

ABOUT PINE GROVE NURSING HOME

Pine Grove is a 70 bed non-profit licensed Nursing Home nestled on the bank of New Brunswick's beautiful Saint John River. Pine Grove is located in Fredericton, and has been caring for aging adults since 1983. It has built a strong reputation for providing professional care in a comfortable and peaceful setting.

A volunteer Board of Directors ensures that Pine Grove provides the services needed by our residents and expected by our community.

MISSION STATEMENT

To provide for each resident the best quality of life and care in a home-like setting.

STANDARDS

All services at Pine Grove are provided in accordance with the New Brunswick Nursing Homes Act, Regulations, and Standards. Pine Grove is inspected yearly by the Department of Social Development to ensure the provincial standards are met.

ACCOMMODATION

Pine Grove consists of semi-private and private rooms. A request for a private room can be made to the Administrator after admission and the resident's name will be placed on a waiting list. Any costs associated with the move are the responsibility of the resident.

It may be necessary for the Home to relocate a resident to another room. The family or first person responsible will be notified of any change.

Furniture

The resident and family are encouraged to personalize the resident's room. However, as the safety of the residents and staff is paramount, the amount and location of furniture may be limited. Chairs should be no larger than 30 x 30" at the base and 42" high. Chairs are to be stationary, not rocking or gliding for safety. For further information, please contact the Administrator or Director of Care.

Telephone

The resident or sponsor is responsible for making arrangements with the telephone company should the resident wish for their own phone. The resident is responsible for all costs, including costs to transfer the phone should a room change be requested.

Television

Cable T.V. is available in each room and is billed monthly to the resident. Please notify the office if you wish to have cable connected or disconnected. Televisions must be inspected and installed by our maintenance staff. The size of the screen is limited to a maximum of 32" diagonally (24" preferred). Televisions must be placed near the cable outlet and attached to the

wall with a T.V. mount, supplied by the resident. A full motion (adjustable tilt) universal mounting bracket design is recommended.

As of September 1, 2012.....\$20.00/month

Electrical Appliances

Electrical items must be CSA approved and inspected by our maintenance personnel before first use. Electric blankets or electric heating pads are not permitted and, due to food safety issues, a small fridge is prohibited. The use of extension cords is also prohibited and families are responsible for purchasing a surge protector if required.

MEDICAL SERVICES

There are two physicians who serve the residents of Pine Grove. Upon admission, one will be assigned to the resident.

CARE SERVICES

The Care Department is under the direction of the Director of Care, who is accountable for the overall quality of care. Day-to-day care is given by Personal Support Workers and Licensed Practical Nurses, always under the direction of a Registered Nurse.

Medications

The Home has a contract with a local pharmacy to fill the prescriptions of all residents at Pine Grove. Medications are not to be kept in a resident’s room unless written permission is obtained from the physician.

All residents who are admitted and have a private prescription drug plan must give their plan number to the pharmacy. Residents who do not have private drug plans will be registered with the New Brunswick Prescription Drug Program and will be issued a drug card. Medication not covered under the resident’s private prescription drug plan or the New Brunswick Prescription Drug Program will be the responsibility of the resident.

The Nursing Home will supply basic stock drugs and supplies. Should a resident require or request a brand name different from the one stocked by the home, or require the stock medication on a regular basis, he/she is financially responsible for the cost of the product.

Restraints

Pine Grove encourages least restraint. Restraints lead to frustration, loss of dignity, and may increase injury. Restraints are used as a last resort when all other means have been tried and there is a clear and present danger to the resident or others. Please feel free to discuss the policy with the Director of Care.

Venipuncture

Venipuncture (obtaining blood sample) is a function of our professional staff and there may be a direct charge to the resident for the delivery charge.

Other Services

Laboratory, E.C.G, X-rays and other similar services will be provided through the Dr. Everett Chalmers Regional Hospital (DECH). Arrangements will be made to have a family member accompany the resident to the hospital. If family is unavailable, it may be necessary to send a staff member and the cost must be paid by the family.

It is the responsibility of the resident or family member to make arrangements for eye, dental or other medical appointments outside the nursing home. The resident is responsible for any costs associated with transportation, examinations or any professional staff required to accompany them.

The Extra-Mural program provides professional services by Physiotherapists, Occupational Therapists, and Speech Language Therapists. Pine Grove provides rehabilitation support to our residents by a trained rehabilitation support worker.

Foot care is provided by our nursing staff. Professional foot care may be arranged by the family and the resident is responsible for the cost.

DIETARY SERVICES

The Food Service Manager and the dietary staff provide optimal nutritional care and quality food service for residents, staff, and guests.

A consult dietitian works closely with nursing and other professionals to ensure the resident's nutritional needs are met. Residents requiring specific dietary restrictions or texture modifications are assessed by the dietitian.

Families are encouraged to have meals with family members and assist with feeding. Meal tickets may be purchased at the administration office or from the dietary staff after office hours. You may also wish to celebrate a special occasion with a resident. Please contact the Food Service Manager, the Administrator, or the Activity Director to make arrangements.

SUPPORT SERVICES

Support Services consists of laundry, environmental service, and maintenance. The purpose of the department is to provide a clean, safe, attractive, and operational building, grounds, and equipment.

Laundry

Pine Grove contracts laundry service from the DECH for all laundry with the exception of residents' personal items, which are laundered in house. Pine Grove is unable to launder personal sheets. Family may request to take personal items home to launder, including personal sheets. The nursing home cannot be held responsible for personal clothing items lost or damaged. Iron-on labels will be ordered to properly identify resident's personal belongings and clothing, and a corresponding charge will be placed on the resident's bill. All new clothing should be brought to the laundry for labeling before using, including blankets.

In some instances, open backed clothing may be recommended for the resident's safety and comfort.

Environmental Services

Every effort will be made to keep rooms and other areas as clean and sanitary as possible. Please remember that clutter in a room can be a safety issue and stuffed animals and toys collect dust. Storage space is at a minimum, so it would be greatly appreciated if seasonal items could be packed and stored at home. We have excellent staff at Pine Grove, but accidents do happen. If an item gets lost or damaged, the nursing home will not be held responsible; therefore if an item has great sentimental value, it may be best if you keep it home.

Maintenance

Maintenance personnel are available five days a week. If you have any concerns or special needs, please do not hesitate to contact the Administrator or Director of Care.

ACTIVATION SERVICES

The Activity Department provides services to each resident who wishes to participate in planned activities. Special events take place throughout the year, and daily events are planned and posted each month. Families are welcome to attend any program. A monthly Activity schedule is available on our webpage, www.pinegroveh.com. Some examples of activities that frequently take place are bingo games, musical performances, crosswords, pet therapy, mind joggers, and many more.

Resident Council

The Resident Council is made up of residents of Pine Grove who meet monthly with the activity staff. This provides an opportunity for residents to contribute suggestions and bring up concerns, which in turn is directed to the appropriate department head or the Administrator.

Pastoral Services

Pine Grove provides pastoral care services to those residents whose clergy cannot visit on a regular basis. The Pastoral Care Director will assist other clergy when needed and will provide information which might assist them in the administration of religious services to the residents.

The Pastoral Care Director will visit each resident to find out if she can help the resident in any way. Hymn Sings, Sunday and weekday worship services, memorials, and special services are offered, as well as support for families and residents.

Residents and family members are welcome to attend any of the worship services of their choosing.

Volunteer Services

Pine Grove could not offer such a wide range of activities without the support of volunteers. We encourage family participation and welcome those who express an interest in helping in any way. Please contact the Activity Department if you wish to volunteer.

FINANCIAL SERVICES

Administration Office

The Administration Office is open Monday to Friday, 8:30 am to 4:30 pm; it is closed on statutory holidays.

Resident's Account

The daily rate (per diem) is set by the Department of Social Development and approved by the Board of Directors.

Room charges will commence on the day of admission and will continue until the resident's belongings are removed from the room, or after discharge or death. It is the family's responsibility for removal of the belongings.

Payment for care is processed the first business day of the month through automatic withdrawal; a VOID cheque is required upon admission.

Non-payment on account may result in 15 days written notice of discharge.

Comfort and Clothing Allowance

Residents of licensed nursing homes who are receiving provincial assistance from the Department of Social Development are entitled to retain a part of their OAS/GIS monthly income as a personal comfort and clothing allowance, which is held in trust by Pine Grove.

As of April 1, 2010..... \$108.00/month

The Comfort and Clothing Allowance monies are used to cover such items as

- personal items
- clothing
- prescription fee for drugs not covered by private insurance or the PDP Program
- over the counter medications not routinely covered by the nursing home
- transportation
- telephone
- cable
- hairdresser

The resident's trust account (comfort and clothing account) must maintain a minimum balance of \$100.00.

FIRE SAFETY

In the event of a fire:

- Remain calm
- Remove anyone in immediate danger
- Confine fire to room of origin, close windows and doors
- Pull the nearest alarm
- Follow instructions given by staff
- Reassure residents

Note: No person is allowed to enter or exit the building during a fire drill

MISCELLANEOUS POLICIES AND SERVICES

Valuables

Pine Grove cannot be responsible for any valuables. If a resident or family member insists on having valuables, they are responsible to protect them.

Scent Policy

Scented products are harmful to those with allergies, environmental sensitivities, and chronic heart or lung disease. In support of its commitment to the provision of healthy and safe environment for residents, staff, volunteers and visitors, Pine Grove supports a scent reduction policy.

Pets

Pet visits are encouraged as long as the owner assumes full responsibility of clean up, restrains the pet on a leash and pet immunizations are up to date.

Alcoholic Beverages

A resident's consumption of alcoholic beverages is permitted with a physician's written order. All alcohol must be kept locked in the medication room.

Smoking Policy

Pine Grove provides a smoke free environment to support the health and safety of all persons.

Visiting Hours and Outings for Resident

Pine Grove has no specific visiting hours.

Families may wish to take residents out for a day or overnight. Prior notice is appreciated to allow time for preparation of medication. Resident must be signed out on the *Resident Sign In/Out* sheet at the nursing station. Pine Grove releases responsibility for the resident when the resident is off property with family and friends.

A resident is entitled to a 30-day leave of absence within each fiscal year, including hospitalization. Continuity of payment for the retained bed is required in accordance with the resident's financial assessment. Pine Grove may request additional days to Nursing Home Services if required (Directive 61-01-03).

Hairdresser

Hair care is provided by a licensed hairdresser. Each resident is responsible for the normal charge for this service, which will be paid through the resident's trust account.

Families

Pine Grove would like to emphasize the importance of family involvement. We firmly believe that the continued involvement of family and friends plays an important role in enhancing the quality of life for the resident. We welcome children of all ages and if the resident likes animals, we have no objection to their favorite animal visiting. We encourage suggestions from family to improve care for the resident. Should you have any questions or concerns, please feel free to speak with the Nurse in Charge, the Director of Care, or the Administrator.

ADMISSIONS

Permanent Admission

Permanent residents can only be admitted through the New Brunswick Department of Social Development. To be considered for placement, contact the Department of Social Development at 1-866-444-8838.

A Pine Grove Admission Form and Agreement must be completed prior to admission.

Pine Grove will admit residents on the needs of the applicant and the physical and financial resources within the Home to meet those needs.

Pine Grove relies on the Department of Social Development's financial assessor to determine a resident's eligibility for subsidization. In the absence of a complete financial assessment, the resident and/or first person is responsible for the entire cost of care while at Pine Grove.

For further financial information, please contact Social Development at 1-866-444-8838

Discharge

The Nursing Home, under the Nursing Homes Act, is obliged to protect its residents and staff. If a resident presents a threat to other residents, to themselves, or to staff, the Nursing Home has the authority to discharge a resident with fifteen (15) days written notice, or if the situation warrants, immediately. The same holds for non-payment on accounts over thirty (30) days.

A resident cannot be held against their will in a nursing home; therefore a resident who is mentally competent may leave at any time.

First Person Responsible

The purpose of a resident's representative is to provide the nursing home with a contact person who has the authority to make decisions for the resident in the event that the resident is unable to make decisions for him/herself. If a resident is unable to look after their own finances, it is the responsibility of the first person to see that all charges pertaining to Pine Grove are paid in full.

If there is a Power of Attorney, a copy of the document is required for our files.

It is important that the first person keep the Home informed of any change of address and telephone number if they are not available for a period of time.

Resident/Family Concerns

Because Pine Grove values compassion, accountability, respect, excellence, and safety, we solicit resident/family concerns.

All resident/family concerns, complaints and issues identified shall be addressed sincerely, promptly and with as much confidentiality as possible, regardless of the type of concern. All persons submitting a concern shall receive a response in a timely manner.

Resident and Family Concern forms are available at front office and/or Nursing Office.

Regular feedback will be gathered through Resident/Family Council, family surveys and staff surveys.

RESIDENT RIGHTS AND RESPONSIBILITIES

- To be fully informed of accommodations and services available, including any related charges, and to examine and receive an explanation of their bill.
- To be fully informed of his/her medical condition by a physician; to receive proper care and attention from the physician and the staff of the Nursing Home; to refuse treatment and medication and to be informed of the consequences of such action.
- To be free from all forms of abuse, including verbal, physical, psychological, sexual, and financial abuse.
- To be fully informed when it is necessary to be discharged or transferred. Reasons for discharge or transfer may include medical reasons, welfare of the resident, behavior, or nonpayment of account.
- To receive reasonable attention to complaints and grievances and to be able to communicate directly with the Administrator or Director of Resident Services.
- To receive considerate and respectful care at all times, with preservation of dignity, individuality, and autonomy.
- To maintain privacy and have all treatment and information pertaining to them remain confidential.
- To maintain social, religious and community activities of his/her choice.
- To live in an environment that is safe and healthy.
- To have access to policies, procedures, and standards.
- To be free from all forms of reprisal, retribution, or discrimination as a result of exercising any of their rights.
- To treat other residents and caregivers with respect.

PINE GROVE FOUNDATION

Pine Grove relies on the support of our community. **Pine Grove Foundation** is a registered charity, receiving and maintaining funds for services and equipment for the residents that are not provided through regular operating funds.

Here are some ways you could ensure that funds would be available to improve the quality of life for the residents of Pine Grove Nursing Home:

- A charitable donation
- Securities
- Bequest through your will
- Life insurance
- Memorial donation
- Charitable trust
- Real estate

Thank you for taking the time to learn about Pine Grove. Should you have any questions or want to book a tour, please do not hesitate to call (506) 444-3400 Ext. 101.