

Tabor Home Inc.

Resident and Family Information Handbook

Tabor Home
450 Loren Drive
Morden, Manitoba R6M 0E2

Phone: (204) 822-4848
Fax: (204) 822-5289
www.taborhome.ca

Printed October 2017

Tabor Home reserves the right to revise the information in this booklet based on Manitoba Health Policies & Standards and in the interests of resident care.

TABLE OF CONTENTS

	Page
Welcome	4
Mission, Vision, Core Values	4
History	4
Accommodations	4
Preadmission Preparation	5
Day of Admission	5
What to Bring	6
• Bedding /Linens	6
• Clothing	6
• Labeling of Clothing and Personal Possessions	6
• Personal Items for Your Room	6
• Toiletries	7
Financial and Information Services	7
• Reception/Business Office Hours	7
• Cash	7
• Designated Representative	7
• Donations and Requests	7
• Monthly Payment of Account	8
• Trust Accounts	8
Services	8
• Food Services	8
• Cafeteria	9
• Guest Dining	9
• Foot Care Services	9
• Hair Care Services	9
• Laundry Services	9
• Housekeeping Services	9
• Maintenance Services	10
• Medical Services	10
• Nursing Services	10
• Pharmacy Services	10
• Occupational Therapy Services	10
• Social Work Services	10
• Spiritual Care Services	10
• Telephone & Internet	11
• Television/Satellite TV	11
• Therapeutic Recreation Services	11

Information and Policies	12
• Alcohol	12
• Complaints: How to Lodge a Concern/Complaint	12
• Dental Care	12
• Discharge and Placement	12
• Eye Care	13
• Gifts/Tips	13
• Handivan	13
• Medical Assistance in Death (MAID)	13
• Mail	13
• Oxygen Needs	13
• Paid Companion Care Program	13
• Palliative Care	14
• Pets	14
• Photography and Privacy	14
• Reserving Gathering Areas	14
• Resident/Family Council	15
• Resident Room/Transfer	15
• Resident Sign Out/In Verification	15
• Responsibility for Loss/Damage	15
• Safe Client Handling & Injury Prevention Program	15
• Safety and Security	16
• Scent Reduced Home	16
• Smoke-Free	16
• Vending Machine	16
• Visitors: Family and Other Guests	16
• Volunteers	17
• Voting	17
• Wheelchairs and Equipment Rental	17
Resident Bill of Rights	18

WELCOME

Welcome to Tabor Home. We're so glad you chose us. This is a new relationship for both of us and we will do our best to make the transition to Tabor Home as easy and pleasant as possible.

This handbook has been prepared to introduce you to your new home by letting you know what services are offered, who provides them, and how to obtain them. We encourage you to keep this booklet close by as you may find it helpful to refer to this information from time to time. We welcome your questions and concerns and invite you to discuss them with staff members. The Southern Health Santé Sud Regional Personal Care Home Resident and Family Information Handbook will also be provided for additional important information.

Mission: To provide quality care in a compassionate, faith based, home environment.

Vision: To strive for excellence in long term care.

Core Values: Integrity, Compassion, Excellence, Respect

HISTORY

Tabor Home Inc. was founded in 1951 by a group led by Rev. Frank H. Friesen of the Morden MB Church, currently known as Westside Community Church. The Morden Freemason Hospital was purchased in 1951 and converted into a 32-bed personal care home, which was officially opened on October 12, 1952.

On November 1, 1968 the Board with assistance from the government (Central Mortgage and Housing Corporation) began constructing a 60-bed personal care home, which was officially opened on September 28, 1969. Manitoba Health took over the operational funding of all personal care homes in July, 1973. Following government regionalization in 1997, Tabor Home signed a purchase service agreement and remains a Southern Health-Santé Sud affiliate organization. The new Tabor Home on Loren Drive opened in 2017.

ACCOMMODATIONS

Tabor Home is designed as a community with 5 houses in 2 neighbourhoods and an uptown area. To help with way-finding the houses are named Aspen, Birch, Cedar, Dogwood and Elm. The Crocus lounge is at the center of the Aspen, Birch, and Cedar neighbourhood. The Sunflower lounge is at the center of the Dogwood and Elm Neighbourhood.

All residents have their own room and washroom. Each house of 20 residents has a kitchen for snack and coffee preparation, a dining room where residents eat their meals, a living room for socializing and activities, and a secure outdoor garden. There is also a spa room for bathing in every house.

A Salon, Café, Spiritual Care area and Community Centre for church services and larger group activities are all located in the uptown area.

Tabor Home is equipped with an efficient, environmentally friendly geothermal system for heating and cooling.

PREADMISSION PREPARATION

After we receive your application from the Regional Panel Committee, you will be contacted by the Social Worker. The Social Worker is available to answer questions you may have about moving to Tabor Home and to provide support and assistance with preparation. The Social Worker will meet with you and your family prior to your move to Tabor Home to complete some forms, review your care needs and social history. The following information will be needed:

1. The name and address of the Individual responsible for your finances. A copy of the legal Power of Attorney if it has been obtained.
2. Notice of assessment from the previous year's income tax form. If you have a spouse, their notice of assessment will also need to be provided.
3. Blue Cross number (if applicable).
4. Name of funeral home
5. Name of Dentist, Optometrist and Audiologist if applicable.
6. Individual responsible for health care decisions and copy of the Health Care Directive if one has been made.

DAY OF ADMISSION

When a room becomes available, you and/or your family will be contacted to make the arrangements for moving in. We realize that moving into a new home can be a stressful experience. Even though staff will be available to assist, we recommend that a family member or close friend be with you on day of admission to assist with moving in. We will ask you to arrive at Tabor Home at 9:30 am. When you arrive, the receptionist will greet you and contact staff who will assist you with moving in. The staff will help you to your room, and assist you with your belongings. Your clothing will be taken to the laundry department for labeling. A nurse will speak with you and/or your family about your care needs and health history. Staff will assist with familiarizing you with your room and the rest of the house and neighborhood that you will be living in. Your family member(s) may wish to join you for lunch on your move in day. The meal will be served in the dining room from the Suzy Q cart (maximum 2-3 guests to ensure space). The meal will be charged to your trust account. You and/or your designated representative will meet with the business office to make financial arrangements. During your first weeks at Tabor Home, staff from various departments such as Nursing, Social Work, Food Services, and Therapeutic Recreation will meet with you to get to know you and discuss your care needs and preferences.

What to bring:

Bedding/Linens

Tabor Home supplies blankets, pillows, towels and face cloths. If you prefer to bring your own comforter, please ensure it is washable and fits the bed. Duvet covers and personal pillows are not recommended. Many residents also like to bring a blanket or afghan for afternoon naps. All personal bedding will be labeled.

Clothing

We recommend clothes that are fully washable and all clothing must be washed and labeled by Tabor Home staff upon admission. We cannot be responsible for clothes that shrink or are otherwise spoiled by washing. A guideline for the amount of clothing to bring is 7 changes of the following: undershirts & underwear, socks, shirts/blouses, pants/skirts, (or jogging suits), 1-2 sweaters, 5 nightgowns or pajamas, 1 - 2 pairs of shoes. For safety, shoes should have non-slip soles. If you require the use of the mechanical lift for transfers or have limited range of motion, adaptive clothing (open back) may be recommended for ease of dressing and care provision. Adaptive clothing can be purchased through several different companies; catalogues are available through nursing or recreation staff. Open back nightgowns are available for a small monthly rental charge.

Labeling of clothes and personal possessions

All of the clothing that you bring to Tabor Home will need to be labelled. Clothes should be placed in a plastic bag with your name on the bag. Staff will assist with taking the clothing to the laundry room, where it will be washed and labeled. Labels will be placed in specific locations on each article of clothing/pillow/ blanket/stuffed animals etc. This makes it much easier for laundry staff to locate the names and ensure they are returned correctly. Markers cannot be used for labelling because it eventually washes off. Please advise the Housekeeping/Laundry Coordinator or Nurse each time new clothing is purchased i.e. Christmas, birthdays etc. An initial fee of \$25 will be charged to the resident's Trust account for the first 100 labels. If subsequent labels are needed, 30 will be printed at a cost of \$7.50.

Tabor Home staff labels resident personal equipment: eyeglasses, dentures and hearing aids as able.

Personal items for your room

All resident rooms have their own private wheelchair accessible bathroom. A ceiling track with fixed lift is available in each room. Every resident room is furnished with a bed, bedside table, a guest chair, a wardrobe closet and a 40 inch TV that is mounted on the wall. We encourage you to bring in items that are important to you and that will make your room feel like home. Some items that you may want to consider are: radio, CD player, clock, pictures, and DVD player. If you bring in a comfortable chair, for safety and hygiene reasons, it must have arm rests, should not rock or swivel and must have a wipe-able surface.

There is "memory box" at the entrance of the room to display small personal items. Because the building is steel frame, not wood studs, pictures hooks have been installed in a number of permanent locations. Please do not attempt to put up additional hooks. There is also a 3 foot display holder in each room which works well to clip in pictures, cards, etc. Please plug all electrical appliances directly into the wall outlet or a power bar, do not use extension cords.

Toiletries:

Shampoo, soap and body lotion are provided. You may bring your own if you have a preferred brand but please remember that Tabor is a scent-free home. Other toiletries you may wish to bring are comb, brush, creams, deodorant, toothbrush, toothpaste, denture cleaner, and adhesive, facial tissues and shaver. For safety reasons electric shavers are required. Rechargeable cordless shavers are recommended for resident independence/flexibility. Please do not bring straight edge razors due to safety issues.

FINANCIAL AND INFORMATION SERVICES

RECEPTION/BUSINESS OFFICE HOURS

A receptionist is on duty to assist you at the Business Office Monday to Thursday from 9:00 am – 4:00 pm. An automated phone service will answer all calls that staff are unable to answer by the fourth ring. Please follow the voice prompts.

The business office is **not open** during the following recognized statutory holidays.

New Year's Day	Canada Day	Remembrance Day
Good Friday	First Monday in August	Christmas Day
Easter Monday	Labor Day	Boxing Day
Victoria Day	Thanksgiving Day	Louis Riel Day

CASH

You are encouraged to not keep any money in your room. Tabor Home cannot be responsible for money kept in the resident's room.

DESIGNATED REPRESENTATIVE

It is important that Tabor Home have on file the name, address and telephone number of the designated party responsible and legally entitled to conduct business and financial matters for the resident i.e. power of attorney, public trustee.

DONATIONS AND BEQUESTS

All persons wishing to make a donation to Tabor Home are to be referred to the Business Office. An income tax receipt for the amount of each donation is provided to the donor.

MONTHLY PAYMENT OF ACCOUNT

Residential charges, miscellaneous expenses, etc. may be paid during business hours, at the business office. Residential charge rates are set by Manitoba Health based on the Notice of Assessment and should be paid to Tabor Home on the first day of the month. For information on rent and services please call Tabor Home or access the Manitoba Health [website link.](http://www.gov.mb.ca/health/pcs/calculator.html)
<http://www.gov.mb.ca/health/pcs/calculator.html>

Automatic Debit is recommended for residential charges. Monthly rent statements are not mailed for those on Automatic Debit but can be viewed upon request. An annual summary of residential charges is provided to resident/designated family member for income tax purposes.

A late charge of \$10.00 will be applied for late payments.

Arrangements for method of payment should be made with the Business Office upon admission.

TRUST ACCOUNTS

It is recommended that residents open a trust account in the Business Office for miscellaneous expenditures, equipment rental and petty cash. A yearly fee of \$20 is charged if a Trust Fund is not set up. A minimum amount of \$100 and a maximum of \$400 are recommended. Deposits or withdrawals (payable in the name of the resident only), may be made during business hours. This account is not to be overdrawn at any time. If a trust account is not established, fees must be paid at the business office in advance or at the time of receiving the service, product etc., which could result in delays. An itemized statement is provided monthly.

SERVICES

FOOD SERVICES

Tabor Home provides meals and nourishment to the residents according to individual needs. Likes, dislikes and preferences are noted when a resident moves in and are updated as needed. It is important that you advise staff of any food intolerances or allergies. The Dietitian is at Tabor Home three days in a 2-week period and assesses residents' weights and nutritional status. The Dietitian is also a consultant to the food services department and can help with therapeutic menu preparation. The costs of specialized personal use eating utensils/aides are the resident's responsibility. Menus are planned by the Food Services Manager, Cook, and Dietitian and offer a 5 week rotation. Residents are able to give input into menu planning through the Resident/Family Council. Meals are served in the dining room of each house. A beverage and snack are served in the afternoon and evening. Friends and family should consult with the Nurse prior to bringing in food items for a resident who is on a special diet or who requires assistance with eating.

CAFETERIA

Visitors are welcome to come by our cafeteria which is open from 7:00 am to 8:30 pm and purchase meals, beverages, healthy snacks, and treats.

Items can be paid for by cash or charged to an authorized trust account. The cafeteria is also available to residents, purchases can be charged to the trust account.

GUEST DINING

Visitors wishing to dine with the resident should make arrangements with the resident's nurse or food services staff at least 2 hours prior to meal time. Meals must be paid for or charged to trust account in the cafeteria before they are served. Meals will be served in the dining room or café, visitors should let food services know their preferred location.

When taking a resident out for a meal, please notify the nurse at least one hour prior to going out. The nurse will ensure medications are provided as needed and advise food services that the resident will be away.

FOOT CARE SERVICES

Basic foot care is provided to residents by Tabor staff. However, more specialized foot care is frequently needed. This is provided separately from the usual nursing duties by a foot care nurse.

Specialized foot care can be requested by a resident, their family, or may be assessed as a need by a nurse. A consent form is required and must be completed by the resident or the person designated to manage the finances. The cost of specialized foot care can be paid through the resident's trust account.

HAIR CARE

Hair care is available for both men and women. Rates are posted at the salon. Contact the nurse for further information. Tabor Home provides shampoos and soaps that are compatible with the Tabor Home Bathing systems. Personal products are not allowed in the tubs, due to infection control issues.

LAUNDRY SERVICES

The laundry department launders all personal clothing, bedding and towels. Your personal laundry is collected, washed and returned to your room. The utmost care is taken when laundering clothing, to avoid loss or damage. However, Tabor is not responsible for replacement. Please do not bring in any wool clothing or clothing that requires dry cleaning. A mending service is available through the laundry department for minor repairs such as buttons and seam repairs.

HOUSEKEEPING SERVICES

The goal of the house keeping department is to provide a safe, clean and comfortable home. The rooms and common areas are cleaned daily. Please use caution on wet floors as indicated by "wet floor" sign.

MAINTENANCE SERVICES

Maintenance staff look after the repair and upkeep of the home to provide a safe and comfortable environment. Requests for maintenance services should be made through your nurse. The repair of personal items such as wheelchairs are the responsibility of the resident. Red plug-ins and switches indicate emergency power (connected to generator).

MEDICAL SERVICES

Tabor Home has arrangements for the provision of medical care for all residents. A doctor comes to Tabor Home on a weekly basis, and is advised by the nurse of any medical concerns. If a resident chooses an alternative physician, that physician must be willing and available to visit Tabor Home to provide written and /or signed medical orders, and provide other required services such as physical examinations and quarterly medication reviews.

NURSING SERVICES

Nursing care and assistance is provided on a 24 hour basis. The nursing staff, under the supervision of the Director of Resident Care, includes Registered Nurses, Licensed Practical Nurses and Health Care Aides. A plan of care is developed to promote each resident's well-being. The nurse is the primary contact to coordinate care provision. To protect residents' privacy and dignity, visitors are requested to leave the room when personal care is being provided.

PHARMACY SERVICES

Licensed pharmacists provide pharmacy services. Drugs prescribed by the physician as well as other medical-surgical supplies are ordered and dispensed by nursing staff. No medications are permitted to be kept at the bedside for self-administration. The cost of **most, but not all** medications and supplies are covered by Manitoba Health.

OCCUPATIONAL THERAPY SERVICES

An Occupational Therapist visits Tabor Home to assess residents after admission and as needed. Appropriate individual programs will be outlined and modified, as needs change to recommend techniques and devices for mobility, transfer, and/or positioning. An assessment by the Occupational Therapist is needed prior to any wheelchair purchase. (See information re: wheelchairs)

SOCIAL WORK SERVICES

A Social Worker is available to prepare the resident and family for the move into Tabor Home. The Social Worker provides social/emotional support and acts as an advocate for families and residents. She/he is available to provide counseling for the residents and family as they adjust to experiences at Tabor Home.

SPIRITUAL CARE SERVICES

You are encouraged to maintain contact with your church if this is important to you. Pastors and other church visitors are welcome to visit you. Our chaplain will also provide spiritual care as needed.

Worship services are scheduled during the week and on Sunday morning. The Sunday service is conducted on a rotational basis by various churches from the community.

Visitations may be arranged directly with the Chaplain or through the Nurse. Memorial services are held for residents when they pass away at Tabor Home.

TELEPHONE & INTERNET

All resident rooms have a jack for telephone and internet. The resident or family must make arrangements for the connection of a phone and internet directly with the service provider. Cell phones must be safely secured. The cost of connection and the monthly bill are the resident's responsibility.

TELEVISION/ Satellite TV

TV is not an insured government service. Tabor Home negotiated a **6-year group package with Bell MTS based on all residents having/paying for TV**. We recognize that not everybody wishes to have satellite TV in their room so, the following tiered package has been developed:

- 1) Every resident will pay a \$10 monthly TV package through the trust account that includes the use of the following:
 - A 40-inch wall-mounted Smart TV in your room.
 - The TV can be used to access internet-based TV, Netflix etc. **All charges are payable to the service provider by the resident.**
 - CCTV which provides live streaming of church programs.
 - DVD viewing with resident-owned DVD player.
 - Access to all public TVs in the 5 house living rooms, 2 lounges, and community centre.

- 2) If you wish to view satellite TV in your room, you will pay **\$10** (monthly) for services as noted above; **plus** a monthly fee based on the current rate, as per the Schedule of charges.

Please advise your nurse if you would like to have satellite TV. Please note, the terms and conditions of this agreement may change dependent on the number of participants utilizing satellite TV and in order to ensure that all costs are covered throughout the 6-year contract. No external devices can be mounted in/on the building.

THERAPEUTIC RECREATION SERVICES

The Therapeutic Recreation Department plans and provides a variety of programs for the resident's enjoyment according to his/her interests, hobbies, likes and dislikes. It is our desire to assist you in planning for your leisure time and life enrichment.

Daily and weekly activities are planned including exercises, bingo, games, reading and quiz groups, crafts, videos, a variety of music programs and coffee/tea.

Individual activities, outings, special meals and events are also arranged. A music therapy program is provided by an Accredited Music Therapist. Family and friends are welcome to attend programs and especially invited to special activities. We encourage family to attend the monthly birthday party and seasonal celebrations such as Christmas.

Each year we hold a tea and bake sale to raise funds, which we use to enhance resident programs. Notices of special events are posted on the bulletin board in the main entrance area and on the calendar. Family may pick up a copy of the monthly Recreation calendars from the Recreation Department or access the calendars on the Tabor Home website.

INFORMATION AND POLICIES

ALCOHOL

Beverages containing alcohol may be permitted in consultation with the physician and the pharmacist if not contraindicated with the resident's medication. Residents of Tabor Home have the financial responsibility for alcohol purchases. Alcohol will be kept in the Medication Room. It will be given to you by the nurse at your request. The safety of the resident and others will be a determining factor in considering the amount of alcohol that is dispensed.

COMPLAINTS: HOW TO LODGE A CONCERN/COMPLAINT

1. Speak with the person involved or ask for the Manager/Supervisor of that department.
2. Nursing complaints can be directed to the Nurse, Clinical Resource Nurse or Director of Resident Care.
3. Unresolved complaints can be submitted to the Chief Executive Officer.
4. If your complaint has still not been resolved, contact the Tabor Home Inc. Board of Directors. Contact business office if you require assistance.

Phone: 204-822-4848 **Fax:** 204-822-5289 **EMAIL:** info@taborhome.ca
Mail: Tabor Home Inc. 450 Loren Drive Morden, Manitoba R6M 0E2

DENTAL CARE

Dental care examinations and follow up care can be arranged by the Nurse in consultation with the resident or family, or by the resident/family with notification to the Nurse.

Residents are responsible for all fees including: dentist's fees; transportation to and from the dentist's office and escort fees if required.

DISCHARGE & PLACEMENT

After the death of a Resident, family are requested to make arrangements to have all personal belongings attended to within 24 hours. We recognize that this can be a very difficult time for families, yet at the same time, another family is urgently waiting to have a loved one placed in our Home. Our Social Worker will notify a new Resident and the admission process will begin immediately. All care is taken to ensure that the needs of both families are met.

EYE CARE

Eye examinations and follow up care can be arranged by the Nurse in consultation with the resident or family, or by the resident/family with notification to the Nurse.

Residents are responsible for all fees including: optometrist's fees; transportation to and from the optometrist's office and escort fees if required.

GIFTS/TIPS

The staff of Tabor Home are employed to provide resident care and undertake their work conscientiously and with the resident's best interests in mind. Individual staff do not expect and are not permitted to accept gifts or money. Food items given to a group of staff are acceptable and enjoyed by all.

HANDIVAN

The Morden Handivan may be booked by calling 822-5047. Resident/family is responsible for payment.

MEDICAL ASSISTANCE IN DEATH (MAID)

Medical Assistance in Death will not be provided at Tabor Home. If further information is required, you will be directed to the appropriate person. Email maid@wrha.mb.ca

MAIL

Mail is delivered Monday through Friday. The receptionist is available to sell and place appropriate postage on outgoing letters and parcels during regular business hours.

The Local Papers are delivered weekly to Tabor Home. It is the Resident/Family's responsibility to arrange for Winnipeg Free Press delivery if desired.

OXYGEN NEEDS

If a resident has a need for oxygen, Tabor Home will provide an oxygen concentrator in the resident's room as prescribed by the physician. The resident will be required to pay for additional portable oxygen used for outings and for any necessary adjustments to the wheelchair to transport the oxygen cylinder. This policy is based on Manitoba Health guidelines.

PAID COMPANION CARE PROGRAM

At times residents or their families express a desire for social interaction and support beyond what can be provided by Tabor Home Staff. The Paid Companion Care Program can be helpful in these situations. Through this program a private companion will spend time with the resident as requested. Companions must provide references and criminal and abuse registry checks. They are paid through the resident trust account as authorized by the resident and/or family. For further information about paid companion care, contact the Social Worker.

PALLIATIVE CARE

Tabor Home is committed to providing quality palliative and end-of-life care, as well as compassionate support for dying persons and their families. This includes delivering effective, sufficient, and timely pain and symptom management to the resident by health care professionals who are knowledgeable in pain and symptom management to lessen pain and suffering. It is our goal to provide a good home for residents and this includes dying "at home" with the care and support of the Tabor staff. We make every effort to support family/friends to be with their loved one during this time. If they wish, family and friends can remain overnight to be with their loved one.

PETS

Pets are welcome to visit as long as they are obedient and good tempered. All pets must be clean, healthy, up to date with their vaccinations, and kept on a leash or in a pet carrier. We strongly recommend everyone perform hand hygiene after touching the animal. Certain animals are not allowed into Tabor Home because of infection or injury concerns. If you require more information about animals appropriate for a visit, please contact the Director of Resident Care or the Infection Control Practitioner.

PHOTOGRAPHY AND PRIVACY

We recognize that taking pictures of family and friends is part of everyday life and special events. We ask that family and friends of residents ensure the pictures taken at Tabor Home are of your loved one only. Any other residents should not be included in pictures unless they have given consent.

RESERVING GATHERING AREAS

Tabor Home recognizes the importance of family and friendship ties and invites families and friends of residents to make use of public areas for gatherings, celebrations and visits. Please note the following information/guidelines:

- a) Reservations should be made at least one week in advance at the reception office during regular office hours.
- b) The Family Room can be used for smaller gatherings.
- c) The "Community Centre" can be used on evenings and on weekends when regular activities are not planned. Arrangements should be made with the reception office.
- d) Coffee/Food- Family may wish to bring in food, coffee, etc. or purchase through the Tabor Home Cafeteria. The cafeteria hours are: 7:00 am - 8:30 pm. If you wish to purchase meals for a group of more than 10 people please contact food services by speaking to the Food Service Manager or Cook one week in advance to make arrangements.
- e) **Equipment** available for use: A microwave is available. For safety reasons, the range (in Community Centre) is not available for personal use. **Dishes:** Please bring your own plates, cups, cutlery, etc.
Other equipment: A TV is available in the Community Centre.

- f) **Cleanup:** Please clean up after your event. For your convenience, a broom, dustpan and garbage bags are available. Filled garbage bags may be left in the area for removal by Tabor staff. There are no charges for the use of these areas but donations are gratefully accepted. Donations may be left at the Reception desk or mailed to Tabor Home.

RESIDENT/FAMILY COUNCIL

This group meets 5 times a year and all residents and their families are welcome to attend. Meeting times and minutes are posted. Contact the social worker or recreation manager if you would like more information about the resident/family council.

RESIDENT ROOM /TRANSFER

A change in care needs or social concerns may necessitate a room change. Whenever possible, family will be informed before any move is initiated. We appreciate your cooperation and support if a change is necessary. Tabor Home, however, reserves the right to move the resident. Costs associated with the reconnection of telephone is the responsibility of the resident if a room transfer becomes necessary.

RESIDENT SIGN OUT/IN VERIFICATION

Family and friends are encouraged to take their loved ones out of Tabor Home for outings. We require that residents are signed out and back in, so staff know where residents are in the event of an emergency. If the resident has not returned by the documented time the nurse can call and talk with the person who accompanied the resident. Each nursing desk has a sign out and in form available.

RESPONSIBILITY FOR LOSS/DAMAGE

Tabor Home is not responsible for any money or items that are lost, stolen or damaged. We will do our best, however, to recover lost items and to ensure that personal possessions are safe. Please report any losses immediately to the nurse. We recommend that the resident/ family list and insure any valuables; especially hearing aids, glasses and dentures. Please store belongings appropriately (i.e. not left in pockets or in bedding). Lockable drawers are available in every room.

SAFE CLIENT HANDLING & INJURY PREVENTION PROGRAM (SCHIPP)

SCHIPP is a legislated program with a goal to ensure safe handling of the resident and injury prevention of the staff. This program requires proper handling equipment and adequate space for staff to use correct body mechanics. As a result, there are some requirements in how the room should be arranged as well as the amount of furniture that can be brought in. Additional devices may also be required such as transfer belts and sliders, which the resident is required to purchase.

SAFETY and SECURITY

Every effort is made to make Tabor Home a safe and comfortable home for all residents. In order to maintain a secure environment, the main entrance is locked from 8:00 pm to 8:00 am. If family or friends are visiting when the doors are locked they are asked to use the intercom and staff will assist them to enter. Staff will provide a code to exit as needed. A Roam Alert system is in place to protect residents who are identified wandering risks. There is a resident charge for the Roam Alert protection.

In addition to regular checks by staff, residents have a call bell in their room and bathroom to advise staff if they need assistance. There are also staff assist buttons in the hallways.

Fire drills are conducted on a monthly basis. The Home has an automatic fire alarm, sprinkler system and fire extinguishers throughout the building. Birthday candles and sparklers can set off the fire alarm so we ask that you do not use them within Tabor Home.

SCENT-REDUCED HOME: I.E. PERFUME & FLOWERS

Because some residents/visitors/staff are sensitive to scents, we ask that you refrain from wearing perfume/cologne/aftershave. Please do not use scented air fresheners in your room. Also, we ask visitors to use discretion when bringing gifts for residents. Lotions and personal hygiene products should be scent-free. Items such as potpourri, scented powder, air fresheners, flowers such as lilies, lilacs, hyacinth, etc. should be avoided.

SMOKE-FREE

Tabor Home property is smoke-free for all residents, visitors and staff. A container is available for butting out.

VENDING MACHINE

A drink vending machine is located in the building for your use.

VISITORS: FAMILY AND OTHER GUESTS

Love and support of family and friends may be expressed through visiting. Visits may be made any time during the day or evening. However, visitors are encouraged to show consideration of resident needs for rest and avoid very early or late hours.

Visiting should be enjoyable for both parties. It should be a source of stimulation and interaction that brings a sense of mutual satisfaction. Some tips for making visits rich and interesting are:

- ◆ Bring children to visit. To ensure that the visit goes well, children under age 12 must be accompanied by a responsible adult and shall not be left unattended at any time. Parents are responsible for the behavior of their children and must ensure appropriate behavior while on the premises.
- ◆ Write letters or cards or make a phone call.
- ◆ Bring along a game (there are some games available at Tabor Home).

- ◆ Bring photographs of events.
- ◆ Take the resident out for wheelchair rides, drives, visits, or a meal.
- ◆ Join resident for a meal (make arrangements in advance).
- ◆ Bring a favorite food item (check with nursing staff in case of dietary restrictions).
- ◆ Bring some favorite music or share the local newspaper.
- ◆ Bring the church bulletins & encourage church members and pastors to visit.
- ◆ Escort the resident to outside appointments.
- ◆ Support teas and other special events at Tabor Home.
- ◆ Replenish the resident's wardrobe and personal toiletries as needed.
- ◆ Assist in volunteer programs.

VOLUNTEERS

Volunteers are individuals who serve Tabor Home because of their concern for others. They assist in various areas of Tabor Home and provide companionship for the residents. Families of the residents are encouraged to participate in the volunteer program. Arrangements can be made with the Volunteer Coordinator or the Recreation Manager.

VOTING

Tabor Home makes every effort to assist the residents to exercise their right to vote during elections.

WHEELCHAIRS AND EQUIPMENT RENTAL

Residents are responsible to provide their own wheelchairs and to provide routine preventative maintenance. Tabor Home will arrange repair/preventative maintenance service and charge to the resident's trust account unless alternative arrangements have been made.

Tabor Home has a rental program available for wheelchairs, walkers, bed alarms, etc. based on availability. Payment for the equipment is made through the resident's trust account. Electric wheelchairs are permitted if an assessment by the Occupational Therapist determines all safety needs are met. Scooters are not considered a safe indoor vehicle and are not permitted in Tabor Home.

**TABOR HOME INC.
RESIDENT BILL OF RIGHTS**

1. Residents have the right to be treated with courtesy, and in a way that promotes their dignity and individuality.
2. Residents have the right to be sheltered and assisted with eating, dressing, grooming and care in a manner consistent with their needs.
3. Residents or their legal representative have the right to give or refuse consent to treatment, including medication, in accordance with the law.

Subject to safety requirements and privacy rights of other residents:

4. Residents have the right to exercise their freedom of choice of religion, culture and language.
5. Residents are free to communicate with, have contact with and visit with friends, family and others, in private if desired.
6. Residents have the right to choose their recreational activities.
7. Residents have the right to choose the personal items to be kept in their rooms when space permits.
8. Residents have the right to select the clothing worn each day.
9. Residents have the right to be given reasonable privacy in treatment and in caring for their personal needs.
10. Residents have the right to live in a safe and clean environment.
11. Residents have the right to communicate and meet with their legal representative as often as necessary and in private, if desired.