Information Booklet

MISSION
Providing outstanding quality of life and well-being to our residents with a commitment to excellence in all that we do.

VISION
Nova Scotia’s premiere resident and family centred care provider in a vibrant and dynamic place all are proud to call home.

CORE VALUE
Living a culture that champions dignity, quality, safety and inclusion.

VALUES
Excellence, Integrity, Responsibility, Open Mindedness, Balance, Community

LICENSED BY: Nova Scotia Department of Health & Wellness
ACCREDITED BY: Canada Council on Health Services Accreditation Canada
Welcome to Glen Haven Manor

where we deliver outstanding care and services,
commit to continuous improvement,
embrace innovation & creativity,
build a positive team environment
and make everything we do count!

Our Character...

Just like individuals, an organization has its own character. Character determines values, ethics and personality. These words represent the character of Glen Haven Manor.

Compassionate & Caring
Professional & Dynamic
Innovative & Empowering
Passionate & Collaborative
Open & Trustworthy
Warm & Welcoming

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MESSAGE FROM THE CEO
LISA M. SMITH

Thank you for taking the time to learn more about Glen Haven Manor (GHM) as a continuing care provider for you or your loved one. Please use this booklet as a resource for your information needs as they relate to Glen Haven as a community governed nursing home. In honouring our commitment to “providing exceptional individualized quality care within a safe environment,” we recognize an interdisciplinary approach is fundamental to achieving high standards. Thus, collaboration, cooperation and shared expertise are always at the forefront.

As an accredited long-term care facility, we continually apply national best practices and adhere to the required organizational procedures of the Canadian Council of Health Services-Accreditation Canada, striving to always excel and to be innovative. We are proud of the expertise, dedication and passion of our team, as the heart and soul of Glen Haven is our people. I am confident in the quality of care we provide here at GHM and I am especially proud of all the staff providing it. It is uplifting that every day they blend compassion with excellence in quality care and offer a wide range of lifestyle amenities.

We consider it a privilege to serve our residents and work with all partners in care, making this a place where quality of life matters. It is our desire to achieve vigorous healthy growth, allowing us to be the preferred long-term care facility in our community. Please contact us if additional information regarding our services or the care of your loved one is needed or visit our website www.glenhavenmanor.com for updates and more information.

Sincerely,
Lisa M. Smith, CEO
Glen Haven Manor is an accredited; community governed long-term care and enriched housing facility, located in New Glasgow, Nova Scotia. One of the largest long-term care facilities in Nova Scotia, Glen Haven has 202 resident beds and 20 housing units and is strategically located in close proximity to major services and amenities that enhance the care and lifestyle of our residents.

Glen Haven Manor provides exceptional individualized quality care within a safe and caring environment that has been designed in collaboration with our residents and their families to meet individual needs. Glen Haven Manor was built in 1969 and is municipally owned and governed by the towns of New Glasgow, Stellarton, Trenton and Westville. An extension to the facility was built in 1975 and extensive renovations completed in 1991. As a team, Glen Haven’s CEO, Senior Leadership, Management and staff, take great pride in exceeding national standards and providing optimal long-term care to each resident, tenant, family and friends who come through our doors. It is the shared belief of staff and the Board of Directors to promote an outstanding quality of life and well-being for residents through the provision of social, recreational, spiritual, and restorative activities. There is an integrated interdisciplinary approach to care and our staff and volunteers are committed to respecting and honouring residents’ rights.

Glen Haven recognizes the ever-changing environment of long term and continuing care, the evolving long-term care population and the challenges and opportunities of a modern workforce. Glen Haven Manor has as its strategic directions: Embracing resident and family centred care; Leading safety, quality and innovation and Inspiring partner & community passion and engagement. Our services, programs and actions are guided by our core value of living a culture that champions dignity, quality and safety and inclusion and our values of excellence, integrity, responsibility, open mindedness, balance and community.

The admission process to Glen Haven may be accessed through the Nova Scotia Department of Health and Wellness Single Access system at 1-800-225-7225.
Providing Exceptional Individualized Quality Care

Glen Haven Manor has marked 49 years of providing exceptional individualized quality care for our residents. We have achieved Accreditation status from Accreditation Canada for more than 20 years to ensure the highest of standards and best practices are met. The strategic directions of our organization are enhancing quality care, optimizing leadership and engagement, investing in safety, health and innovation and strengthening relationships. All facets of the organization play an integral role in delivering outstanding quality care for every resident.

We are proud of the Glen Haven team because of the expertise, education, training, care, dedication and commitment each member possesses. Glen Haven is one of the finest long-term care facilities in the province and we are also proud of our prominent presence and strategic location in the community. We respect and appreciate the strong partnerships we have established within the continuing care sector and community partners throughout Pictou County as well as our professional affiliates and partners across Nova Scotia.

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VALUES
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Residents’ Rights

1. Every Resident “has the right to exercise rights as a citizen and as a resident”.
   • To have a substitute decision maker exercise my rights for me.
   • To have freedom of religion to attend religious services of my choice.
   • To vote for the candidate of my choice in public elections.
   • To participate with other residents in Resident Council and social activities.

2. Every Resident “has the right to be treated with respect and dignity”.
   • To have my choices respected and supported when doing so does not interfere with the rights of other residents.
   • To have my concerns, or those of others, heard and addressed.
   • To communicate in confidence and present concerns without fear.
   • To have my decision making respected.

3. Every Resident “has the right to be informed”.
   • To know who is responsible for my direct care.
   • To be informed of my medical condition, treatment and proposed treatment in a language I understand.
   • To be aware of the consequences of giving or refusing consent for treatment.
   • To receive notice when service charges increase.

4. Every Resident “has the right to safety and quality care”.
   • To be provided exceptional individualized quality care in a clean safe environment.
   • To be protected from all types of abuse – physical, verbal, emotional, mental, sexual or financial.
   • To participate in the development and implementation of my care plan.
   • To participate in my interdisciplinary care conferences with my family, friends or representatives of my choice.
   • To be free from restraint except when my safety or the safety of others is at risk.

5. Every Resident “has the right to privacy”.
   • To have privacy when being examined or receiving care.
   • To receive advance notice when others enter my personal space.
   • To have all care related information held in confidence.
   • To have my privacy respected.

6. Every Resident “has the right to receive visitors and communicate in private”.
   • To invite family and friends to visit with me in my home.
   • To have the freedom to choose who visits.
   • To be provided a private setting for visits where time and space permit.
   • To conduct private personal business.

7. Every Resident “has the right to manage their finances when able to do so”.
   • To have funds retained in a Guest Trust Account.
   • To access my funds for the purchase of items desired for my personal comfort.
   • To designate an individual to purchase items on my behalf.

8. Every Resident “has the right to maintain personal possessions and space”.
   • To retain personal items as space permits unless doing so infringes on the safety, health or rights of others.
   • To have a designated area considered as my personal space.
   • To relax in shared areas designated for my comfort and enjoyment.
   • To access safe outdoor space in which to enjoy activities.
PROTECTION FOR PERSONS IN CARE ACT

The Protection for Persons in Care Act came into effect on October 1, 2007. This Act is an extra safeguard for patients and residents 16 years of age and older who are receiving care from Nova Scotia’s hospitals, residential care facilities, nursing homes, homes for the aged or disabled persons under the Homes for Special Care Act, or group homes or residential centres under the Children and Family Services Act. Under this Act, abuse may be physical, psychological, emotional, sexual, neglect, theft or medical. It requires health facility administrators and service providers (includes staff and volunteers) to promptly report all allegations or instances of abuse.

Anyone else may report abuse under this Act by calling: 1-800-225-7225. Please visit our website www.glenhavenmanor.com for resource information.

CONFIDENTIALITY

All staff, volunteers and students of Glen Haven Manor Corporation understand they may have access to personal and private information when entrusted with the care of residents and families. By signing a Declaration of Confidentiality, they commit to not disclosing that information in any context unrelated to their role in providing exceptional individualized quality care. We expect all families and friends to keep any information they may become privy to in relations to other residents and families confidential.

RESIDENTS COUNCIL

Residents Council provides an opportunity for our residents to express concerns, provide comments and make suggestions and recommendations regarding their care. The Director of Community, Relationships and Engagement Donna MacLane supports the Resident Council Meetings and chairs the meetings with the elected Resident Council President once a month. All residents are welcome and are encouraged to participate.
Quality & Resident Care

Quality and Resident Care applies a multidisciplinary team approach to resident care. Director of Quality and Resident Care Heather Shepherd, RN, along with Managers, Christine MacFarlane (Whispering Tide and River Glen), Miranda MacKenzie (Crystal Waters and Silver Creek) and Evie MacMillan, (Serenity Springs and Ocean Drive) lead the Quality and Resident Care Team, which is comprised of RNs, LPNs, CCA Leads, CCAs, RSWs, a Social Worker, Advanced Foot Care Nurse, Physiotherapist, Occupational Therapist, Therapy Assistant and Staffing and Materials Management Coordinator.

Our Social Worker, Diane Palmer, RSW, works with Quality and Resident Care team, identifying the strengths and needs of potential residents, meeting directly with the families and/or residents and is the first point of contact for incoming residents. She also facilitates interdisciplinary initial and annual care conferences for the residents and families.

The Registered Nurse (RN) assigned to the Nursing Unit attends to health care needs and directs nursing care services, while the Licensed Practical Nurse (LPN) provides and supports the provision of nursing care by the team, which includes the administration of medications. The Continuing Care Assistant (CCA) and Personal Care Worker (PCW), assist residents with and/or directly provide individual personal care. Any questions or concerns about resident care should be directed to one of the members on the nursing team: CCAs/PCWs/RSWs, LPNs, RNs, Resident Care Managers or Director of Quality & Resident Care.

All staff of Glen Haven Manor Corporation understand they may have access to personal and private information when entrusted with the care of residents and families. By signing a Declaration of Confidentiality, they commit to not disclose that information in any context unrelated to their role in providing exceptional individualized quality care.

For more information regarding quality and resident care, please contact the:
Director of Quality & Resident Care: 902 752 2588, ext.231
Email: heather.shepherd@glenhavenmanor.ca
MEDICAL DIRECTORS/PHYSICIANS
Residents may continue to be followed by their respective family physician, or referred to our physicians. Dr. Brad MacDougall, Dr. Aaron Smith and Dr. Jose Jota. When a resident does not have a family physician, he/she is automatically referred to one of those physicians.

INTERDISCIPLINARY CARE CONFERENCE (IDC)
Following admission and annually, an IDC is held to facilitate the development of the resident’s individualized care plan. The Interdisciplinary Care Team consists of the resident, family and representatives of all departments and services. This care plan considers personal preference, lifestyle, physical, social, spiritual and psychological well-being.

PALLIATIVE CARE SERVICES
To ensure dignity and privacy are maintained at all times, staff offer commitment and dedication in helping residents and families through the Palliative Care process. Palliative Care is a combination of “the active and compassionate therapies intended to comfort and support individuals and families who are living with, or dying from a progressive life-threatening illness, or are bereaved”. The focus of the services provided is pain and symptom management, provision of comfort and spiritual support.

Please visit our website at www.glenhavenmanor.com to see our booklet on Palliative Care Services at Glen Haven Manor or check with the Finance Office for a hard copy.

HEALTH and SAFETY
Glen Haven Manor promotes an overall culture of well-being, health and safety excellence, recognizing the critical importance of providing a healthy & safe environment for our residents, staff and visitors. We accept ownership for health, safety and the environment by employing a culture which defines safety as everyone’s responsibility and enforces work practices that eliminate risk. Residents are given comprehensive health and risk assessments upon admission by the resident care team as well as by professional occupational and physiotherapists and a registered dietitian, in order to create individualized care plans. Glen Haven has established standard operating procedures, safe work practices, required organizational procedures and best practices standards for personal care. Some examples of health & safety areas with our required organizational practices and standards as approved by Accreditation Canada are falls management, skin care, immunization, infection prevention and control, medications, oxygen storage, hand sanitation, fire alarms, protocol about visiting residents while sick as well as many other areas.

Staff receive ongoing safety training and are required to report any safety concerns impacting residents or staff immediately. We have a joint health and safety committee, respectful workplace programs and regular safety audits.

We are appreciative of all who contribute towards providing a safe and healthy environment, from our valued team, to our cherished residents and their families, to our contractors, suppliers and community.
Safety, Environment and Infrastructure provides housekeeping, laundry and nutritional services to our residents. They are also responsible for maintenance, keeping the building in good repair, and for regularly inspecting and servicing equipment. Nutritional services provide home cooked, nutritious and appetizing meals and snacks for our residents. Resident rooms and bathrooms are cleaned on a daily basis and each resident’s personal items are laundered daily. Our washers are of an industrial strength; thus, it is not recommended delicate or woolen fabrics be used by our residents. All clothing needs to be machine washable and dryable. All resident clothing is labeled to minimize misplaced belongings. Glen Haven cannot be held responsible for lost or damaged items.

Director, Darlene MacNeil, herself a Red Seal Journeyman cook, leads the Environmental, Laundry and Maintenance team as well as the Nutritional Services team. Kim Davidson, a cook and former personal care worker, is the Manager of Environmental, Maintenance & Nutritional Services. Glen Haven is also proud to have several staff within the organization who are also Red Seal Journeyman Cooks. Any questions or concerns about housekeeping, laundry, maintenance related or Nutritional Services should be directed to the Director of Safety, Environment and Infrastructure.

For more information on safety, housekeeping, maintenance, laundry or nutritional services please contact:
Director of Safety, Environment & Infrastructure
Phone: 902 752 2588, ext. 234
Email: darlene.macneil@genhavenmanor.ca
The Director of Health, Wellness & Nutrition, Pauline Marks is a registered dietitian who is responsible for the overall health, wellness and nutritional standards of our organization, working closely with Nutritional Services.

Resident nutritional assessments are completed by the Director within the first two weeks of admission and ongoing individual needs are monitored as required.

The Glen Haven Manor menu is based on a four-week cycle with options that ensure Canada’s Food Guide nutritional requirements are met. Menus are adjusted to meet required therapeutic diets and diet textures. Food alternatives are available to accommodate food allergies, intolerances, dislikes and specific nutritional needs.

The RN or LPN on each resident’s floor must be consulted before bringing special meals or treats to residents. The Director of Health, Wellness & Nutrition also leads Glen Haven’s extensive Healthy Workplace initiatives which play a key role in making Glen Haven an employer of choice.

Any questions or concerns about meals should be directed to the:
Director of Health, Wellness & Nutrition/Dietitian
Phone: 902 755 2588, ext. 232
Email: pauline.marks@glenhavenmanor.ca
Community, Relationships & Engagement

The Department of Community, Relationships & Engagement plays a key role in strengthening and developing community partnerships while supporting the engagement of Glen Haven’s key stakeholders—residents, residents’ families/friends, staff, volunteers and the community. Its role includes the strategic management of Recreation, Community Relations and additional services such as Spiritual Services that enhance quality care for residents. Glen Haven Manor offers nourishment for mind, body and spirit through a broad range of individualized programming and activities within a safe and pleasant environment. A monthly Recreation calendar, featuring programs, entertainment and events is available for residents and their families on our Website and Information Kiosks throughout the facility. Family and friends are welcome to participate in many events. Celebrating the birthdays and anniversaries of residents is important to the residents, their families and to us. We are very pleased to make space available for families to host these milestone celebrations for our residents. Our space will accommodate up to 20 guests comfortably. For a 100th birthday a larger setting may be available. To organize a party, family must contact our Director of Community, Relationships & Engagement, Donna MacLane, two weeks prior to the date of the event. Donna may be reached by calling 902 752 2588, ext. 233 or by emailing her at donna.maclane@glenhavenmanor.ca. We look forward to helping you create special memories.

Director MacLane leads a team that consists of Recreation Programmers, a Music Therapist, and our valued Volunteers. She is also the senior leader for the Residents Council, the Family Council, and Hairdressing Services at the Water Wave Salon here on site. Some recreation activities include: Baking, Bingo, Bowling, Bus Drives, Card Games, Choir, Crafts, Dancing, Fishing, Bus Drives for Special Events, Library Services, Movie Night, Music, Picnics, Shopping, Theme Dinners, Parties.

Any questions or concerns regarding community relations or recreation services should be directed to the:
Director of Community, Relationships & Engagement
Phone: 902 752 2588, ext. 233
Email: donna.maclane@glenhavenmanor.ca
Resident Care Areas
OUR RESIDENT & QUALITY CARE TEAM

Crystal Waters & Silver Creek
with 66 beds in total, are a combined Resident Care Area that services residents with level one needs. Residents in this unit require minimal assistance from the nursing staff to maintain their independence. Glen Haven Manor provides access to RNs, LPNs and CCAs around the clock, supported by a multi disciplinary team (including Physicians, Dietitian, Occupational Therapy (OT), Physiotherapy (PT), OT/PT Aid, Social Worker, Environment, Laundry, Maintenance, Nutritional, Recreational, and Music Therapy support staff) to ensure we provide exceptional individualized quality care. The beautiful Amirah Garden is available for all residents to enjoy. All Resident Care Areas service both male and female residents. The Manager of Crystal Waters & Silver Creek is Miranda MacKenzie.

Ocean Drive & Serenity Springs
with 69 beds in total are a combined Resident Care Area that caters to residents with advanced care needs. Glen Haven Manor provides access to RNs, LPNs and CCAs around the clock, supported by a multi disciplinary team (including Physicians, Dietitian, Occupational Therapy (OT), Physiotherapy (PT), OT/PT Aid, Social Worker, Environment, Laundry, Maintenance, Nutritional, Recreational, and Music Therapy support staff) to ensure we provide “exceptional individualized quality care”. Serenity Springs is home to the Snoezelen Room and residents in both units have access to the room as well as the Snoezelen Cart. Glen Haven has two Teepa Snow trainers who are certified with this highly regarded health care leader’s “Positive Approach to Care” teaching certificate with one assigned to both Ocean Drive and Serenity Springs. Teepa Snow is an occupational therapist and a world renowned advocate for those living with dementia. She has made it her personal mission to help families and professionals better understand the challenges and changes that accompany various forms of the condition so that life can be lived fully and well. The beautiful Amirah Gardens, located off Whispering Tide, is available for all residents to enjoy. All Resident Care Areas service both male and female residents. Alana Rondeau, MHA, BBA, Manager of Ocean Drive and Serenity Springs is currently on maternity leave. Evie MacMillan, RN, is Interim Manager of these resident care areas.
River Glen

is a 32 bed unit that caters to residents with advanced care needs. This includes one Respite bed located in River Glen that provides temporary, home away from home care, in a private room for a loved one needing either level 1 or advanced care. Glen Haven Manor provides access to RNs, LPNs and CCAs around the clock, supported by a multi disciplinary team (including Physicians, Dietitian, Occupational Therapy (OT), Physiotherapy (PT), OT/PT Aid, Social Worker, Environment, Laundry, Maintenance, Nutritional, Recreational, Music Therapy and Spiritual Services support staff) to ensure we provide exceptional individualized quality care. There is also access to a Snoezelen Cart or to the Snoezelen Room. The beautiful Amirah Garden, located off Whispering Tide, is available for all residents to enjoy. All Resident Care Areas service both male and female residents.

Whispering Tide

is our 35 bed resident memory care area that provides care for residents with a confirmed Alzheimer’s or Dementia diagnosis. Whispering Tide provides access to RNs, LPNs and CCAs around the clock, supported by a multi disciplinary team (including Physicians, Dietitian, Occupational Therapy (OT), Physiotherapy (PT), OT/PT Aid, Social Worker, Environment, Laundry, Maintenance, Nutritional, Recreational, Music Therapy and Spiritual Services support staff) to ensure we provide exceptional individualized quality care. There is also access to a Snoezelen Cart or to the Snoezelen Room on Serenity Springs. Resident Care Areas service both male and female residents. All Glen Haven Manor nursing staff have certificates in Alzheimer’s care either through their training or provided by GHM. Glen Haven has two Teepa Snow trainers who are certified with this highly regarded health care leader’s “Positive Approach to Care” teaching certificate with one assigned to Whispering Tide. Teepa Snow is an occupational therapist and a world renowned advocate for those living with dementia. She has made it her personal mission to help families and professionals better understand the challenges and changes that accompany various forms of the condition so that life can be lived fully and well. Whispering Tide is a secure area and has direct access to the beautiful Amirah Garden. Use of the garden is incorporated into care plans seasonally and the garden is accessible to all residents. Christine MacFarlane, RN, BScN, is the Manager of both Whispering Tide and River Glen Resident Care Areas.
ROOM ASSIGNMENT
Residents are assigned a room and resident care area according to medical need. Most rooms are semi-private with a limited number of single occupancy. Requests for single occupancy are evaluated by Quality and Resident Care. As an individual’s health care needs change, it may be necessary to relocate residents to accommodate their needs or the needs of other residents. Our Quality & Resident Care staff contact family as soon as a move for their loved one is identified.

PREPARING TO MOVE
Sometimes the time between a vacancy and notification of acceptance can be short. It is helpful to prepare ahead of time if possible. Here are a few suggestions about preparations you can take prior to your move to your new home.

• Tour the long-term care facility after receiving your acceptance
• Check to see if your family doctor will continue to provide care to you at Glen Haven; if not we have a medical team.
• Make a list of people to tell about your change of address
• Organize legal documents and insurance
• Once your room is ready- Find out the best time to arrive and organize transportation

MOVE IN CHECK LIST & ENHANCING YOUR NEW HOME
Residents are encouraged to make their room comfortable while respecting the space of a roommate. Although each resident has access to a double closet and small dresser, rooms are small and available space is limited in rooms, especially those with double occupancy.

ITEMS TO BRING:
• Ornaments (1-2 small)
• Pictures
• Pillows (decorative)
• Quilt
• Seasonal Clothing

ITEMS REQUIRING APPROVAL:
• Bookcase
• DVD Player
• Tower Fan
• Hearing/Vision Impaired Telephone
• Lamp
• Lift/Recliner/Wing Back Chairs
• Personal Electric Equipment
• Radio
• Table

ITEMS NOT PERMITTED:
• Empty Suitcases/Totes
• Extension Cords
• Glider/Rocker/Swivel Chairs
• Mats
• Microwave
• Table Top Oscillating Fan
• Personal Telephone
• Portable Heater
• Refrigerator
• Television
• Toaster Oven
• Shelf
Smoking
Our residents are permitted to smoke in a designated smoking room. They are also required to sign a smoking agreement. Visitors are not permitted to smoke in the facility or on the property.

Furniture
Rooms are equipped with a bed/mattress, night table and wardrobe dresser. A TV is provided with a charge for cable. There is limited closet space and there may be room for a small chair and lamp.

Decorations and Plants
Plants are discouraged due to safety concerns for all residents. Please check with Resident Care Managers regarding approval of decorations and plants.

Pets
No personal pets are allowed at Glen Haven Manor but we are very proud to offer a comprehensive program with St. John Ambulance Therapy Dogs who visit on a regular basis. Please see more information under Therapeutic Services.

Wheelchairs, Canes and Walkers
Basic wheelchairs which are medically required and prescribed will be provided to residents at no cost. Residents who require modified basic wheelchair will be responsible for the cost of any modification. Residents are also responsible for the cost of customized wheelchairs. Walkers, canes and some specialized equipment are not provided by Glen Haven. You or your family are responsible for purchasing or renting specialized equipment such as special cushions.

Funding for Equipment
Some residents may qualify for funding or assistance through sources such as Veterans Affairs, Aboriginal Programs, the Nova Scotia Department of Health & Wellness or private insurance such as Blue Cross.

Residents Valuables
Glen Haven Manor cannot be responsible for unsecured personal property. It is the responsibility of residents and family to ensure personal property is secure. It is recommended only small sums of money be left in a resident room, larger amounts can be deposited in the Resident Trust Account for the resident to access when necessary.

OVER THE COUNTER MEDS

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<td>Almogel</td>
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<td>Anusol/Anuzinc Ung</td>
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<td>4</td>
<td>ASA Children’s 80 mg (Asaphen)</td>
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<td>5</td>
<td>ASA Children’s 81 mg</td>
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<td>Benadryl Caps 25 mg (Diphenhydramine)</td>
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<td>Biscodyl Tablets</td>
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<td>Calamine Lotion</td>
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<td>Cough Syrup</td>
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<td>Docusate Sodium Caps</td>
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<td>Dulcolax Suppositories</td>
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<td>Enema Administration Kits</td>
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<td>Enema Phosphate</td>
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<td>Ferrous Gluconate 300 mg Tablets</td>
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<td>Ferrous Sulphate 300 mg Tablets</td>
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<td>Gaviscon Liquid</td>
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<td>17</td>
<td>Glycerin Suppositories</td>
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<td>18</td>
<td>Gravol Tablets (Diphenhydramine)</td>
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<td>19</td>
<td>Ibuprofen 200 mg Tablets</td>
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<td>Lactulose</td>
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<td>Magnolax</td>
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<td>Metamucil</td>
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<td>Milk of Magnesia</td>
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<td>Mineral Oil</td>
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<td>Multivitamins</td>
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<td>26</td>
<td>Polysporin Oph Solution</td>
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<td>Polysporin Topical Ung</td>
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<td>28</td>
<td>Senekot Tablets (Sennoside)</td>
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<td>Senekot S Tablets</td>
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<td>Sharps Containers : Small Medium Large</td>
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<td>Tylenol 325 mg (Acetaminophen)</td>
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<td>Tylenol 500 mg</td>
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<td>Tylenol Suppositories 650 mg</td>
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<td>Vitamin C</td>
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<td>Vitamin D Tablets</td>
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<td>37</td>
<td>Vitamin E</td>
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BASIC SERVICES
As assigned by the Department of Health and Wellness, each resident pays an accommodation charge. The following is a list of the basic services that Glen Haven Manor provides at no additional charge to the resident.

This list does not necessarily constitute a complete inventory of the services available at no additional charge to the resident.

- Twenty-Four (24) Hour Nursing and Personal Care
- Administration of Medication
- Assistance with the Activities of Daily Living
- Basic Foot Care Services
- Bedding, linen, pillows, wash cloths and towels
- Bedroom furnishings, including: Bed, Bedside table, Chair, Closet or wardrobe, Dresser
- Equipment for the general use of residents (does NOT include individualized items):
  - Geriatric chairs
  - Mechanical lifts
  - Portering wheelchairs
  - Raised toilet seats
  - Shower chairs
  - Walkers
- Indoor and outdoor space for relaxation
- Over the counter medication and treatment:
  - Antacids
  - Antiemetics
  - Iron
  - Laxatives
  - Pain Relievers
  - Vitamins
- Personal hygiene/grooming supplies and equipment
  - Denture cups
  - Facial tissue
  - Shampoo
  - Skin care products
  - Soap
  - Toilet tissue
  - Toothbrush
  - Toothpaste
- Safety-engineered insulin syringes
- Semi-private or Private Accommodation with or without private washroom
- Supplies and equipment necessary for resident care:
  - Management of skin care
  - Management of incontinence
  - Standard precautions for infection control

POLICIES
Glen Haven Manor has a comprehensive complement of policies dealing with resident care, medication reconciliation, administration, human resources, governance, operations, resident care, departmental operations, risk management, professional development, safety, health and environmental affairs.

Examples of these policies are:
- Admission Policy
- Bully Free Workplace Policy
- Cannabis Policy
- Confidentiality Policy
- Discrimination & Harassment Policy
- Emergency Preparedness Policy
- Ethics Decision Making Policy
- Fair Hiring Policy
- Falls Prevention Policy
- Family & Resident Celebrations Policy
- Health Care Options & Decisions Policy
- Information Privacy & Protection Policy
- Managing Residents Responsive Behaviour Policy
- Mandatory Professional Development Policy
- Medication Reconciliation Policy
- Parking Policy
- Performance Management Policy
- Protective Measures & Restraints Policy
- Recreation Assessment Policy
- Release of Residents Personal Property Policy
- Reportable Deaths Policy
- Reporting & Addressing Concerns Policy
- Resident Personal Use Allowance Policy
- Restricted Use of Cameras and Video Recorders
- Scent Reduction Policy
- Sexual Health, Sexuality & Intimacy
- Smoke Free Workplace Policy
- Visitors Meals Policy

For a full list or to view the policies please contact:
Lisa M. Smith
CEO, Glen Haven Manor
lisa.smith@glenhavenmanor.ca
Therapeutic Services

Occupational Therapy/Physiotherapy
Therapeutic Services provided at Glen Haven Manor consist of regular access to Occupational Therapist, Peggy MacLean and Physiotherapist, Jane Cameron as well as Therapy Assistant Gladys Crawly. Occupational Therapy (OT) Services for residents at GHM focus on positioning and mobility, including seating (wheel chairs), positioning for skin integrity (mattresses and support surfaces), mobility with or without adaptive equipment, such as wheelchairs, walkers, canes, and mechanical lifts. It also promotes optimal postures to allow a resident to participate in activities and have independence for self care and hand functions. OT also evaluates safety for residents such as furniture, barriers and room layout. The Physiotherapist assesses the residents and when needed develops a rehabilitation program that may include an individualized walking program led by Jane Cameron. Functional levels as well as any joint restrictions are assessed to determine whether or not they can be improved or maintained. Staff are also coached on how to transfer and mobilize residents after the assessment. The Physiotherapist and the Occupational Therapist are both at the facility once a week and the Physiotherapy Assistant is on site five days a week.

Spiritual Care Services
Spiritual Care Services are offered as an important part of Glen Haven's Community, Relationships & Engagement. Weekly Mass and Church Services are provided and posted in the Recreation Calendar. Celebrations of Life services are held in memory of residents who have passed away. Family, friends, residents, and staff are welcomed and encouraged to attend and participate in these memorial celebrations.

Music Therapy
Glen Haven is pleased to offer an extensive Music Therapy Service for our residents. Music therapy is an effective and enjoyable medium for the maintenance and improvement of cognitive, physical, socio-emotional and spiritual health of the individual. The sessions are designed to meet the specific needs of the senior or elderly client. These experiences may include singing, music listening, sharing and discussion of songs, song writing, learning of songs, musical exercise and participation in music activities designed to promote social interaction and self esteem. Music is one of life's earliest experiences and in late adulthood musical memories remain among those most deeply rooted. Musical therapy is a clinical specialty that evokes responses such as a positive change of mood, participation, reminiscence and maintaining fine and gross motor skills and more. Glen Haven is pleased to have Music Therapist Heather (Cameron) Leeder on site several times weekly.

Therapy Dogs
To ensure residents enjoy therapeutic pet visits in a safe and consistent manner, the only pets permitted in the facility and on the property are therapeutic dogs. St. John Ambulance Therapy Dogs, Gracie, a Golden Retriever; Murphy, a Bernese Mountain Dog; and Sophie, a teacup Yorkie visit Glen Haven on a weekly basis as well as on special holidays. The therapy dogs provide much enjoyment and comfort to residents and staff alike.

Oral Health Care Services
Glen Haven Manor provides the convenience of an on-site, comprehensive oral health care program for residents. In partnership
with Dental Hygienist Angela Anderson, this program offers a range of dental health procedures which are available on a fee for service basis. The fees for the services are as defined in the Dental Fee Guide by the Canadian Dental Association. Please visit www.glenhavenmanor.com for the full oral care fee list.

**Amirah Garden**
The residents of Glen Haven Manor greatly enjoy the beautiful Amirah Garden, which was designed by Kathy Tracey and Barry Pothier from our Nutritional Services staff. Kathy and Barry are each known for their green thumbs and the great dedication they gave to this project for our residents. Amirah means “One Who is Forever Beautiful,” and this special garden is a pleasing and delightful addition to Glen Haven. The garden features stunning flowers, a water fountain and comfortable outdoor furniture that residents look forward to visiting during the various seasons of blooms. The residents of Whispering Tide have direct access to the Amirah Garden as it is located adjacent to this resident care area and it provides great health benefits to residents with Dementia or Alzheimer’s. The garden has been recognized by the New Glasgow Communities in Bloom program for its positive impact for residents and for the creation of a charming green space for special events and occasions. The Amirah adds a unique beauty to spring, summer and fall at Glen Haven for all residents to experience.

**Snoezelen Room**
The Snoezelen Room at Glen Haven Manor provides a controlled multi-sensory environment that is safe and supportive. The concept of Snoezelen was defined in the late 1970s by two Dutch therapists. The word “Snoezelen” is a contraction of the Dutch verbs “snuffelen” (to seek out or explore) and “doezelen” (to relax). Our residents with disabilities or other limiting conditions enjoy this gentle stimulation of the primary senses. They experience self-control, autonomous discovery, and exploration achievements that help overcome inhibitions, enhance self-esteem, and reduce tension. Free from the expectations of others and away from the pressures of directed care, they recuperate and relax. The Snoezelen environment at Glen Haven Manor is used primarily for residents with Dementia but is available for use of all residents. The Snoezelen approach presents stimuli to a variety of different senses and does so in a way that allows the resident to seek out and explore the environment, rather than having a practitioner or a therapist direct their responses. One of the great advantages of Snoezelen is that it does not rely on verbal response. Glen Haven Manor also provides a Snoezelen cart, which is a portable Snoezelen unit, that can be transported to rooms for those instances when this is more practical for the needs of residents. Visit our website for more information.

**Water Wave Salon**
Hairdressing services are available right here at Glen Haven Manor in our Water Wave Salon for those residents wishing to have their hair done. We are very pleased to offer the convenience of these personal grooming services on site for our residents by professional hair stylist Jean Cameron. Hours of Operation: Monday to Friday, 9:00am-4:00pm. Appointments are scheduled directly with the hair stylist or through the Department of Quality & Resident Care. Please check www.glenhavenmanor.com for a full price list.

**VISITOR INFORMATION**

**Visiting Hours**
Visiting hours are recommended from 9:00am-9:00pm.

**Parking**
Parking is available for visitors at the back of the facility and along the side as you approach the front entrance.
**Advanced Foot Care**
Advanced foot care is an optional service that significantly improves comfort, mobility and the general health of an individual’s feet, and is available at a cost of $30.00 per treatment (taxes included).

**Telephone, Cable & Internet Services**
Access to a telephone system is an optional service allowing residents to call internally from room to room, to the Nurse’s Station, the Business Office, to any Department and also externally. The cost of the telephone service is $20 per month for basic service and $0.03 per minute long distance in Canada and the US. Telephone services can only be purchased from Glen Haven Manor, as services from outside providers are not permitted. Glen Haven Manor must provide the telephones as personal telephones cannot be linked to the system.

**Library Services**
Library services (books, magazines and audio tapes) are available monthly through the Pictou-Antigonish Regional Library.

**Mail**
Mail is sorted and delivered daily to residents and outgoing mail can be dropped off at the Finance Office for pickup by Canada Post the next business day.

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**Transportation to Medical Appointments**
Medical appointments are scheduled through the nursing department. Although family members are encouraged to accompany residents to those appointments, a staff member can be made available to attend the appointment with the resident. External appointments requiring staff accompaniment and/or transportation may be provided when family are unable to make alternate arrangements. The cost of staff accompaniment is $25 per hour at a one hour minimum with additional time pro-rated accordingly. For further information on transportation, call CHAD at 902-928-1234

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<thead>
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<th>Location</th>
<th>Shuttle</th>
<th>CHAD Bus</th>
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<td>New Glasgow/Stellarton/Trenton/Westville</td>
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<tr>
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<td>Halifax</td>
<td>$175</td>
<td>N/A</td>
<td>1-888-280-8884</td>
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Legal Advice
Family members are responsible for securing legal advice (wills, advanced directives, Power of Attorney) and completing government related forms (GST application, income tax). Legal consultation is not available through Glen Haven Manor and staff cannot assist with or witness any documents. Copies of all applicable legal documents must be provided to the Finance Office i.e. Power of Attorney, Enduring Power of Attorney.

Advance Directives and Substitute Decision Makers
An advance directive is the legal document that will serve as a reference should you become unable to express your wishes. Residents are encouraged to document advance directives while they are healthy and clear-thinking. A “temporary decision maker” can be appointed if you are not able to give consent and have not legally selected someone to speak to your medical or health issues.

Birthday / Anniversary Celebrations
Celebrating birthdays and anniversaries is important to us. We make space available for families to host these celebrations for our residents. To organize a party, family must contact the Director of Community, Relationships and Engagement two weeks prior to the date of the event.

Gifts & Gratuities
Glen Haven Manor takes great pride in providing exceptional individualized quality care. Each team member plays an important role in providing resident care and services that make our facility a caring and rewarding place to call home. It takes the dedication, skills and teamwork of many individuals to provide care and support the operations of our facility. To this end, staff are not permitted to accept individual gifts from you or your family.

If you would like to acknowledge the efforts of the team, we offer the following suggestions on how you may choose to express your appreciation:
• A donation to the Family Council or programming for residents
• A gift that can be shared and enjoyed by all staff, i.e. chocolates, cookies, flowers
• Thank you notes
• A donation to a local charity of your choice i.e. Canadian Alzheimer’s Society, Canadian Cancer Society, etc.

Visits Outside of Glen Haven Manor
When taking a resident out of the building, family and friends must advise the nurse and sign the book at the Nurses Station (leaving and returning). To ensure medications and care plans are organized accordingly, we encourage family and friends to make prior arrangements (at least 24 hours notice) when planning an overnight or weekend stay for a resident.

Reporting and Addressing Concerns
Senior Leadership and Management are accountable for ensuring the day to day operations of Glen Haven Manor are conducted in a safe and professional manner. Concerns may be communicated verbally to any Manager. Individuals may be requested to provide a written statement of concern. Glen Haven Manor demonstrates responsiveness to resident, family, visitor and community concerns by outlining a policy for receiving and processing concerns.

Laundry Services
Glen Haven Manor is pleased to provide you with laundry service for clean towels, facecloths and linens. Personal laundry service is also available. All clothing needs to be machine washable and dryable. Glen Haven Manor cannot be held responsible for lost or damaged items.
Resident Care Areas
Crystal Waters, RNs, LPNs, CCAs, 902-752-2588, ext. 226
Ocean Drive LPNs, CCAs, ext. 249
River Glen LPNs, CCAs, ext. 228
Serenity Springs, LPNs, CCA, ext. 227
Silver Creek, LPNs, CCAs, ext. 255
Whispering Tide, LPNs, CCAs, ext. 229

Executive, Finance, Communications & Human Resources
Lisa M. Smith, Chief Executive Officer (CEO), ext. 221
Darcy MacDonald, Director of Finance, ext. 224
Janice Jorden, Employee Relations Specialist, ext. 272
Kimberly Dickson, Director of Communications, ext. 254
Liz MacIntosh, Finance Associate, ext. 222
Betty Dewar, Payroll Practitioner, ext. 223
Rhonda Green, Benefits Practitioner, ext. 246

Quality & Resident Care
Heather Shepherd, Director of Quality & Resident Care, ext. 231
Christine MacFarlane, Resident Care Manager, River Glen & Whispering Tide, ext. 298
Evie MacMillan, Interim Manager of Serenity Springs & Ocean Drive, ext 300
Alana Rondeau (Maternity Leave), Manager of Quality & Serenity Springs & Ocean Drive, ext. 300
Miranda MacKenzie, Manager of Crystal Waters & Silver Creek, ext. 270
Peggy MacLean, Occupational Therapist, ext. 248
Jane Cameron, Physiotherapist, ext. 248
Diane Palmer, Social Worker, ext. 235

Community, Relationships & Engagement
Donna MacLane, Director of Community, Relationships & Engagement, ext. 233
Jeannie Cameron, Hairstylist, Water Wave Salon, ext. 250
Recreation Office, Programmers, Music Therapist, ext. 252

Health, Wellness & Nutrition
Pauline Marks, Director of Health, Wellness & Nutrition / Dietitian, ext. 232
Kim Davidson, Manager of Nutritional Services, ext. 236

Safety, Environment & Infrastructure
Darlene MacNeil, Director of Safety, Environment and Infrastructure, ext. 234
Nova Scotia Department of Health & Wellness
To apply for residency in a nursing home or a residential care facility, contact Continuing Care, toll-free at 1-800-225-7225 to find out about the application process, to arrange for a Care Coordinator to assess your care needs, and to identify the best method of having your needs met. Website: novascotia.ca/dhw/ccs/long-term-care.asp

Nova Scotia Fire Marshall
Phone: 902-424-5721
Toll Free: 1-800-559-3473
Fax: 902-424-3239
Website: novascotia.ca/dma/firesafety/OFM.asp
Deputy Fire Marshall - Pictou, Hants Counties: Ryan Thibeau - 902-717-0009
Email: Ryan.Thibeau@novascotia.ca

Office of the Ombudsman
Toll Free: 1-800-670-1111
Phone: 902-424-6780
Website: novascotia.ca/ombu/
Email: Ombudsman@novascotia.ca

Nova Scotia Protection for Persons in Care
Website: novascotia.ca/dhw/ppcact/
1-800-225-7225

Nova Scotia Health Authority
www.nshealth.ca
Please call 811 for health advice
911 for emergencies
NSHA general inquiries: 1-844-491-5890

Nova Scotia Health Card (MSI)
1-800-563-8880 (Toll free in Nova Scotia)
Phone: 902-496-7008
E-mail address: MSI@medavie.ca

Nova Scotia Mental Health Crisis Line
1-888-429-8167 (toll-free)
Available 24 hours, seven days a week

Accreditation Canada
1 800-814-7769 (within Canada)

Nova Scotia Fire Marshall
Phone: 902-424-5721
Toll Free: 1-800-559-3473
Fax: 902-424-3239
Website: novascotia.ca/dma/firesafety/OFM.asp
Deputy Fire Marshall - Pictou, Hants Counties: Ryan Thibeau - 902-717-0009
Email: Ryan.Thibeau@novascotia.ca

Office of the Ombudsman
Toll Free: 1-800-670-1111
Phone: 902-424-6780
Website: novascotia.ca/ombu/
Email: Ombudsman@novascotia.ca

Nova Scotia Protection for Persons in Care
Website: novascotia.ca/dhw/ppcact/
1-800-225-7225

Nova Scotia Health Authority
www.nshealth.ca
Please call 811 for health advice
911 for emergencies
NSHA general inquiries: 1-844-491-5890

Nova Scotia Health Card (MSI)
1-800-563-8880 (Toll free in Nova Scotia)
Phone: 902-496-7008
E-mail address: MSI@medavie.ca

Nova Scotia Mental Health Crisis Line
1-888-429-8167 (toll-free)
Available 24 hours, seven days a week

Accreditation Canada
1 800-814-7769 (within Canada)
Glen Haven Manor is a large, long-term care facility with a commitment to excellence in all that we do. It is our honour to provide outstanding quality of life and well-being to our residents by living a culture that champions dignity, quality, safety and inclusion.