

# St. Patrick's Mercy Home



Statue in the Mercedes Marshall Memorial Garden, SPMH

146 Elizabeth Avenue  
St. John's, NL  
✿ A1B 1S5 ✿



Resident Family  
Information  
✿ Booklet ✿





## Our Mission Statement

In keeping with our Christian Tradition and with the spirit of the Sisters of Mercy, St. Patrick's Mercy Home is dedicated to providing quality and compassionate care for its residents.

We are committed to caring for the whole person, respecting the sacredness of life and the dignity of each individual. We strive to respect the privacy and autonomy of each resident, to provide pastoral care services, to maintain family contacts, to foster a welcoming and hospitable atmosphere, and to provide a secure, safe, pleasant and homelike environment.

We acknowledge that our employees are one of our most valuable resources. We recognize, that active involvement of volunteers is essential to enhance the residents' lives. We value the contribution of both. We provide on-going educational opportunities for them and encourage their involvement in planning, decision-making and policy development.

St. Patrick's Mercy Home is committed to the ethical principles as outlined in the Health Ethics Guide of the Catholic Health Alliance of Canada.

Responsible and effective use of our financial resources remains a priority for us. We are a collaborative partner with the Regional Health Authority in the promotion of an integrated and comprehensive long-term care system.

*November 2004*

## CONTACT INFORMATION

POSITION	TELEPHONE
Administrative Assistant (Nursing)	752-8724
Beautician	726-2687 Ext. 51004
Business Office/Resident Trust Accounts	752-8726
Clinical Coordinators (Nursing Supervisors)	752-8744 Office
Evenings/Nights/Weekends	690-3407 Cell
Clinical Dietitian	752-8735
Executive Director	752-8732
Facilities Manager	752-8707
Financial Assessment Officer (MPS)	752-4426
Food Services Manager	752-8703
Foundation Office	752-8745
Housekeeping Supervisor	752-8725
Laundry Supervisor	752-8711
Mission Effectiveness Coordinator	752-8706
Music Therapist	752-8737
Occupational Therapist	752-8718
Pastoral Care Coordinator	752-8716
Physiotherapist	752-8714
Recreation Therapy Specialist	752-8709
Recreation Therapy Workers	752-8758
Resident Care Manager (1st&4th )	752-8720
Resident Care Manager (2nd)	752-8730
Resident Care Manager (3rd)	752-8728
Senior, Resident Care Manager	752-8736
Social Worker (1st & 2nd)	752-8733
Social Worker (3rd & 4th)	752-8734
Switchboard	726-2687
Coordinator Volunteer Resources LTC	752-8705



For further information on programs  
or services, please contact:

**Social Work Department**

St. Patrick's Mercy Home  
146 Elizabeth Avenue  
St. John's, NL A1B 1S5

(709) 752-8734

(709) 752-8733

**Client Relations Consultant**

(709) 777-6500

Toll free: 1-877-444-1399

Email: [client.relations@easternhealth.ca](mailto:client.relations@easternhealth.ca)

On behalf of the administration,  
managers, staff, volunteers,  
and your fellow residents:

Welcome to  
St. Patrick's Mercy Home!



Revised 2016



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## EVENTS AND OUTINGS



Valentine's Couples  
Dinner



Dancing at the  
Garden Party



Garden Party



## EVENTS AND OUTINGS



Santa Claus Comes Today



Variety Concert



Fun on a Winter's Day



Buddy the Puffin  
Comes to Visit

## EXECUTIVE DIRECTOR'S MESSAGE

The Board of Directors, Sisters of Mercy, Administration, Physicians, and Staff wish to extend greetings and a warm welcome to all new residents and their families. It is our goal to make your stay with us as happy and comfortable as possible. We assure you that your welfare is, and will continue to be, our primary concern.

In keeping with our Christian Tradition, Mission Statement and with the spirit of the Sisters of Mercy, St. Patrick's Mercy Home is dedicated to providing quality care for its residents. As our Mission Statement states, "We are committed to caring for the whole person, respecting the privacy and autonomy of each resident, providing pastoral care services, maintaining family contacts, fostering a welcoming and hospitable atmosphere, and providing a secure, safe, pleasant and homelike environment".

The information contained in this booklet details our programs and activities at the time of the printing of the handbook.

St. Patrick's Mercy Home is a Faith Based Long Term Care facility and works collaboratively with Eastern Health to deliver resident care.

We look forward to making our home, your home.

**Welcome!**

## STATEMENT OF VALUES

St. Patrick's Mercy Home believes in, promotes and will be guided by these values in all of our activities and decision-making:

### Respect

We are rooted in the belief that all persons are created in the image and likeness of God. Because of this fundamental belief, an attitude of respect will guide all of our relationships – to oneself, to others, and to the earth. Respect calls us to ensure that we protect the privacy and confidentiality of others at all times.

### Competent and Compassionate Care

The care of our residents is at the center of our services. We endeavor to provide competent and compassionate care, without discrimination, mindful of one's individual rights needs and differences. This care includes all aspects – physical, emotional, spiritual, and psychological.

### Collaboration and Mutual Support

Teamwork, partnerships and communication are essential in working toward common goals, with the wise use of talents and resources. This calls for collaboration, mutual support, and trust within a respectful, welcoming and hospitable environment.

## St. Patrick's Mercy Home Foundation

During the past several years the Foundation provided the residents of the St. Patrick's Mercy Home with:

- Bathing Systems
- Electric Beds
- Ceiling Lifts
- Physiotherapy Equipment
- Organ for the Chapel
- Furnishings for the New Palliative Care Rooms
- Individualized Christmas Gifts for Residents
- A 12 Passenger Wheelchair Accessible Bus
- Hot Meal Tray Delivery System
- Occupational Health & Safety Approved Furniture
- Blanket Warmers for Nursing Units
- New Resident Bus (2016)

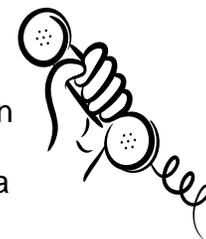
St. Patrick's Mercy Home Foundation  
P.O. Box 21191,  
146 Elizabeth Ave.  
St. John's, NL A1A 5B2

(709) 752-8745

Drop by for a visit:

The Foundation Office is located on  
the 1st Floor  
Visit our Website: [www.spmhf.nl.ca](http://www.spmhf.nl.ca)

We would love to meet you!!



## St. Patrick's Mercy Home Foundation

The St. Patrick's Mercy Home Foundation was established by the Sisters of Mercy in November 1998. It is a Registered Charity, managed by a volunteer Board of Directors, and employs a part-time staff person.

The purpose of the Foundation is to financially support the mission of St. Patrick's Mercy Home providing a safe and comfortable home for its residents. To achieve its goal the Foundation carries out a number of fundraising activities during the year not only to raise money, but also to engage supporters in social and fun events such as, Dinner Theatre and the Emerald Auction and Dinner. Each year the Foundation provides each resident with a personalized Christmas gift.

Other sources of Revenue are:

- In Memoriam Donations
- Bequests
- Planned Giving through Estate Planning
- Special donations from Friends and Supporters
- Investment Income

The Foundation has raised over 1 Million Dollars for St. Patrick's Mercy Home for its' residents.



## STATEMENT OF VALUES

### Commitment to On-going Learning

We are committed to engage in on-going learning so as to ensure continuous improvement towards quality care of our residents.

### Commitment to Influencing Public Policy in Long-Term Care

St. Patrick's Mercy Home believes in advocating for change in public policy related to long-term care and building public awareness about issues facing long-term care residents. These elements are essential as we move forward in a positive, progressive and constructive manner for residents living in our long-term facility.

**November 2011**



## RESIDENT'S BILL OF RIGHTS

Residents, this Bill of Rights informs you of your rights and responsibilities while living at St. Patrick's Mercy Home.

Human institutions, both private and public, must labour to minister to the dignity of every human being.

### Our Residents have the Right To:

- receive sensitive and courteous care that respects diversity
- receive the best dignified care that our available resources can provide
- be cared for in a safe environment
- privacy and confidentiality
- make decisions about their personal care
- receive information and ask questions
- discuss options for care in terms and language that can be understood
- know the names and roles of those involved in your care and be informed when a student is participating in your care
- have your personal health information protected and treated appropriately
- express concerns to your health care provider without fear of your care being affected
- be informed if unexpected and serious events occur as a result of care
- be free from restraints, unless medically authorized
- keep a reasonable number of personal mementos

## Absences from St. Patrick's Mercy Home

Residents leaving St. Patrick's Mercy Home for overnight, or for extended periods, must notify the Registered Nurse on the unit. If the resident is unable to assume his/her own responsibility, the person assuming that responsibility will also be responsible for the administration of medications taken from St. Patrick's Mercy Home. The resident and the family agree to relieve St. Patrick's Mercy Home administration, employees and the attending physician of all claims, injuries and actions that may arise during this leave of absence. The resident will continue to be charged the monthly rate of care when away from St. Patrick's Mercy Home. The Pharmacy requires at least 48 hours notification to prepare medications for absences.

## GENERAL INFORMATION

### Visiting Hours

Relatives and friends of residents are welcome to visit any time, except during morning care. Families are also asked to be respectful of other residents' privacy and sleep requirements. Front doors are locked at 9:00 p.m. For security and fire safety reasons, all visitors, including family members, must sign in and out at the switchboard before visiting residents and when leaving the site.



## ACCOMMODATIONS

### Private Rooms

The rooms available at St. Patrick's Mercy Home include private, semi-private, three (3) and four (4) bed units. Most residents are admitted to a shared room. Residents can visit the Social Worker if they wish to place their name on the list for a private room. Private rooms are assigned first on the basis of medical and/or behavioural needs and then according to the wait list and may change throughout a resident's stay if the needs on the unit require a room change.

### Internal Room Transfers

Room transfers may occur from time to time. Transfers may have to be arranged in order to provide an optimum quality of care for all residents. Room changes are never made lightly and if required would be only after all possible options are reviewed. Such transfers will be made at the discretion of the Social Worker, Resident Care Manager, Nursing staff and/or at the request of the resident/family. Prior to any room transfer, the resident and/or their next of kin will be notified.



## RESIDENT'S BILL OF RIGHTS

### Our Residents should:

- provide or prepare an Advance Health Care Directive and identify a Substitute Decision Maker
- show your personal preference in the selection of social and recreational activities
- have opportunities for personal growth through interpersonal relationships and activities
- be provided with Pastoral Care Services according to chosen faith tradition
- choose whether you want to participate in research projects
- have your suggestions considered by staff, physicians, administration and others who have a genuine interest in improving the quality of life of residents
- have a Resident Family Council and other means of representation
- be informed about and assisted with access to the complaints process
- have access to St. Patrick's Mercy Home Ethics Committee for consultation on outstanding matters
- be informed of financial costs
- have an accounting of funds upon request and manage your own affairs, if cognitively well
- have access to legal counsel at your own expense

## Our Residents have a Responsibility to:

- respect the rights, safety and privacy of others
- treat others with respect, dignity, and courtesy
- respect diversity in health care professionals, staff and residents
- provide accurate information
- identify your needs and bring concerns to staff
- ask questions if the information given is unclear
- actively participate in your care
- cooperate with using the health services and professionals best matched to meet your needs
- consider carefully the consequences of consenting to or refusing treatment or care
- honour any uninsured financial obligations
- prepare and provide an Advanced Health Care Directive and identify a Substitute Decision Maker.

## POLICIES

### Scent Free

St. Patrick's Mercy Home is a scent free environment. Residents must use fragrant free personal care products. Scented products contain chemicals, which can cause severe problems for residents and staff, especially those with asthma, allergies and chemical sensitivities. All staff and visitors are requested to comply with the scent free policy.

### Smoking

St. Patrick's Mercy Home is a smoke free environment. Residents are not permitted to smoke on the premises or grounds.



### Alcohol

Prescribed alcohol must be kept in a locked cupboard at the nurse's desk. Alcohol must be administered by nursing staff. Alcohol is permitted if the physician has approved consumption. The purchase of alcohol is the responsibility of the family member.



## POLICIES

### Advance Health Care Directive

An Advance Health Care Directive (AHCD) is a written statement used when the resident is unable to communicate health care wishes to others. The AHCD will not be used when a resident can communicate his/her health care wishes to others.

The resident will be asked for an Advance Health Care Directive on admission. A copy will be placed on the clinical chart to ensure that stated directions are followed in the event of an emergency. A copy will accompany the resident if hospitalization is required.

If a Directive is not in place, a Social Worker will provide information to the resident and/or the Substitute Decision Maker. If the resident is cognitively well and wishes to make an Advanced Health Care Directive, a substitute Decision Maker must be named in the event that the resident is not able to speak for himself/herself.

Family members of individuals who do not have the capacity to complete an Advanced Health Care Directive will be informed of the legislation related to Substitute Decision Making. The family will be required to appoint a Substitute Decision Maker, as per section 10 of the legislation. The Social Worker will provide education and assistance to complete an Advanced Health Care Directive.

## ADMISSION TO ST. PATRICK'S MERCY HOME

St. Patrick's Mercy Home is a 210 bed facility that accommodates applicants who primarily require Level 3 or Level 4 nursing care.

All applications for admission to St. Patrick's Mercy Home are processed through the office of Placement Services (St. John's) Eastern Health. Applications are reviewed and prioritized by Eastern Health Placement Services staff before being sent to St. Patrick's Mercy Home for review.

When a vacancy occurs at St. Patrick's Mercy Home, the Social Worker notifies Placement Services and referrals are forwarded to St. Patrick's Mercy Home based on the need and circumstances of the applicant, the type of care required, the environment most appropriate for the applicant, and the accommodation availability. The Social Worker and the Nursing Team at St. Patrick's Mercy Home discuss appropriateness of the applicant for that particular vacancy. When an applicant is accepted, the Social Worker will contact the resident/family member to arrange the admission.

Applications for admission to St. Patrick's Mercy Home may be made by contacting:

**Intake Officer  
Eastern Health,  
Mount Pearl Square  
Telephone: (709) 752-4835**



## FINANCIAL SERVICES

Financial Services at St. Patrick's Mercy Home are available to residents/families through our Business Office, which is located on the First Floor.

The Business Hours for Resident Trust Office is  
Monday – Friday from 8:00 a.m. – 4:00 p.m.

A notice will be posted when the Resident Trust Clerk is not available. Bills may also be paid directly at the Mount Pearl Square Office of Eastern Health.

### Financial Assessment

The Financial Assessment Officer advises the resident, relatives, or guardian of their rights, responsibilities and the legal implications with respect to financial assets. The Resident's Trust Agreement once signed indicates who is responsible for handling the financial affairs of the resident. The legal representative responsible for the resident's financial affairs is requested to provide St. Patrick's Mercy Home with a copy of the legal document authorizing him/her to act as Trustee or Power of Attorney.

A Long-Term Care Financial Assessment is completed by the Financial Assessment Officer at Eastern Health.

## Pets & Pet Therapy



The Volunteer Coordinator liaises with the St. John's Ambulance Society to coordinate this program. Family pets can visit, if housebroken, supervised, and on a leash. People are not all animal lovers; please be considerate of other residents and staff. Pets are not permitted in food service areas.



### Beauty Shop/Barber Services

Our beauty shop is located on the Ground Floor. The Beautician is available Monday to Friday, 9:00 – 4:40 pm. Rates are set by the Beautician and payment may be made through the Resident's Trust Account in the Business Office. The Beautician assists some residents who cannot leave their rooms. A Barber also visits monthly to cut male resident's hair.



## Residents & Family Celebrations

The Recreation Room, Auditorium and the Killarney Tea Room are available to residents and families for celebrations and social activities. Bookings can be arranged by contacting the Switchboard at 726-2687. Families and staff are requested to refrain from using tape on any paint surfaces and to leave the area suitable for the next resident and family to enjoy.

## Library Services

The A.C. Hunter Library visits to provide regular library service to St. Patrick's Mercy Home. Reading interests can be maintained through regular, large print or taped books. A small library is also available to residents in the Recreation Room.

## Newspaper Delivery

Newspaper delivery at resident's expense is also available.

## Mail Service

Mail is sorted and delivered to nursing units. Postage, envelopes and writing paper are sold in the Gift Shop. Outgoing mail can be posted in the mailbox located in the Main Entrance.

## Baby Grand Piano

A baby grand piano is available in the Recreation Room for residents and family use. The piano was donated to St. Patrick's Mercy Home in August of 2014 by Katherine Daley.

## Board & Lodging

Board and Lodging rates are set by the Provincial Department of Health & Community Services. The rate of Board and Lodging is \$2,990.00 per month for all levels of care.

Residents who have a monthly income exceeding \$2800.00 or have savings exceeding \$10,000.00 for a single person or \$20,000.00 for a married couple, will be required to pay the monthly charge of \$2,990.00. Residents with less than this amount may apply for a government subsidy through the Financial Services Department at Eastern Health. The resident will receive a monthly personal comfort allowance of \$150.00.

There are special considerations given when completing a spousal financial assessment for subsidy. This applies when one spouse is admitted to St. Patrick's Mercy Home and his/her spouse continues to reside in the community.

Any changes in the financial situation should be brought to the attention of the Financial Services Department, located in Mount Pearl Square.

New admissions are charged from the date the available bed is accepted.

Arrangement for payment of Board and Lodging for private paying residents can be made at the Business Office at St. Patrick's Mercy Home.

Arrangements can be made to have cheque(s), Old Age Security, Canada Pension, or Private Pension, sent directly to St. Patrick's Mercy Home for payment. The \$150.00 comfort allowance will be deposited into a Resident Trust Account for resident's use.



## Resident Trust Account

A Resident Trust Account will be opened in the Business Office for all subsidized residents. This service is also available to private paying residents. Funds deposited in trust will be accessible to a competent resident or to the enduring power of attorney/legal guardian of an incompetent resident. Copies of the Enduring Power of Attorney or Legal Guardianship documents should be provided to the Financial Assistance Officer upon the resident's admission to St. Patrick's Mercy Home.

Payment of bills such as hairdressing services, telephone, cable television, clothing, gift shop purchases, medications, or other personal care items may be made through this account.

A Resident Trust Account Agreement detailing such expenditures must be signed by the resident or authorized individual upon admission to St. Patrick's Mercy Home.



## Gift Shop/Red Rose Café



The St. Patrick's Mercy Home Auxiliary operates the Gift Shop/Red Rose Café on the Ground Floor. It is open from 2:00 to 4:00 pm daily. Candy, stationery, soft drinks, ice cream and many other items can be purchased from the Gift Shop for cash, or charged through the Resident's Trust Fund in the Business Office.



## Suggestion Box

Suggestion Boxes are located throughout the building. A response will be provided to all suggestions if contact information is provided.

## St. Patrick's Mercy Home Auxiliary

St. Patrick's Mercy Home Auxiliary was formed in 1957. It is an incorporated body and it is a registered charity.

The Auxiliary provides meaningful support to the residents and staff of St. Patrick's Mercy Home. The Auxiliary volunteers have achieved their success through longstanding activities such as:

- The Red Rose Café
- Ticket sales
- Card parties
- Private donations
- Fundraising Drives
- Canteen Services

The individual volunteers provide support through:

- St. John Ambulance Dog Therapy Program
- Woodworking, horticulture programs
- Social programs
- Outings
- Assisting residents with meals
- Wheelchair portering
- Chapel and sacristy support

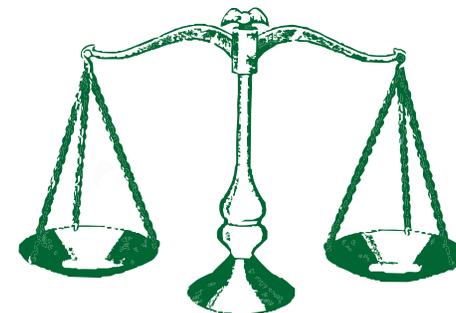
The Auxiliary has continued to provide many services and amenities to both residents and staff including furniture, therapy equipment and entertainment equipment.

## Special Assistance

Some residents may require assistance with payment for such items as eyeglasses, hearing aids, orthotic aids, dentures, etc. Residents, who are subsidized by the Department of Health & Community Services and have less than \$3,000.00 liquid assets per single person, and \$5,500.00 per married couple, may be eligible for financial assistance to help cover either partial or full cost of such items. A referral will be made to the Social Work Department for assistance by Nursing or the resident/family.

## Legal Documentation (Enduring Power of Attorney)

Residents are encouraged to complete an Enduring Power of Attorney appointing someone to act on their behalf in financial matters. The Financial Assessment Officer is to be notified of the identity of the designated person who is assuming the role of Legal Guardian or Power of Attorney for each resident. All residents are encouraged to make a Will.



## Resident Money & Valuables

St. Patrick's Mercy Home is not responsible for money and personal valuables that are kept in the resident's possession. We wish to assure residents that belongings will be handled with the utmost of care, but ultimately we cannot be responsible for missing items. Residents will be encouraged to have hearing aids, eyeglasses, and dentures marked for identification prior to admission to St. Patrick's Mercy Home. This will help us to identify lost items.

\* A Release of Responsibility Form will be completed upon admission.

When residents are no longer able to wear wedding rings, and/or valuable jewelry, families are asked to take these cherished items home for safekeeping. For documentation purposes, please notify the nurse in charge when resident valuables are removed from St. Patrick's Mercy Home.



## Resident Family Council

This Council provides a forum for regular communication between residents and/or families and Administrative Staff of St. Patrick's Mercy Home. Council meetings are held on a regular basis. Notice of meetings are posted throughout the building. The Council consists of residents and families and an election of officers is held on a yearly basis.

### Volunteer Services

Volunteers are always needed at St. Patrick's Mercy Home. There are many ways for volunteers to assist such as friendly visiting, pet therapy, providing entertainment, assisting with activities, assisting in pastoral care programs, and by escorting residents on medical appointments and outings.

St. Patrick's Mercy Home recognizes the value of volunteers for our residents. Applications for volunteering can be obtained at the switchboard of St. Patrick's Mercy Home.

**Interested persons should contact the  
Coordinator of Volunteer Resources  
at 752-8705 or  
the SPMH Switchboard  
at 726-2687.**



## SERVICES

### Dental Care

On January 1, 2013 the new Provincial Adult Dental Program came into effect. A referral can be made by Nursing to the Social Worker to assess a resident's eligibility for coverage.

### Foot Care

Residents requiring advanced foot care may have this service provided by onsite staff upon referral.

### Pharmacy

St. Patrick's Mercy Home utilizes the services of a community-based pharmacy. The pharmacy will coordinate the supply and delivery of residents' medications and assist in the preparation of any medications that residents require when leaving the Home for one or more days. The Pharmacy provides on call services after 5:00 p.m. in the event of an emergency

### Telephone

The Resident or family member contacts supplier to arrange installation and to make payment arrangements. If a resident transfers to another room or when a resident dies, the family member is responsible to notify supplier.

### Cable TV

A basic package is available at SPMH at no cost through Bell Aliant.

## CLINICAL SERVICES

### Resident Care Team

A range of resident centered, interdisciplinary services are available to the residents/families of St. Patrick's Mercy Home. These include: Pastoral Care, Food Service and Nutrition, Physiotherapy, Environmental Services, Occupational Therapy, Music/Recreation Therapy, Pharmacy, Social Work, Physician Care, Nursing, Volunteer Support, and Infection Control.

Resident Care Meetings are usually held within two months of admission. These meetings are intended to provide an opportunity for the resident, family, and team members to discuss the resident's plan of care and to address any outstanding concerns. Resident Care Team members are available to discuss the resident's plan of care at any time.

The goal of the nursing team is to work with the resident/family in developing a resident-centered plan of care. This plan will assist the person in meeting his/her physical, emotional, spiritual and social needs.

### Nursing

Twenty four hour nursing care is provided through a skilled team of professionals including: Registered Nurses, Licensed Practical Nurses and Personal Care Attendants. These services are coordinated by a management team consisting of a Senior Resident Care Manager, Resident Care Managers and Clinical Coordinators.

## Physician Care

Community based physicians provide medical care to the residents of St. Patrick's Mercy Home. Physicians provide weekly rounds on their respective units to address resident's medical concerns. Twenty-four hour emergency on-call coverage is also provided. The names of Physicians covering each floor will be provided upon admission.

## Infection Control

Infection control guidelines focus on measures to prevent the spread of infection. Germs can be spread in many ways including unwashed hands; through contact with surfaces and items that have not been properly cleaned; and by breathing in germs that have been coughed or sneezed into the air by another person. Hand washing with soap and water and using an alcohol based hand rub to clean your hands are among the best defences to prevent the spread of germs.

Hand Hygiene is  
Everyone's Responsibility!

## Addressing Concerns

Residents or family members with questions, concerns or complaints should follow the outlined process.

1. Discuss the concern with the specific staff member or Registered Nurse.
2. If the concern remains unresolved, notify the Resident Care Manager or Social Worker.
3. If the concern remains unresolved, discuss the concern with the Executive Director.
4. If concerns still have not been addressed to your satisfaction, contact:

**Client Relations Office: 709-777-1399**  
**Email: [client.relations@easternhealth.ca](mailto:client.relations@easternhealth.ca)**

5. In an effort to fully address matters, residents, families, and staff may also access the St. Patrick's Mercy Home Ethics Consultation Process. This Committee is intended to provide an opportunity for residents, families, staff and volunteers to express opinions and issues of concern. The Committee is not a decision making body. The Committee has the ability to make recommendations on matters which could relate to policy or practice in St. Patrick's Mercy Home. The Committee will provide a Response/Report within 30 days.

## Electronic Monitoring System & Security

Residents of St. Patrick's Mercy Home who exhibit wandering tendencies are required to wear a security bracelet. This electronic system reduces the need for other forms of restraint and allows the resident safe freedom of movement. The system is installed on the doors leading to the stairwells and on all the exit doors of the building. If a Resident wearing a bracelet is in close proximity to an open stairwell door or exit door, the system will immediately lock the door and an alarm will sound to alert staff.

Please check with the Registered Nurse when taking a resident out with an electronic bracelet. Escort Keys are available on the nursing unit which when pressed, temporarily bypasses the System, allowing the resident to exit the building with their family member without triggering the alarm.

Separate from the Electronic Monitoring System, North and South stairwells are equipped with STOP alarms for resident safety. A loud alarm will sound when doors are opened.

Visitors are advised not to assist residents attempting to exit the facility unless first checking with the nursing staff. Cameras are installed throughout various areas in the building to ensure resident safety.



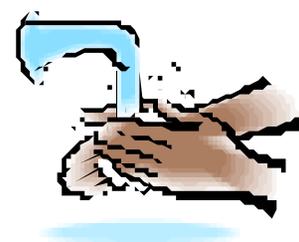
## Outbreaks of Infectious Diseases

Some infections, such as influenza and gastroenteritis can spread to residents. When this happens, strict measures are used to prevent the further spread of infection. Outbreak control measures include:

- promoting vaccination of residents and staff
- restricting staff and resident movement in the facility
- restricting visitors
- public service announcements notifying public when visitor restrictions are implemented and lifted.

### Antibiotic Resistant Bacteria

Antibiotic resistant bacteria such as methicillin-resistant staphylococcus aureus (MRSA) are comprised of strains that are resistant to the antibiotics used to kill them. If an infection develops, stronger antibiotics must be used. Residents who have MRSA do not pose a risk to other residents with routine infection control precautions in place.



***Please Remember to Wash your Hands.***



## MISSION EFFECTIVENESS

In keeping with our Christian tradition and in the spirit of the Sisters of Mercy, the Mission of St. Patrick's Mercy Home is to provide quality and compassionate care for its residents in a homelike environment.

A Mission Effectiveness Committee attempts to assist staff and volunteers in their efforts to provide this care, so that St. Patrick's Mercy Home may remain faithful to its Mission.

## PASTORAL CARE

The Pastoral Care Team is dedicated to providing compassionate care for the residents of St. Patrick's Mercy Home. The pastoral care team is committed to:

- supporting residents and their families in adapting to the transition stage as well as continued support throughout their stay at St. Patrick's Mercy Home;
- bringing residents the spiritual comfort of their faith tradition;
- bringing comfort and support to residents and their families during the dying process.

## Safe Resident Handling Program

The Safe Resident Program is in place at St. Patrick's Mercy Home to minimize the impact of resident falls. Staff are trained in safe resident handling techniques. All falls are reported and investigated to help prevent future falls. Residents with high risk conditions will be identified upon admission and strategies will be put in place to minimize risk.

## Positive Resident Identification

Positive Resident Identification process is a critical component of resident care and is essential to ensuring resident safety. St. Patrick's Mercy Home uses resident photos and armbands to positively identify the resident before providing any services or procedures.

## Least Restraint Environment

Restraints deny personal freedom and restrict body movements. A resident's "personhood" is violated when restraints are used. St. Patrick's Mercy Home believes in a least restraint environment in order to promote a resident's right to freedom, respect and choice.



## SAFETY

### Resident & Staff Safety

The safety and health of residents and staff is paramount. Items posing a health or safety risk to residents or staff will be removed by staff upon consultation with the Occupational Health and Safety Team. Family members are encouraged to organize and assist residents with care of closets, drawers and living area to avoid clutter that could result in a safety risk.

### Fire Safety

St. Patrick's Mercy Home is equipped with a fully sprinklered semi-addressable, two stage fire alarm system. This system is regularly maintained and inspected. Activation devices are located in all resident areas and all staff are familiar with their operation.

A "Code Red" Fire Safety Plan is in place with staff trained in its implementation by means of fire drills which are conducted monthly. All visitors are required to sign in and out for Fire Safety.

Under normal circumstances, you may encounter Exit doors that are locked for resident safety. In the event of a fire alarm, all doors will unlock to allow safe exit.

If a fire alarm sounds while visiting, please stay calm and remain with the person you are visiting until instructed to do otherwise.



## PASTORAL CARE

Pastoral Care is a religious and spiritual ministry for the benefit of the residents, their families and the staff in their relationship with the residents. Visitation, counselling, prayer, liturgical and sacramental services are provided.

Pastoral Care Services are provided on a denominational and interdenominational basis. A Roman Catholic priest is in residence and is available to residents. Mass is celebrated on a daily basis in the Chapel.

Worship services are available monthly to residents of the Anglican and the United Church faith tradition. Clergy from other religious denominations visit on a request from a resident, a family member, or a member of the Pastoral Care Team. Lay volunteers are available each day to transport residents to and from chapel services.

A Memorial Service is held in the chapel every four months for our deceased residents. Family members are invited to attend and participate.



## PALLIATIVE CARE

St. Patrick's Mercy Home provides a supportive environment to residents and their families during the dying process.

### Catherine McAuley Family Guest Room

A family guest suite is available on the third floor for the family's comfort and convenience during the dying process of their loved one. This suite provides the family an opportunity to rest, take a break, or stay overnight if the family should wish to do so.

### Palliative Care Rooms



With the support of the St. Patrick's Mercy Home Foundation, St. Patrick's Mercy Home Auxiliary, Sisters of Mercy and family members, St. Patrick's Mercy Home has 2 palliative care rooms. The Creedon Room is located on 2E and the McAuley Palliative Care Room is located on 3E. These rooms provide a spacious, private environment for residents and their families during the dying process.



## Special Care Items

Clothing containing a certain blend of fabric cannot be cared for through the normal laundering process. Unsuitable items include: angora, silk, crepe, velvet, rayon, suede, cashmere, pure wool or wool blend, and 100% cotton. Note: any garment over 35% cotton has a tendency to shrink.

St. Patrick's Mercy Home does not have the capacity to accommodate special washing instructions such as flat to dry, gentle cycle or dry clean only.

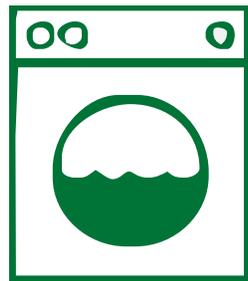
If clothing made from one of the unsuitable fabrics listed above is damaged during washing, St. Patrick's Mercy Home will not be responsible for the reimbursement of the clothing item. Families are encouraged to launder such items to prevent shrinkage.



## Laundry Services

St. Patrick's Mercy Home Laundry Department is a commercial laundry facility which uses commercial chemicals. The commercial laundry system is designed to meet strict sanitary guidelines.

An onsite Seamstress at St. Patrick's Mercy Home will label resident's clothing and do any minor mending. Family members are encouraged to assist their loved ones in purchasing clothing. All clothing should be machine washable and made of a fabric that can withstand regular washing in commercial washers. Laundry services are provided at resident's risk.



## Lost Articles

Missing items should be reported to unit staff immediately. Staff will search the lockers and wardrobes for missing items. Laundry staff will also be notified of lost items.

If lost items are found, they will be sent to the unit if identified or kept in a locked room in the Laundry Department.

## ALLIED HEALTH SERVICES Social Work

St. Patrick's Mercy Home has two Social Workers on site to enhance the quality of life for each resident by ensuring the availability of a wide range of services at St. Patrick's Mercy Home.

These services include:

- assessment/assistance to residents and families in adjustment to life changes and the transition to long term care.
- individual and family counseling,
- resident/family orientation,
- crisis intervention,
- resident/family education,
- mediation,
- advocacy on a wide range of issues
- participation in team, group and community work.

Referrals to the Social Workers are received from all disciplines within St. Patrick's Mercy Home as well as residents and family members.



## Occupational Therapy

St. Patrick's Mercy Home offers one part time Occupational Therapist on site, some of the services offered includes:

- seating (including assessment and prescription for manual, power and geriatric chairs)
- positioning (to improve comfort and function, prevent deformities and decrease risk for skin breakdown)
- skin integrity management (e.g. through the provision of therapeutic equipment such as cushions and mattresses)
- environmental adaptation (to increase function and safety, decrease fall risk)
- cognitive and perceptual assessment (to assist in the determination of functional ability)

A referral to Occupational Therapy can be made by a resident, family member or any member of the health care team. Referrals are wait listed based on priority guidelines.

Residents have access to private occupational therapists and physiotherapists as per Eastern Health Policy.



## INFRASTRUCTURE SUPPORT

The Maintenance Department operates Monday to Friday and provides maintenance and repairs to all equipment owned by St. Patrick's Mercy Home. The Maintenance staff is also available to hang pictures, mount shelving, etc. Residents or family are not permitted to perform these tasks. Please refer maintenance requests or concerns to Nursing Staff and the Facilities Manager.

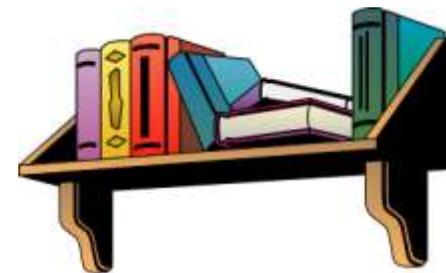
For safety purposes, all electrical equipment owned by residents such as televisions, radios, hair dryers, etc. must be inspected by Maintenance Staff prior to being used.

Extension cords are not permitted and power bars must meet Eastern Health standards.

The Plant Operations Department operates 24-hours a day, seven days a week and is responsible for the everyday operation of St. Patrick's Mercy Home. St. Patrick's Mercy Home is equipped with a generator to ensure the comfort of our residents.

The Plant Operations Department also plays a role in fire safety, snow removal, gardening, and security.

If a resident or a family member has concerns about the operating systems, please notify Nursing Staff and the Facilities Manager.



## Environmental Services

Housekeeping services are provided on a daily and evening basis. Staff will clean and sanitize the resident's room and bathroom as well as resident lounges and public areas. This also includes cleaning contact surfaces such as mirrors, bed rails and over bed tables. Each room will undergo a detailed cleaning once every three weeks. The resident's mattress is washed once a month or when it is required.

Housekeeping services are also responsible for the cleaning and sanitizing of resident lounges, public washrooms and all the public areas.



## Physiotherapy

Physiotherapy services are provided by one part time physiotherapist and two physiotherapy support workers.

Physiotherapy referrals are prioritized. Residents need to be aware that wait times exist and vary depending on how the care needs are prioritized.

Physiotherapy's primary goal is to help each resident reach his or her highest level of physical comfort and functional mobility.

The Physiotherapist may, following assessment, consult with and advise the Resident Care Team regarding a resident's mobility needs. A resident may also receive an individualized program developed by the Physiotherapist, and delegated to the Physiotherapy Support Worker.



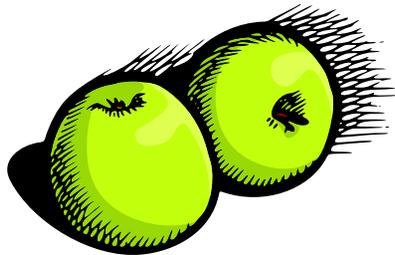
## Clinical Nutrition

Part time Clinical Nutrition Services are provided to residents by a Registered Clinical Dietician. The Clinical Dietician may receive consults/referrals from staff, residents and family members and may also initiate referrals to other team members, when appropriate.

Upon referral, the Clinical Dietician will assess the resident's nutritional status and complete a detailed nutritional assessment involving the following areas:

- Weight status
- Drug Nutrient Interactions
- Dentition
- Skin Integrity
- Swallowing/Chewing concerns
- Bowel Function
- Feeding ability/special feeding devices
- Hydration Status

The Clinical Dietician provides education to all relevant team members including the family and resident regarding the need for medical nutrition therapy in relation to the resident's medical condition.



## SUPPORT SERVICES Food Service

The goal of the Food Service Department is to ensure that residents receive optimal nutrition and satisfaction by providing attractive, well-balanced meals in a pleasant social environment. A five-week cycle menu using The Canada Food Guide, with emphasis on the traditional preferences of our residents is offered.

Residents are encouraged to dine in their designated dining room, as social interaction plays an important part in the enjoyment of meals. Residents who are unable to go to the dining room are served meals in their rooms.

A kitchenette is located on each floor for residents convenience. Kitchenettes contain a refrigerator, a hot water urn, an ice machine, a microwave, as well as a toaster.

Kitchenettes are stocked daily with snacks for residents. During meal times, kitchenettes are **restricted to staff use** only to avoid congestion and to ensure safety. Any food items brought in by family members must be brought to the attention of staff and labeled with the resident's name and date. Food labels are available in all kitchenettes. Food items will be discarded after 2 days and immediately if unlabeled. Please help us maintain the cleanliness of kitchenettes by washing your hands, cleaning up after use, and storing food properly.

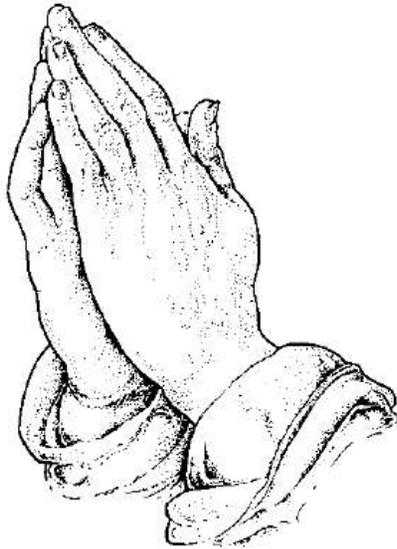
A food operations supervisor is available to oversee food preparation and meal planning. If residents have any food related questions, they are encouraged to address the matter with the working supervisor promptly to ensure resident concerns are addressed.

Vending service is available from the Vending Room on First Floor for the purposes of staff and visitors. A microwave, hot water urn, toaster and ice machine are also available for staff convenience.

## When a Loved One Dies

When a resident dies, the nursing staff will contact the doctor, family and then a Funeral Home of the family's choice. Within a day of the resident's death, family is asked to remove any personal belongings. If this is not possible, staff will assist with packing up belongings which will be released to the family with the appropriate documentation. The Executor of the estate is the person authorized to take possession of any belongings. If no executor has been named then alternate arrangements can be made through the social work department. Families can make an appointment with the Environmental Services Supervisor to collect resident's belongings.

The resident's financial affairs can be settled through the Business Trust Office.



## Recreation Therapy

Recreation Therapy Services provide leisure and recreational opportunities that enhance the health, functionality, independence and quality of life for residents.

Schedules of monthly recreational events and Birthday Calendars can be found on each unit.

St. Patrick's Mercy Home operates its own Wheelchair Passenger Bus which is used to take residents on outings such as bowling, trips to the park, parties at other nursing homes, and city tours. The bus is also used to transport residents to medical appointments. All this is made possible through the generosity of the SPMH Foundation.

### Recreation Therapy Services Include:

- Baking
- Bowling
- Birthday Parties
- Cooking Club
- Crafts
- Garden Parties
- Individual Programs
- Sensory Stimulation
- Special Event Celebrations
- Woodworking
- Bingo
- Breakfast Club
- Cards
- Current Events
- Fun & Fitness
- Hymn Sing
- Music
- Social Night
- Walking Program
- Fashion Shows



## Fun at St. Patrick's Mercy Home



Valentines Day



Mummers!



Santa visits St.Pat's



Dancers Perform!

## APPOINTMENTS

Family members or the designated responsible person are expected to accompany the resident to outside medical appointments. If families are unable to provide this service, the appointment may be cancelled and rescheduled to a time convenient for family members. If there are no family members available, St. Patrick's Mercy Home will attempt to provide an escort pending staff availability.

## Room Furnishings

Each room is furnished with a bed, night table and an overbed table. Additional items such as chairs or tables will be permitted if space and safety requirements permit. Residents are encouraged to bring in personal possessions such as radios, television sets, fans, clocks, lamps (not halogen), treasured photos, or bedspreads/comforters to make the room more homelike. Egg crate foam mattresses are not permitted in St. Patrick's Mercy Home due to infection control issues.

Televisions must be flat screen, not larger than 32" and compatible with the wall mount provided. A combination TV/CD player is required to play CD's. All electrical equipment must be approved by the St. Patrick's Mercy Home electrician and be kept in repair by the resident/family

Residents and families are invited to decorate residents' rooms for seasonal celebrations. Only battery operated decorations are permitted. Over the door wreath hangers are not permitted for fire safety concerns..



## TRANSPORTATION

### Go Bus Accessible Transit System

The St. Patrick's Mercy Home Bus may be available for resident medical appointments.

Wheelchair transportation may also be arranged through the new Go Bus Accessible Transit System, which services St. John's and Mount Pearl areas. Upon admission, residents who are not registered with Go Bus will complete an application with the Social Worker. Residents who are not registered with Go Bus will be responsible for the cost of transportation to outside medical appointments.

Arrangements will be made by staff when a resident must attend an outside medical appointment. Residents and/or families may also contact Go Bus directly when they wish to make arrangements and purchase tickets for personal outings.

Pre-paid Go Bus tickets are available for medical appointments at each nursing station. The family member escorting the resident must request two tickets from the nursing unit prior to leaving for the appointment. Go Bus will permit one family member to accompany the resident.

Go Bus schedule varies depending on the day of the week. For specific times see the contact information.

**Telephone: 709-368-8887**  
**TTY: 709-368-1620**  
**or through email at**  
**[gobus@mvtcanada.com](mailto:gobus@mvtcanada.com)**



## Creative Arts Therapist

St. Patrick's Mercy Home has a full time accredited Creative Arts Therapist. Services are offered to individual residents and small groups based on referrals from family, staff, and/or residents' own interest. Music Therapy programs are designed, implemented, and modified to meet the individual social, physical, spiritual, and emotional needs of the residents.



## The History of St. Patrick's Mercy Home

In February, 1953, Archbishop P.J. Skinner announced that a home for the aged and infirm would be built in St. John's. The cent-a-meal fundraising campaign was started. In 1954, the Archbishop announced plans to begin the construction of a facility, which the Sisters of Mercy agreed to manage. The cornerstone was laid on October 2, 1955, and a bronze plaque was placed in the front of the building noting that St. Patrick is the patron saint of St. Patrick's Mercy Home.

St. Patrick's Mercy Home was officially opened and blessed on January 6, 1958, by Archbishop P.J. Skinner. St. Patrick's Mercy Home was the first home for the care of the aged in the Province. Nine Sisters of Mercy and eight Postulants were among its first staff, with Sister Mary Alexius as its first Administrator. First guests at St. Patrick's Mercy Home included Father Andrew Nolan, Mr. J. Pearson of Paradise, and Teresa Antle of Burin. By July of that year the guests numbered 187.

Within a few months of the opening, a Board of Directors was named to set the direction and policy of St. Patrick's Mercy Home. A resident Chaplain has provided spiritual service for the residents since the opening and continues to this day.

In 1983, work began on a renovation and extension project for St. Patrick's Mercy Home. The extension was officially blessed and opened on January 5, 1986. St. Patrick's Mercy Home was then able to accommodate 214 residents.



In September 1999, the Board of Directors of St. Patrick's Mercy Home entered into a Memorandum of Understanding with the St. John's Nursing Home Board. This Memorandum ensures that the Mission and Values of St. Patrick's Mercy Home will continue as St. Patrick's Mercy Home enters into a partnership with the new Regional Board. In 2005, St. Patrick's Mercy Home became part of the Eastern Health Authority. As a Faith Based Home, St. Patrick's Mercy Home works closely with Eastern Health to provide 210 beds for resident care.

St. Patrick's Mercy Home, in keeping with its Christian tradition, will continue to be dedicated to providing quality care to all residents.

