after moving in. Iron on clothing labels are supplied by Qualicum Manor.

There is a one-time fee for this service. Our staff will apply the labels to the clothing. Mending of damaged clothing is the responsibility of the resident's family. Clothing that needs repair will be identified for you.

Lost & Found

Any items that are turned into the office will be kept for 60 days. Please contact the office if you need assistance in finding a lost article.

Donations

Qualicum Manor does not accept donations of belongings. We appreciate the spirit of generosity and request that families contact local services such as SOS or Salvation Army.

Recommended Clothing

The following are lists of clothing articles that are suggested for residents. The items and quantities were chosen because we feel that they will be the most practical and comfortable for the lifestyle residents have at Qualicum Manor. All articles should be machine washable and permanent press. Hand-washable or 'dry clean' items cannot be cleaned by our laundry and are the responsibility of the family.

- 6 outfits that are easy and comfortable to wear
- Shirt or dresses with **front zipper**/buttons
- 4 sweaters with front buttons/zipper
- 3 cardigan sweaters
- 5 pairs knee high pantyhose / socks
- 6 pairs underpants
- 2 bras
- 4 nightwear
- 1 pair non slip slippers/non slip socks
- 1 pair outdoor walking shoes
- 1 medium weight jacket

Suggested grooming articles: :

- Brush and comb
- Toe nail clippers
- Deodorant
- Powder
- Toothbrush / toothpaste
- Hair accessories
- Kleenex
- Soap
- Razors-electric
- Cosmetics
- Shampoo & Conditioner
- Moisturizer

Finances

Rates

Qualicum Manor has both private pay and government funded residents. Residents placed through Island Health will have their per diem rate calculated based on a standardized provincial assessment.

Rent

Rent is due on the first day of every month. We require that families complete an automatic debit form. Statements are available at any time. Residents and families will be advised of rate changes as the Ministry of Health informs us. Tax receipts are available upon request in February of each year. Refund cheques for unused comfort account monies as well as adjusted monthly rental fees will be issued 14 days following discharge.

Resident Comfort Fund

We strongly discourage residents from keeping large amounts of cash in their rooms or on their person when away from their rooms. Our business office provides a Comfort Account service. Cash or cheques can be deposited in a resident Trust account and cash withdrawn when needed. Payment of personal services offered at Qualicum Manor (i.e., hairdressing, foot care) can be charged directly to this account. We will have you sign a consent for services form to ensure you are in agreement prior to accessing these services. We suggest that a minimum of \$200.00 be deposited into the comfort account upon moving in. Such trust accounts are governed by Provincial Law. Funds must be on hand and available for use prior to any expenditure. Statements of this account are available by request at the business office.

Veterans Affairs Canada

If your family member was a member of the Canadian Armed Forces, they may be eligible for financial support from VAC. Our office can assist with contact information.

Our Staff

Our team is made up of Administration, Medical Director, Nursing, Care Aides, Recreation, Nutrition and Food Services, Pharmacy, Housekeeping and Maintenance Staff. Each and every member of the team plays an important role in providing care and support for the residents.

Our Nursing Team

The nursing team includes RN's, LPN's, Care Aides and the Administrator/Director of Care. The RN and LPN's monitor the care given by the whole of the nursing team and co-ordinate with other departments, physicians, family and residents regarding care issues. They also provide clinical care to residents such as dispensing medications, attending to special procedures or treatments, liaising with physicians and carrying out physician's orders

Care aides provide the day-to-day personal care and supervision of the residents. They work under the direction of the RN, LPN and Administrator/Director of Care.

Medical Director

Our Medical Director oversees the delivery of medical services to residents. Although it is not a requirement on admission to switch care providers; our Medical Director is onsite weekly. The Medical Director liaises with other medical professionals as needed and participates in weekly rounds and care conferences. Geriatric Psychiatry specialists and other members of the Oceanside Community Mental Health support team visit Qualicum Manor regularly.

Fire Drill Instructions for Visitors

Qualicum Manor is fitted with a two-stage alarm system that can be activated by any one of the following devices

Pull stations – generally located near exit doors

Smoke detector – all areas

Sprinkler heads – all areas

STAGE 1 ALARM:

Short, loud intermittent rings on all alarm bells

Fire doors in corridors will close automatically

NOTE: All doors with keypad locks will remain locked, including all Exit doors to outside of building.

STAGE 2 ALARM:

Continuous loud ringing on all alarm bells

All doors with coded locks automatically unlock

Room doors will automatically close

WHEN THE FIRE ALARM IS ACTIVATED:

Remain calm, you have the option to continue to offer reassurance to the resident you are visiting

Follow instructions from staff

Unless there is direction to leave the building, the general guideline for visitors and residents is to remain where you are

Please inform a member of staff if you decide to leave the property

Follow EXIT signs to stairwell, and/or exit the building

If full evacuation of building is necessary the fire department will be here to provide direction. Leave the building at the nearest exit and make your way to the assembly area.

Note: Our assembly area is the rear alley behind the patio fence.

And Finally

Thank you for trusting us to support you and your family member, friend or loved one on this journey. We want to be present for you and we are glad to be part of what's alive for you as we navigate this together.

Reach out and connect, ask questions, it will help us all in the end.

Take Care.

Melanie Young

Administrator and Director of Care