



# **THE RESTORATIVE CARE PROGRAM**



## **Client Handbook**

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## **Welcome**

**Welcome to the Restorative Care Unit! The Restorative Care Program is a short term program available for older adults who have had an illness or injury and who no longer require hospital care, but are not yet ready to be discharged.**

**The goals of this program include:**

- **Helping gain strength after an illness/injury/surgery and hospital stay**
- **Help regain skills needed for activities of daily living**
- **Help improve confidence and self-esteem**
- **Work with clients and their family to develop a safe discharge plan**

## **Admission**

**The standard time for admission on the Restorative Care Unit is 11:00 am. The client will be brought to their room and will spend some time with the registered nurse on the unit. The nurse will complete a medical/health assessment with the client and family (if present). Please provide the nurse with any relevant health information, family contact information, etc. Clients will be provided with wrist bands for identification purposes.**

## **Our Team**

**Doctor:** There is an in-house doctor who will oversee your needs while you are on the Restorative Care Unit.

**Manager:** The manager of the unit is responsible for overseeing the Restorative Care Program.

**Registered Nurse:** The unit's nurse is available Monday through Friday and works with you and the team to coordinate your daily care. The nurse will oversee your medical concerns and consult with the doctor regularly. After hours, other registered nurses will oversee the unit.

**Physiotherapist:** Once admitted, you will see a physiotherapist who will help you with an exercise program to help you meet your goals. The physiotherapist will see if you may need a walker, cane, etc and will help make recommendations for a safe discharge plan. Please discuss your physiotherapy goals with the physiotherapist throughout your stay.

**Occupational Therapist / Program Coordinator:** The occupational therapist works with you to help you continue or improve every day activities such as bathing, toileting, dressing, cooking, cleaning, laundry, etc. The occupational therapist will work with you and the team to form a safe discharge plan. This might include a visit to your home and recommendations for equipment like wheelchairs or bathroom safety equipment.

**Social Worker:** The social worker will help you and your family explore options for discharge which may include living home with or without home supports, or moving into a personal care home, or, if needed, a long term care home.

**Social Assistance Worker:** The social assistance worker can help you with financial assistance for home supports, medical supplies, personal care home or long term care. If you need to apply for financial assistance, please gather the required documents early on to avoid a delay in your discharge. You can find the required document list in this handbook (pg. 9-11).

**Recreation Specialist & Recreation Worker:** The recreation specialist will work with you to help form an activity plan that the recreation worker will follow. The recreation worker will offer leisure activities during your stay. Some recreation programs include bus outings/community events, bingo, beauty group, card games, board games, painting, baking and tea socials, reminiscing, reading, and walk/talk. The activity schedule is posted weekly on the activity board in the dining area. Family and friends are welcome.

**Rehab assistant:** The rehab assistant follows the direction of the physiotherapist and occupational therapist to help you with your rehab goals.

**Dietitian:** A registered dietitian visits the Restorative Care Unit regularly. The dietitian may assess your chewing, swallowing, and hydration. The dietitian might suggest a

supplement, different diet or alternate texture to safely meet your needs.

**Licensed Practical Nurse:** LPN's are members of the nursing team and help you with your medications as well as help with other care needs. The LPN will report to the registered nurse.

**Personal Care Attendant:** PCA's on the Restorative Care Unit will help you with your personal care needs. The PCA will work with the LPN's and registered nurse to help you with your care needs.

**Pharmacist:** A pharmacist is regularly available to be involved with your medication needs.

**Food services worker:** Breakfast, lunch and supper are served daily by a food services worker in the dining room.

**Domestic worker:** The domestic worker provides a clean, safe environment for clients, staff, and visitors.

## **Discharge Planning**

**The Restorative Care Team will help you set and adjust your goals throughout your stay. Your discharge goals may include returning to your previous home with or without home support services, applying for a personal care home or even applying to a long term care home. The team will assess your progress and plan an estimated discharge date with your input.**

**A family meeting may be requested or encouraged to discuss your discharge plan to make sure you have the necessary support, equipment, or arrangements made before you leave.**

**If you would like to have an overnight or weekend pass to go home and test out your living arrangement, this can be coordinated.**

**Once your program is complete, you may need to transfer to the hospital depending on your discharge plan. This often happens when your discharge plan requires you to wait to move to a personal care home or long term care home.**

**If you become sick during your stay, you may need to go to the hospital's emergency department and may have to stay in the hospital. This may result in your discharge from the Restorative Care Program.**

**The planned time of day for discharge is 11:00 am.**

## **Financial Assistance**

In the next two pages of this book you are going to see two financial 'check lists' of documents required to apply for financial assistance.

1. The first one is a checklist for home support services, the Special Assistance Program, and the Special Assistance Equipment Program.
2. The second is a checklist for personal care home or long term care home.

If you think you may need financial assistance, please start gathering the documents early so you can avoid a delay in your application process.

When you have all the documents, please submit them to the social assistance workers office which you can find on the 2<sup>nd</sup> floor of the building.

If your family would like to fax in this information, they can send it to 637-3090.

If you have any questions about the financial process it is best to contact the social assistance workers at 637-3999 extension 3527.

If you prefer email, you can email them at [ltcsaw@westernhealth.nl.ca](mailto:ltcsaw@westernhealth.nl.ca)

If you any other questions about your application, you can contact the social worker at 637-3999 extension 3536.



## **Checklist for Home Supports/Special Assistance/Special Assistance Equipment Program:**

- Notice of Assessment From the Current Year from Canada Revenue Agency (Form T451) FOR YOU AND YOUR SPOUSE (if applicable).** If you have misplaced this document, you can call the Canada Revenue Agency at 1-800-959-8281 to request another copy. Make sure you do NOT send a copy of your T4 as proof of income.
- Income Verification Letter from Veterans Affairs FOR YOU AND YOUR SPOUSE (if applicable).** If you have misplaced your Letter, you can call Veterans Affairs Canada at 1-866-522-2122 to request a copy.
- Verification of liquid assets for the past month (30 day period) FOR YOU AND YOUR SPOUSE (if applicable).** This includes all bank account statements, cash, investment statements (Treasury Bills, GIC's, Bonds, Stocks/Securities). Statements must include the name on the account, the name of the bank, the branch number and account number, deposits and withdrawals, values of bonds, etc.  
*NOTE: If liquid assets have been disposed of in the past 30 days, an affidavit witnessed by a Justice of the Peace/Commissioner of Oaths must be provided, verifying to whom the assets have been given, the amount/value of the gift, and a statement/waiver of future claim to the assets.*
- A photocopy of Birth or Baptismal Certificate, Social Insurance Number Card and MCP Card FOR YOU AND YOUR SPOUSE and DEPENDANT CHILDREN (if applicable).**
- If you are applying for Special Assistance (Equipment) Program (SAP/SAEP) ONLY you must provide a list of the medical supplies and/or items that you need.**

## Checklist for Personal Care Home or Long Term Care Home:

- Financial Application Form (Green Form)**, completed in full, signed and dated.
  
- Photocopy of **Birth or Baptismal Certificate, Social Insurance SIN Card, and MCP Card** for you and your spouse, and dependent children, if applicable.
  
- Verification of **liquid assets** held by applicant/spouse (or held by another person on behalf of applicant/spouse) for the past month (30 day period). *This includes all bank account statements, cash, and statements of investments such as Treasury Bills, GIC's, Bonds, Stocks/Securities. Statements must include name(s) on the account, name of bank, branch, account number, deposits and withdrawals, value of bonds, balance and maturity date of RRSP. If liquid assets have been disposed of in the past 30 days, an affidavit witnessed by a Justice of the Peace/Commissioner of Oaths must be provided, verifying to whom the assets have been given, the amount/value of the gift, and a statement/waiver of future claim to the assets.*
  
- Copy of your last **Income Support Benefit** cheque stub, *if you are in receipt of Income Support (Department of Advanced Education and Skills).*
  
- Verification of **all monthly income** for applicant and spouse, such as Old Age Security, Canada Pension Plan, DVA, private pension or annuities. A letter or statement from the income source stating the monthly benefits is required. You may call Service Canada at 1-800-277-9914 to request a statement for OAS and CPP. **Do not send copies of T4's as proof of income unless specifically requested by our dept.**
  
- Applicants who are single, divorced, or widowed may submit expenses for consideration, such as existing debts, household expenses, vehicle expenses (excluding gas and maintenance), and burial insurance. Receipts or copies of bills must be provided. **(Please note that vehicle expenses will only be considered for PCH applications.)**

- If applicant has a spouse who will remain at home, then the expenses for the spouse at home should be provided as listed below. Receipts are required.**

AA Fees

Municipal Taxes (Current Year)

Burial Expenses (Copy of Funeral Home Contract)

Property Insurance (Current bill/receipt)

Charge Accounts (Current monthly statements)

Property Maintenance (Snow clearing/lawn care)

Employment Expenses

Rent/Mortgage Payments (Copy of Contract or Lease)

Expenses related to Volunteer Activities

RRAP Loans (Statement of amount/maturity date)

Furnace Insurance

Social Club Fees (eg. Masonic, Kinsmen)

Heat & Light (12 month statement from Utility Company)

Special Foods

Home Care

Union Dues

Income Tax

Vehicle Lease payment (Copy of Contract)

Life Insurance (Copy of Contract)

Vehicle Insurance (Copy of Contract)

Loan Payments (Copy of Contract)

Vehicle Registration

Medical Insurance Premium (Copy of Contract)

Other

**\*\* Receipts are not required for cost of food, clothing, personal care, charities, interior household maintenance, housekeeping, telephone, vehicle maintenance and gas, gifts, entertainment, transportation to visit spouse, and miscellaneous expenses.**

## **Regional Home Support Agencies**

Please note that these agencies are private companies and are not managed by the Western Regional Health Authority. Please feel free to use this list as a starting resource if you are looking to find a home care worker in the region. Please note that sometimes the contact persons for these agencies may change.

<b>NAME OF AGENCY &amp; CONTACT PERSON</b>	<b>CONTACT</b>	<b>ADDRESS</b>
<b><u>Maximum Home Support Services Inc.</u></b> Irene Sheppard	Phone: 632-5055, OR 1-888-632-5055 Fax: 632-5066	PO Box 20033 RPO Millbrook Mall Corner Brook, NL A2H 7J5
<b><u>Maximum Home Support Services Inc.</u></b> Sharon Bennett	Phone: 646-4646 Fax: 632-5066	PO Box 20033 RPO Millbrook Mall Corner Brook, NL A2H 7J5
<b><u>TLC Nursing &amp; Home Care Services</u></b> Rosalind Michael	Phone: 639-1545, or 634-2127 (H) Cell: 640-3237 Fax: 634-0078	85 East Valley Road Corner Brook, NL A2H 2L4
<b><u>Caregivers Inc</u></b> Heather Shears, Manager	Phone: 388-1550 Fax: 388-1553 Heather.shears@caregiversnl.com	38 Main Street Corner Brook, NL A2H 1C3
<b><u>Compassion Home Health Services</u></b> Winnie Matthews, Manager	Phone: 634-0685 Toll Free: 1-877-217-1050 Fax: 634-0686	50 Main Street, Suite 202 PO Box 1073 Corner Brook, NL A2H 6T2
<b><u>TLC Nursing &amp; Home Care Services</u></b> Carla Bellows	Phone: 458-3300 Cell: 458-7873 Fax: 458-2719 cbello@nf.sympatico.ca	PO Box 367 Rocky Hr, NL A0K 4N0
<b><u>TLC Nursing &amp; Home Care Services</u></b> Rowena Hicks/Lorna Carter	Phone: 1-888-339-9991 Cell: 649-1870 or 1871 Fax: 645-2404	General Delivery Heatherton, NL A0N 1M0
<b><u>TLC Nursing &amp; Home Care Services</u></b> Marina Parsons	Phone: 695-9500, or 695-7508 (H) Fax: 695-9510	PO Box 2101 Port aux Basques, NL A0M 1C0

**\*\* If do not want to use an agency, you can choose to privately hire a home support worker. This option is called “Self-Managed Care”. If you choose to do this, you will have to make arrangements such as advertising for and screening workers, completing bookwork, managing conflict, etc on your own. Please ask the social worker for more information.**

## **Regional Personal Care Homes**

Below is a list of personal care homes in the Western region. Please feel free to use this list as a starting resource should you like to look at personal care home options. Please note that sometimes the names of these homes may change with new management. Please ask the social worker if you have any questions about personal care homes.

<b><u>Name of Home</u></b>	<b><u>Community</u></b>	<b><u>Contact</u></b>
Mountain View Estates	Corner Brook	637-7960
Lohnes Complex	Corner Brook	785-1200
Blow Me Down Retirement Centre	Lark Harbour	681-2288
Bayshore Estates	Irishtown	783-2141
Mountain View House	Meadows	783-2019
Acadian Village	Stephenville	643-9669
Silverwood Manor	Kippens	643-6550
Oceanside Personal Care Home	Cape Anguille	955-2339
Crosswinds Seniors Resort	Robinsons	274-3001
Mountain Hope Manor	Port Aux Basques	695-3458
Deer Lake Manor	Deer Lake	635-5967
Main River Retirement home	Pollards Point	482-2334
Northern Retirement Home	Port Saunders	861-4242

## **Regional Long Term Care Homes**

Below is a list of the Long Term Care Homes in the region. Please ask the social worker for more information about the long term care homes in the region.

<b><u>Name of Home</u></b>	<b><u>Community</u></b>	<b><u>Contact</u></b>
Corner Brook Long Term Care	Corner Brook	637-3999
Protective Community Residences	Corner Brook	632-2064
Bay St. George Long Term Care	Stephenville Crossing	646-5800
Bonne Bay Health Centre	Norris Point	458-2211
Rufus Guinard Health Centre	Port Saunders	861-3139
Dr. Charles Legrow Health Centre	Port Aux Basques	695-2175
Calder Health Centre	Burgeo	886-2898

## **General Information Restorative Care Unit**

- **Bed assignments:** There are 10 private rooms and 2 double rooms. You may be required to change rooms due to client needs. You cannot request a room change.
- **Cafeteria Services:** There is a cafeteria located in the basement. The hours are 0830-11:00, 11:30-2:00, 2:30-3:15, 5:00-6:00. The cafeteria only accepts cash. There is an ATM located near the main entrance of the building, outside the gift shop.
- **Dining:** All meals are served in the dining area on the Restorative Care Unit. This will help you with your walking and socialization. You will be given a seating arrangement but this may change. There is a set menu of home style food for each meal with a small number of options and alternatives. For safety reasons, please do not give another client any food items as their diet may be different than yours.
- **Exercise Class:** A group exercise class is held one to two times a week in the town hall by the physiotherapist. You will be encouraged to participate in these classes.
- **Feedback and Compliments:** We value your compliments, concerns, and feedback. You can share your thoughts by writing, emailing, or by calling the unit staff or manager. There is also a suggestion box that can be found next to the nursing care station.
- **Gift Shop:** There is a gift shop on the first floor near the main entrance of the building. Please check with nursing staff to see if you may need someone to go with you for your safety. There is an ATM banking machine outside of the gift shop.
- **Hair Dresser & Barber Services:** There is a hair salon on the first floor near the main entrance of the building. You can make an

appointment by asking the nursing staff or visiting the hair salon. There is a price list at the nursing station. You will be responsible for payment.

- **Personal Belongings:** You will be responsible for your own personal items and money. We cannot be responsible for missing items.
- **Personal Laundry:** You can have your laundry done by the buildings staff or your family can choose to bring your laundry home. If your family will be doing your laundry, please let the nursing staff know. The occupational therapy department has a laundry room that you can use to practice for your return home.
- **Passes & Sign In:** You must use the sign in/sign out sheet at the nursing care station each time you leave the unit (ie: gift shop, therapy, etc). You may also request a pass to leave the building for a certain amount of time (i.e.: overnight). You may also use a pass as a trial to see if you are ready for a discharge home. Passes must be ordered by the doctor.
- **Pastoral Care:** There are Pastoral Care services available for your religious and spiritual needs. There are chaplains, parish clergy, and trained volunteers. Let nursing staff know if you want to see someone from Pastoral Care.
- **Respectful Environment:** Clients and staff must work together to create a respectful environment where everyone can meet their goals. If clients are not acting in a respectful manner they may be asked to leave the program.
- **Rounds/Huddles:** Every Thursday afternoon, the Restorative Care team will meet to discuss each client's progress, their needs, and



discharge plans. After the meeting, the team will visit your room to speak with you and your family (if present).

- **Scent Free/Smoke Free Environment:** We offer a scent free and smoke free environment. Please do not bring in any perfume, cologne, scented hair products, etc. Smoking is not permitted on the building's property.
- **Survey:** Before discharge, you or your family may be asked to complete a Client Experience Survey. This will let us know your level of satisfaction with the care and services provided during your stay here. Your feedback is very important to us.
- **Telephone & Cable:** You can hook up cable TV and/or phone at your own expense. You must contact Rogers for television and Bell for telephone. Please make sure your bill is NOT sent to the Restorative Care Unit and that it is sent to your own address. Cordless phones are available on the unit but must be shared and long distance charges are not included. You are allowed to have a cellular phone on the Restorative Care Unit if you wish.
- **Transportation:** Transportation between Restorative Care and Western Memorial Regional Hospital (WMRH) is covered for payment; however any appointments/discharge destination outside of WMRH may or may not be covered. Contact with the social assistance worker should be made prior to booking transportation to determine eligibility.
- **Visiting:** Monday through Friday, you will be in therapy programs during morning hours and early afternoon. Therefore, late afternoon and evening visits may be best. Over the weekend, visitors can come anytime. Pet visitors are also welcome but must be on a leash and owners must take responsibility for any pet clean up.

- **Wireless Internet:** WIFI connect is available for free. If you would like internet access, you need to register for a username and password. Please ask the social worker to apply for one for you. Sometimes this process may take 1-2 days.

## **Frequently asked questions**

- 1) How long will my stay at the Restorative Care Unit be?
  - Each client's length of stay will be different based on their individual needs. You will continue with the program as long as you and the team think that you are still reaching goals and making progress. The team will discuss an estimated discharge date with you.
- 2) What is expected of me while in the Restorative Care Program?
  - You are expected to take part in all areas of the program as recommended by the team. For example, you are expected to take part in exercise programming as well as the dining program. We also encourage you to partake in recreational therapy.
- 3) What do I do when I am ready to be discharged?
  - The team will make recommendations about discharge throughout your stay. If you feel you are ready to leave the program, please talk to the social worker more about your discharge plan.
- 4) What do I do if I do not agree with my family member/loved one on a discharge plan?
  - Sometimes you and your family may disagree on your discharge plan. For example, you may wish to return home while your family members may not agree. This can cause discharge planning to be quite stressful for you and/or

your families. In these cases, the social worker may ask that you, your family and the team get together for a family meeting. You may also contact the social worker to request a meeting if you wish.

## **Tips on Client Safety**

We want to create a safe environment for everyone and you can help us with this! Clients and their families who become more involved in and informed about their care will get better, safer results. Here is a list of ways we can work together to make sure you and your family have a safe and positive experience on the Restorative Care Unit.

1. ***Don't be afraid to ask questions:*** Questions are never a bother. Ask questions to get all the information you feel you need. And don't be afraid to tell us what you think.
2. ***Share as much information as you can about your condition:*** You get the best care when your care providers have all of the information they need to take care of you properly and safely. You may want to bring a relative or friend who knows your medical history. If you have allergies or any special requirements, don't assume all care providers know. Tell them.
3. ***Keep a list of your medications:*** If you are taking several medications, it can be difficult to keep track of them all. A list of the medications you are currently taking can help health professionals manage your care

better. Be sure to include over-the-counter medicines, vitamins and herbal remedies you may be taking. If you are seeing more than one doctor, make sure they all know what medication you are taking.

4. ***Wear your ID bracelet:*** Your ID bracelet helps us identify who you are and what medication or treatment you need. Make sure the health care professionals caring for you check it. This will help reduce the risk of your health care provider giving you the wrong medication or treatment.
5. ***Wash your hands:*** Washing your hands is the best way to prevent the spread of germs. Wash your hands frequently with soap and water or hand sanitizer. Don't be afraid to ask visitors and health care providers to wash their hands or wear gloves.
6. ***Help plan your discharge:*** Work with your health care providers to make sure you have a smooth discharge. When you are discharged, make sure you have all the information you need. Ask your health care providers questions about what to expect during the first few days after you leave the unit. Always ask for contact information in the unlikely event that something goes wrong after you leave the unit.

## **Contacts**

The main number for the building is 637-3999. You must dial this first and then dial in the extension when you hear the automated message.

<b>Job Title/Location</b>	<b>Number</b>
<b>Administration Support</b>	<b>Extension 3500 or 3501</b>
<b>Nursing Station</b>	<b>Extension 3994</b>
<b>Manager</b>	<b>Extension 3505</b>
<b>Physiotherapy</b>	<b>Extension 3510</b>
<b>Occupational Therapy</b>	<b>Extension 3524</b>
<b>Social Work</b>	<b>Extension 3536</b>
<b>Social Assistance Worker</b>	<b>Extension 3527</b>
<b>Recreation Therapy</b>	<b>Extension 3994</b>
<b>Laundry</b>	<b>Extension 3597</b>
<b>Hair Salon</b>	<b>Extension 3507</b>
<b>Gift Shop</b>	<b>Extension 3508</b>
<b>Bell Aliant</b>	<b>1-888-214-7896</b>
<b>Rogers</b>	<b>1-855-381-7834 or 634 9542</b>