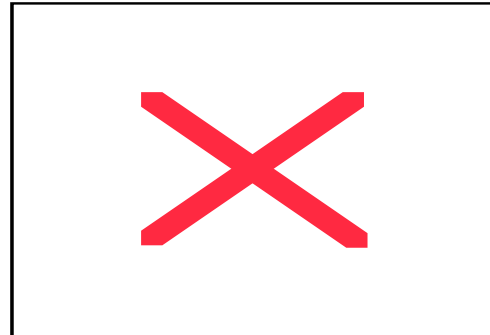


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***Mission***

The Board and Staff of the Cove are committed to providing a home for our residents which offers excellence in health care, comfort, caring, supervision, and love. Each of these elements are tied together with a belief that each resident is a special person in their own right, worthy of our respect, courtesy and the primary purpose of our being here.

***Philosophy***

The philosophy of the Cove is grounded in the belief that we exist to serve the needs of those entrusted to our care. We perceive the individual from all aspects of their being in light of their relationship to God, themselves, their families and the community in which they live. Through our actions we affirm these principles.

***Statements of Values***

Our deeply rooted values come from our heritage as a compassionate provider of service.

***Values***

***Equality*** - we affirm the worth of each person and treat everyone equally with dignity and respect.

***Excellence*** - we strive to continually improve the outcomes of our services.

***Partnership*** - we work and function as a team.

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***Principles***

- We believe in the value of the whole person. We approach Resident Care issues from a holistic viewpoint.
- We aspire to the principles of independence and individuality. We encourage families, employees, physicians, volunteers and clergy to assist our residents in achieving their optimal personal lifestyle.
- We respect, include and serve people without regard to race, religion, age, disability, gender, sexual orientation or socioeconomic status.
- We strive to promote meaningful interaction through community liaison.
- We seek to assure the spiritual freedom of all persons.

- We promote excellence in Human Resource Development to assure quality service.
- We are responsible and accountable for all of the resources under our management so that we may fulfill the terms of our mission.
- We are guided by the principles of justice in addressing our social responsibility as a corporate citizen in our community.

### ***Strategic Planning***

The first twenty-five years of the life of the Cove were focused primarily on offering “Guest Home” services. With our growing elderly population we must extend our focus to include the needs of the entire community. We need to develop services that will assist in promoting a long and healthy life for our aging citizens. We see the Cove as the “**Centre of Excellence**” in the care and community support for adults and seniors of our locale.

Over the past five years we’ve been inundated with reform and foresee change as a constant continuum as we foster partnership with the District Health Authority and the Department of Health. In doing so we must be prudent in reviewing our plan at least annually. Paramount in successfully fulfilling our Strategic Plan is effective communication. We will make every effort to communicate as expeditiously as possible with all our “public”, both internal and external, as we move forward.

### *Homes For Special Care Nova Scotia*

In Nova Scotia, Homes for Special Care refers to adult facilities defined in the Homes for Special Care Act. At present, such facilities include licensed nursing homes. It is under this category that the Cove operates.

#### *Purpose and Objectives*

*“Homes for Special Care provide care, supervision and programming for individuals who are physically or mentally challenged or both and who are unable to maintain themselves or be maintained in the community. The Homes attempt to increase each resident’s independence to the fullest, to reduce rate of physical and/or mental deterioration and maintain or restore his/her general functioning capacity.”*

The Cove Admission Manual should be read in conjunction with the Homes for Special Care Act and Regulations. The Administrator and Director of Resident Care maintain a copy of each in their offices for easy reference.

Copies of the Homes For Special Care Act and Regulations can be purchased from:

**Nova Scotia Government Bookstore  
1700 Granville Street  
P.O. Box 637  
Halifax, Nova Scotia B3J 2T3  
Tel. 902 - 424 -7580**



### ***Should you be thinking about a Home for Special Care?***

Whether you're considering the move for yourself, or someone else, here are some things which may assist and influence your decision. Please remember the type of help and support available varies from home to home, and that your circumstances may change over time.

#### ***Personal Needs: Do you, or someone else...***

- require assistance to use the bathroom, bathe, dress or shave?
- need help to launder clothing and bedding when necessary?
- confuse day with night?
- show a disinterest in grooming or personal appearance?

#### ***Safety: Are you, or someone else...***

- a danger to yourself or others, leaving lit cigarettes in ashtrays, or a pot on a burner?
- having difficulty with stairs, falling?
- getting lost in familiar situations or tending to wander away?
- contemplating major modifications to your home or apartment?

#### ***Nutrition: Are you, or is someone else...***

- finding shopping and getting meals too difficult?
- needing help to eat, forgetting to eat?
- having unexplained weight loss?

***Medical: Are you, or is someone else...***

- recently discharged from hospital?
- suffering from multiple health problems?
- physically immobile or physically challenged?
- becoming incontinent?
- failing to take medication properly?
- unable to sleep well or mentally impaired?
- losing daily living skills?
- unable to get help?

***Social: Are you, or is someone else...***

- living alone due to death, divorce, or separation?
- without nearby relatives or living in isolation?
- exhibiting inappropriate behavior, expressing a desire to die, bathing after bed time, getting dressed in the middle of the night?
- developing aggression, agitation, explosiveness, depression, apathy, paranoia, disorientation?
- unable to handle finances?

### ***Selecting a Home for Special Care***

The place you choose is going to be your future home, so it is important to find one that best suits your needs, interests, and personal preferences. When you or your family are visiting homes, use the following as a guide. Keep in mind that no one home is likely to fulfill all your needs and expectations.

#### ***Where do you start?***

- Ask friends and relatives who either work in the field or who have been through the experience.
- Discuss the situation with your doctor.
- Contact the Administrator or Director of Resident Care of a local home for special care.
- You can contact 1-800-225-7225 for information from the Nova Scotia Department of Health.
- Visit your local seniors' centre or veterans' association for information.

#### ***As you tour the facility, look at the conditions of the building, the grounds and observe the attitude of the staff.***

- Are they pleasant, friendly and cheerful?
- How are the residents addressed?
- Does the staff answer requests promptly and courteously?
- Does the staff respect residents' privacy?
- Do the residents appear sociable and at home with their surroundings?
- Is the home clean and free from offensive odor?

- Is there a lounge for socializing and entertaining visitors?
- Is there space for private conversations with family and friends?
- Is there an area or special room for crafts and other activities (movies, etc.)?
- Can the residents go outside? Is there a garden or patio? Is there a ramp?

***Find out about the policies of the home...***

- Will you be encouraged to participate with staff in the identification of your own care requirements?
- Who is responsible for transporting you to medical offices or other outside appointments?
- What is the procedure for identifying personal items, clothing, furniture, dentures, eyeglasses, and what is the policy regarding lost articles?
- What are the smoking rules?
- When are the fire drills and what are the procedures?
- Is food or alcohol permitted in your room?
- What are the policies regarding money and valuables?
- Is there a resident council to handle specific concerns of the residents within the facility?

***About the Laundry...***

- What items can you send to the laundry?
- May you do your own laundry?
- Who is responsible for mending of personal clothing?

***Look at the residents' rooms...***

- Check the general appearance and size.
- Is there a good window area? What is the view?
- Is the bed comfortable? Is there a locked cupboard or drawer?
- Do the residents have their own possessions and furniture in their rooms indicating their individuality?
- Is it possible to have your own telephone and television?

***Ask these questions...***

- How close is the bathroom? Is it shared or private?
- Is there a call button or call light system, or an intercom for calling care staff?
- May you lock your door?
- May you hang your own pictures and bring some of your own furniture?
- What provision has been made for couples who wish to share a room?
- May you get up in the morning when you wish?
- May you stay up at night as long as you desire?
- May you choose your roommate?
- May you move to another room? Are private rooms available? Is there a charge?
- Can your own doctor continue to care for you?
- Are there pharmacy services? May you get your own prescription filled?

- May you keep non-prescription medications at your bedside?
- Can you approve purchases made on your behalf prior to purchase?
- Are the bills for personal grooming supplies, hair, etc., itemized?

*And then there are the meals...*

- Is there a dining room? How far away is it?
- What type of meal service? Cafeteria style, formal?
- Where do residents eat if there is no dining room?
- Are residents given enough time to eat meals at their own pace?
- Is there more than one sitting?
- Are menus posted? Are they followed?
- May you sit where you like in the dining room?
- Is room service available?
- What are the times? Are they flexible? Can you have snacks?
- Are special diets available?
- Is there help for residents who are unable to cut up their own food or feed themselves?
- Can the resident or relative make a cup of tea or coffee when they wish?
- May the residents have guests to a meal? How much will this cost? How much notice is required?

***What about the residents' care?***

- How much professional help is available? Is there a social worker, dietitian, resident counselor, rehabilitation therapist, doctor, registered nurse, clergy available?
- What services will the care staff provide?
- Are hairdressing and barber services available?
- Does a podiatrist visit?
- Who is on duty at night?
- Do the staff wear uniforms? If not how will you identify them?
- Who should be contacted if you have a question regarding your rights or the services available?
- May you have a bath when and as often as you wish? May you have a shower instead?
- Will you have privacy? May you use your own soap and shampoo?

***How about the social and recreational activities?***

- What kind of organized activities are available?
- Are all the entertainment and activity functions in-house, or are outside facilities utilized?
- Is there a variety of craft activities?
- Are there extra charges for craft materials?
- Will you be able to pursue your own hobbies, (gardening, cooking, playing a musical instrument, swimming, etc.)?

- Is there a “signing out” book?
- Do the residents appear to come and go as they please?
- Is there a private and easy to reach telephone available?
- Is your language spoken? If not, how will staff communicate with you?
- Are church services held in the facility?
- Are volunteers active in the facility?

***What are my rights in a Home for Special Care?***

You have a right to personal dignity, self-determination, external communication with, and access to, persons or services as you require them. You can exercise your personal legal rights and you have certain entitlements under the Homes for Special Care Act.

***These Are:***

- to be provided with adequate and comfortable living and sleeping space, according to the regulations,
- to be provided with meals which are of a high standard and nutritionally well balanced,
- to be provided with adequate facilities and care to maintain your personal hygiene,
- the opportunity to communicate with and to be visited by friends and relatives at reasonable hours (this would also include volunteers if neither friends or relatives are able to visit),
- and to have visits from members of the clergy, and to attend religious worship at the church of your choice.

*As a resident of the Cove you also have “rights, and you can expect...”*

- To be sheltered, cared for, treated and spoken to with dignity in a manner that is courteous, fair, considerate and recognizes one’s status as an adult.
- To manage one’s own financial affairs, unless unable to do so.
- To be involved, whenever possible, in any decisions affecting treatments and to have one’s condition explained in easily understood terms to oneself or next of kin.
- To be able to express personal feelings, criticisms and grievances to staff members or administration without fear of reprisal, discrimination or deprivation.
- To be kept informed of rules and regulations governing the Cove, the services provided in the per diem rate and services available at extra cost.
- To have access to written legislation, regulations or provincial policy that have impact on the Cove’s operations.
- To have access to Cove activity programs that reflect rehabilitation, reactivation, spirituality, socialization and assistance towards independence at the maximum level possible in comfort and dignity.
- To refuse medical treatment and medications and to be fully informed of the medical consequences of one’s refusal. This is to the extent that it will not interfere with the lives and safety of other residents (e.g. in the case of communicable diseases) or violate any specific laws. In all such cases, the Cove will expect the resident to give a written waiver.
- To have privacy when receiving treatments or consultations and to have access to a quiet area to communicate privately with family or any other person.
- To be assured that one’s personal, financial, medical and any other records are kept in confidence and made available only to authorized persons.

- To be able to personalize assigned room with pictures etc., considering space limitation (fire / safety regulations) and other resident’s rights are recognized.
- To form friendships and to enjoy normal relationships with other residents or persons of one’s choosing without hindrance or embarrassment.
- To expect to have adequate and nutritious meals and snacks appropriate to the needs of residents.
- To be free of chemical and physical restraints, except when authorized in writing by a physician for a specified period of time or when necessary to prevent injury to oneself or others.
- To be assured that care will be provided regardless of one’s color, creed, cultural background, religion or medical status.

- To participate in resident's organizations without fear of reprisals from staff members or management.
- To be assured that the reason for, or circumstances surrounding a change of room or transfer to another level or floor within the Cove will be explained fully and that the resident will have a reasonable opportunity to discuss any pending transfer prior to implementation.
- To be able to choose one's personal physician providing the physician adheres to legislation and guidelines approved by the Cove.
- To be provided with reasonable opportunities to develop one's interests, abilities, hobbies and potential.
- To expect that all staff employed at the Cove be knowledgeable about the process of aging and have adequate ability to maintain levels of care.
- To be assured that all staff have been made aware of and will honor the rights of residents at the Cove.

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### ***Confidentiality***

In order to ensure the privacy of residents and their families, the Cove maintains confidentiality of records at all times. This includes personal, medical and other information concerning residents and their families and / or the Cove.

In order to ensure confidentiality of information, employees are under no circumstances, unless duly authorized, to release, repeat or otherwise convey information that is not published or available to persons outside the Cove.

Breach of this policy is considered a serious act of misconduct and a violation of the "Homes for Special Care"

### ***Pre-admission and Admission Information***

Eligibility for admission to a Long Term Care (LTC) Facility can be initiated by either oneself or it may be recommended by the applicant's family or physician in conjunction with the Department of Health. In any case, the adjustment can be a challenge and the staff of the Cove is very familiar with the potential problems encountered by all involved.

#### ***Single Entry Access (SEA):***

Single Entry Access (SEA) is a new system in Nova Scotia by which citizens can access home care services or placement into a long-term care facility with a single phone call.

For people requiring continuing care and their families, **SEA** means they no longer have to navigate through the often time-consuming and complex process of finding services themselves or applying to multiple homes for the aged. SEA is easy and compassionate. A single 1-800 phone number is all any Nova Scotian will have to call for continuing care. Decisions on who gets priority placement into long-term care facilities will be fair and based on clear criteria. Care coordinators will help clients and their families through this difficult time in their lives.

**For Further Information:  
Contact The Nova Scotia Department of Health  
@ 1-800-225-7225**

#### ***Pre-admission Process:***

Prior to admission, applicants are required to have a number of important documents completed. These documents include: Minimum Data Set (MDS) completed by a Care Coordinator (case worker) either in the home or hospital setting, "The Medical Status Report for Admission to a Long Term Care Facility" by the attending physician and "The Pre-admission Assessment Form" completed by the Director of Resident Care or Assistant Director of Resident Care of the Cove. A care coordinator will guide you and your family through this pre-admission process.

#### ***How much does it cost?***

The Cove per diem rate (daily charge) is developed by the administration in conjunction with the Board of Directors. The budget is then reviewed by the Nova Scotia Department of Health, and ultimately, must be approved by the Department. The rate is reviewed annually. The Cove's current per diem rate is (see annual insert).

#### ***Resident Responsibilities:***

See Admission Contract (Article III pgs. 4,5 & 6).

#### ***How do you pay?***

See Admission Contract (Article III sections: 3.3, 3.4, 3.5 and Schedule B).

**Additional information can be obtained through 1-800-225-7225.**

### *You and the Government*

**Income Tax Returns** - The Cove has volunteers prepare tax returns for its residents, unless it has been arranged that a member of the family will do it. All relevant documents (T4's, tax returns, etc.) are available in the business office. A copy of the completed tax return is held with your file.

**Goods and Services Rebate** - The business office will deposit, at your request, your GST rebate cheque in the bank. Or, if you prefer, it can be deposited in your personal use or trust account.

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### *Your Personal Affairs...*

The Cove maintains that you should manage your own affairs unless you choose otherwise, or if you are unable. Here are some things you and your family should consider:

- **Designate/Personal Representative** - This may be your spouse, a member of the family, a friend, or the executor of your will. This person should have the authority and responsibility to act on your behalf in case you are unable to do so. Please do not ask staff to witness any legal documents as our employee guidelines do not permit this. Also, staff are not permitted to accept monetary rewards for their services.
- **Personal bank account** - Someone, preferably your designated Personal Representative, should have joint signing authority of your account and be able to maintain control should you be unable to do so.
- **Valuables - We strongly recommend** that you leave your valuables (jewelry and/or large amounts of cash) with a family member or in a bank safety deposits box. The Cove operates an in-house bank in which you may keep a specific maximum balance (see annual insert and admission contract). You can make withdrawals any time during business hours. Any payment made on your behalf, or that of your family, is recorded and receipts are kept for inspection. You would use this account to pay for hair care, newspapers, telephone, cable TV, etc.
- **TV and telephone** - You may want to have your own telephone and cable for your television. Each room has hookups for both. You are responsible for the cost and arrangements of these services.
- **Wills, executors, and insurance** - You should have a will, and the executor or next-of-kin should be aware of your wishes.
- **Funeral arrangements** - We recommend that you discuss funeral arrangements with your family. Make your plans now. This will save you from worry and alleviate the concerns of your loved ones.

- **Family relationships** - The Cove considers your relationship with your family to be of utmost importance. Encourage them to visit often and take part in Cove activities. Visiting hours (see annual insert).

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You can also go out to visit with them. Just let the nurse in charge know when you're going out, where you're going, and how long you'll be gone. It may be that there are medications or procedures to take care of before you go.

Keep in mind there will likely be a period of adjustment for both you and your family after you move into the Cove. You may have a special diet, so check with the staff to see what you can eat or drink. There might be a change in your financial status. Remember the little things, the birthdays, holidays and other special occasions. Your family can get a good idea of what to expect by talking to the staff.

### ***What to Bring***

You should bring your favorite things, keeping in mind that storage space is quite limited. Many of our residents have a chair, a lamp, a radio and television (19" or smaller model required, C.S.A. approved) from home, and pictures to hang on the wall. If at all possible, it is requested that family or next-of-kin store seasonal clothing at their residence until such time the resident requires them. For example, during the winter months only heavy clothing should be placed in the resident's closet. Remaining out-of-season clothing should be stored at the residence of family or next-of-kin.

### ***Following is a list of permissible items to take with you when admitted to the Cove:***

- Television and VCR/DVD player (portable, no larger than 15")
- Clock radio/cassette player/CD player (portable, no larger than 18")
- Electric fan (desk top no larger than 12" in diameter)
- Wall clock (12" diameter, battery operated)
- Table lamp (no larger than 16")
- Telephone (desk/table top, connection, monthly fees and disconnection coverage is the responsibility of the resident or person responsible.)
- Small potted plant (no larger than 7")
- Ornaments/decorations (space is limited) quantity must be approved by the Cove
- Chair (recliner, rocking chair)
- Stuffed animals or doll (no larger than 24")
- Clothing is limited (refer to page 18)
- All residents should be encouraged to bring either Collages or Albums rather than individual pictures, as this may become a problem area.

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### ***Two things to note:***

1. Certain small appliances, (coffee pots, electric blankets, hot plates, clothes irons, curling irons, hair dryers, coffee makers, microwaves, heating pads or grain filled heat bags, e.g., magic bags, etc.) are not permitted. Mini fridges are also not permitted.
2. For security reasons, all goods and furniture brought in by yourself, your family, or friends, **must be cleared through the Maintenance Supervisor or Director of Support Services** between 8:00 a.m. and 4:00 p.m., Monday to Friday.

### ***Gift Giving Suggestions***

Gift giving to celebrate special occasions of the resident can still continue following admission to the Cove. Here are some great gift suggestions.

- **Clothing:** staff can assist you as to what clothing is suitable for the resident (e.g. easy wear clothing, rubber soled footwear, etc.).
- **Newspaper Subscriptions:** a magazine subscription, large print books and writing paper are also great ideas.
- **Gift Certificates:** for grooming purchases e.g. hair salon, toiletries etc.
- **Toiletries:** soap, shampoo, hand and body lotions/moisturizers, hairbrush, a shaver etc. Consider if there are any allergies.

**Do not hesitate to ask staff for their assistance with more gift giving ideas!**

### *Our special care unit*

Special considerations for gift giving in our special care unit, “**Creative Care**”

You may want to think about what will brighten the eye, delight the ear, or awaken the taste buds. What aroma may evoke a cherished memory or what tactile sensation will comfort and reassure?

If you are wondering what to give your loved one in our special care unit, here are some suggestions:

- An Alzheimer Society Cuddle Bear
  - A memory book
  - Picture books or magazines
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- Picture for the wall or bureau
  - Music (cassette tapes) and videos
  - An Afghan, lap robe or bedspread
  - Hand and body lotions
  - Clothing that is easy to put on (jogging suits are great!)
  - Ask a local community group to visit
  - An appropriate outing
  - The gift of love....being there to share a story, a smile, and a hug are the most precious gifts of all.

***A list of additional gift giving ideas are available for you to view in the Creative Care Unit admission booklet.***

### *Our Services*

**Medical:** We encourage you to engage the doctor of your choice. In keeping with the Cove’s preventative and rehabilitative program, your doctor will be responsible for all medical/ health services, including the prescription and management of drugs, ordering diagnostic procedures, and hospitalization if necessary. Medical specialities are available on a consulting basis, and laboratory, EKG and X-ray facilities are provided primarily by the Cape Breton Regional Hospital.

**Nursing/Resident Care:** These services are provided by a qualified staff of registered nurses, licenced practical nurses, provincially certified personal care workers and continuing care assistants. Our staff is trained in the health needs of older adults, in planning and implementing the care to meet those needs, and in evaluating the effectiveness of such care. We emphasize independence, and strive to promote, maintain and restore good health and quality of life.

**Professional Advisory Committee:** This group monitors the Cove's multidisciplinary team approach which helps ensure high quality care. It is the link between medical staff, therapeutic care staff and administration.

**Activities:** Activities are designed to stimulate the residents' social, psychological and physical capabilities, as well as enhancing psychosocial well being. The Cove Activities Department coordinates recreational and community events. Everyone is encouraged to participate.

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**Occupational and Physiotherapy:** Based on consultation and assessment, residents may be given a rehabilitation and therapeutic program. A physiotherapist is available to all residents on a part-time basis to assist the staff in administering the program.

**Dietary:** The dietary department is responsible for providing all meals and between meal nourishment. A part-time dietitian is on staff to ensure that all nutritional requirements are met. And, just as important, our meals taste great! Dietary counseling is available as needed. Lunch is considered the main meal of the day, whereas the supper meal is somewhat lighter. A meal alternative is always available upon request. Afternoon tea is provided daily in the MacAskill Room at 2:00 pm. Meal tickets are available for family and friends to share a meal with a resident. Contact Director of Support Services to purchase (see annual insert for cost).

**Pharmacy:** Consulting services are provided by a qualified pharmacist, who also is a valuable member of the Cove Professional Advisory Committee.

**Pastoral Care:** With a rotation to serve all denominations, religious services are offered every Thursday and on special occasions throughout the year. In addition, clergy have regular visits.

**Volunteers:** Individuals and groups from the community provide residents with meaningful social and recreational activities on a continuous basis. New volunteers are always welcome (if you're interested, please contact the activities department).

**Hairdresser:** This service is available four days a week. The salon is located on the main floor near the reception area (see annual insert for hours and cost).

**Library:** A small collection of books is available on the second floor (Skylight Unit) for residents' use. As well, the mobile library visits the Cove on a bi-weekly basis.

**Chaplaincy:** The Board has established a full-time Chaplain's position for the Cove. The role of the Chaplain is to promote a ministry of presence to all concerned residents, their families and the staff.

**Rite of Passage:** The Rite of Passage is a symbolic service to welcome residents into the Cove community. It symbolizes the "life story/history" of the resident.

Following admission, the resident is invited to participate in a small ceremony to recognize the importance of his or her life as a story.

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**Cove Bus:** Transportation is available to residents for shopping, community activities and special outing events. The services of wheelchair accessible vehicles in the community are also utilized for outside appointment (i.e., doctors' appointments) and special outings. The Cove encourages family and friends to continue to accompany the resident on outside medical appointments if possible.

**Laundry and Housekeeping:** The Cove provides full on-site laundry and housekeeping services. Fabrics should be designed for "commercial" laundry, and clothing should be comfortable and relatively care-free. Clothes that are "dry clean only" are not recommended. The Cove seamstress will label your

clothes for a minimal fee, (see annual insert). **Family are responsible for clothing alterations i.e., open back garments and minor repairs. As well, we request that your family store out-of-season clothing at home (refer to page 18).**

**Residents' Council:** The council is elected by the residents, and meets on a monthly basis. It seeks input from residents regarding Cove Policies, residents' concerns and preferences. The Director of Activities acts as the recording secretary, and is the liaison between the residents and the administration. Residents have access to the Administrator, Director of Resident Care, and all department heads at any time.

**Fire Safety:** The Cove has an active Fire and Safety and Emergency Measures Committee responsible for the development and implementation of safety procedures. These procedures are tested and analyzed on a regular basis. The Cove is a state-of-the-art building with modern safety systems.

**Resident / Staff Education:** The Education Department is committed to providing ongoing education to the Community, the Resident and their families, Staff, Volunteers and Management of the Cove to ensure a high standard of care is provided to residents by all disciplines. As well, all disciplines are given every opportunity for self development to enhance their abilities to care for others and themselves. The Cove's active education program ensures that every staff member is kept current in the ongoing developments in each level of long term care.

**Teaching Facility:** The Cove is proud to provide learning opportunities, within its resources, for selected students from the community where their learning needs are consistent with the Cove's Mission and Philosophy.

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### **The Team Approach**

It's a universal affair. Your family, your doctor, the nurses, licenced practical nurses, personal care workers, continuing care assistants, support services (housekeeping, laundry and dietary staff), maintenance, the activity workers, clergy and physiotherapy personnel all play a part in your well being. Upon your arrival, each team member contributes his or her expertise regarding your physical, social and psychological needs. Based on this information, the team develops an individualized Care Plan, and each member is assigned specific responsibilities. The plan is revised and updated as needed.

**Resident Care Conferences:** (Interdisciplinary Conferences) Individual resident program plans are reviewed within two months following admission to the Cove. Thereafter Care-plans are "formally" reviewed yearly. All disciplines within the Cove are represented at this time. The resident is encouraged to attend the conference if possible, as well as a family representative or designated next-of-kin. Various items are discussed at this time regarding the well being of the resident. Also discussed during the conference are the "Levels of Intervention". Levels of Intervention outline the medical/nursing instructions to be followed in the event the resident becomes ill at the Cove. Resident goals and Nursing Care Plans are established and accomplished by the next Resident Care Conference.

**Unit Care Conferences:** (Team Conferences) The Cove Team meets monthly on each unit to discuss various items pertaining to that particular unit. Discussions include; the individual resident, nursing/resident care, dining, housekeeping, laundry, maintenance, spiritual, social etc. All disciplines involved are welcomed and encouraged to attend for their valuable input. Once specific items have been identified, the information is documented and evaluated for effective follow-up.

### *Levels of Care*

***There are four general levels of care provided to our residents. As defined by the Nova Scotia Department of Health, they are:***

- **Level One** - Individuals may require moderate assistance with day-to-day living activities and they can function well enough in a safe and secure environment. There may be some cognitive or emotional impairment, but they will exhibit appropriate or easily manageable behavior.
- **Level Two** - Individuals who require assistance with all aspects of daily living, and they may have multiple health care requirements. Also, cognitive and emotional impairment may be involved.
- **Specialized Alzheimer Disease and Other Dementia (AD &OD) Care:** These persons may exhibit significant cognitive and mental health impairments and present challenging behaviour management. The Cove provides a specialized secure unit staffed with compassionate and educated staff in the AD &OD field on a 24 hour basis. This unit is called “Creative Care.” An activity worker, specialized in Gerontology is assigned to this unit to provide stimulating activities to enhance their emotional well being.
- **Palliative Care** - These persons require support and pain/system management, often with the coordination of external services such as the palliative care group (*Palliative care doctor, nurse and volunteer*).
- **Advance Directives (Levels of Intervention):** Upon admission, the resident / Personal Representative maker is required to indicate what level of intervention he or she wishes to have carried out in the event of an illness and or acute episode. This document will be reviewed and revised annually and at any other time as requested.

### ***Private and Semi-private Room***

The Cove offers both private and semi-private accommodations. Every effort is made to match roommates who occupy semi-private accommodation, both at admission and throughout their stay. From time to time, decisions to move residents from one room to another, whether due to a change in the level of care required or due to incompatibility of roommates, are made at the discretion of the Move Committee along with input from the nursing staff. Every consideration is given to the effects such moves have on all aspects of the resident's care.

Upon admission to the Cove, residents are placed in the room that is available at the time of their admission (either a private or semi-private). Residents requesting a private room will be placed on a private room waiting list. Keep in mind that there may be a number of residents already placed on the waiting list prior to placement of your name (see standard admission waiver, page 28 also Article III: 3.15, page 6).

### **Physical Layout of Private and Semi-private Rooms**

### ***Cove Guest Home Foundation***

The Cove Foundation was formed in 1996, sparked by a 1,000,000 capital campaign for new equipment and seed money for the newly erected assisted living complex called Williston House. The foundation's mandate is to raise funds for new Cove projects, equipment and programs for seniors. The foundation does not provide funding for the day-to-day operations of the Cove.

Since the beginning, the Cove Foundation has established a number of exciting ways to assist the building fund. Along with the capital campaign, there is the Annual Appeal and special events such as the Festival of Lights and the Dream Home Lottery.

Also, we have recently included a Gift Planning Program. Some examples of planned gifts are:

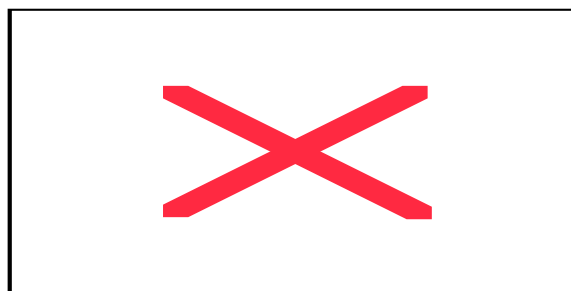
- Bequests
- Life Insurance
- Gift Plus Annuity
- Endowments

***“We make a living by what we get, but we make a life by what we give.”***

***Norman MacEwan***

### ***Williston House***

In May of 2000 the Community Lodge Incorporated took on a new aspect of caring when it opened Williston House. This facility is a 32 unit assisted living seniors complex that offers a unique environment to seniors that require or prefer the convenience of security, assistance and little or no maintenance. Williston House offers a wide variety of services that are dependant upon the individual needs of each tenant. A heated pathway connects Williston House to the Cove, which gives the tenants the added security of being part of a well established facility which has earned the respect of its community through long standing commitment to each resident.



***Cove Smoking Policy***

In keeping with the implementation of the Cape Breton Regional Municipality Smoking By-Law, all areas within the Cove are **non-smoking**. As well, smoking is not permitted within seven and one half metres (approximately 25 feet) of the Cove and Williston House.

**Note:** For more information regarding the recent changes to Long-term Care:

Toll Free information line: 1-800-424-1292

Or

Visit information available on the website:

[www.gov.ns.ca/health/ccs](http://www.gov.ns.ca/health/ccs).

**The Cove**

320 Alexandra Street

Sydney, N.S.

B1S 2G1

Phone: (902) 539-5267

Fax: (902) 539-7565

E-mail: [www.coveguesthome.com](http://www.coveguesthome.com)

**Resources:** Nova Scotia Department of Health: Continuing Care Branch, Halifax, Nova Scotia.

[www.gov.ns.ca/health/ccs](http://www.gov.ns.ca/health/ccs).

*Standard Admission Waiver*

- The management of the Cove has agreed to exercise reasonable care toward the resident as their known condition may require. However, the Cove is in no sense as insurer of the resident's safety or welfare, and assumes no liability as such.
- The management of the Cove will not be responsible for any valuables or money left in the possession of the resident while he or she is residing in the Cove.
- Any clothing brought into the Cove is the responsibility of the resident or family to be marked for personal identification. The Cove cannot accept any responsibility for lost or damaged clothing as a result of laundering services. As well, storage of clothing and personal items are not the responsibility of the Cove.
- Residents requesting a single room will be placed on the "private room waiting list." Upon the availability of a single room, priority of placement to such will be left up the discretion of the "Move Committee" within the Cove.
- The Cove is a Non-Smoking facility.

\_\_\_\_\_  
Applicant's signature (or designate)

Date \_\_\_\_\_

\_\_\_\_\_  
Cove Administrator

Date \_\_\_\_\_