

St. Patrick's Mercy Home



Resident & Family Information Booklet



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Mission Statement

In keeping with Gospel Values, the spirit of the Sisters of Mercy and the ethical principles of the Catholic Health Alliance of Canada, St. Patrick's Mercy Home is dedicated to providing quality and compassionate care for all residents.

We are committed to caring for the whole person, respecting the sacredness of life and the dignity and individuality of each person.

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 nurture the importance of family and friends and their significance in the holistic care of our residents.

We are a collaborative partner with Eastern Health and with all those who advocate for the provision of quality long-term care services.

June 2017

Executive Director's Message

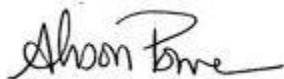
On behalf of the Board of Directors, Sisters of Mercy, Administration, Physicians, and Employees, it is my pleasure to extend sincere greetings and a warm welcome to new residents, family members and supporting networks.

St. Patrick's Mercy Home is a Faith Based Long Term Care facility owned and operated by the Sisters of Mercy with a long standing history of meeting care needs within our community. We work in a collaborative partnership with the Eastern Health Regional Health Authority and strive to provide a safe comfortable space within a community home-like environment.

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 our residents. As stated in our enclosed Mission Statement, "We are committed to caring for the whole person, respecting the sacredness of life and the dignity and individuality of each resident".

By offering this handbook, we hope you are able to learn more about our home and the services we are able to provide and we hope it will help lessen the fears and anxieties that will accompany your transition to Long Term Care.

Welcome to our beautiful Home!



Executive Director
St. Patrick's Mercy Home

Statement of Values

St. Patrick's Mercy Home believes in and seeks to promote the following values as it carries out its mission of care for its residents. We 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 our relationships to one self, to others, and to the Earth. Respect calls us to ensure that we protect privacy and confidentiality and embrace diversity with sensitivity and to work to address ageism in the healthcare system and in society.

Competent and Compassionate Care

The care of our residents is at the centre of our services. We endeavour to provide competent, compassionate and holistic care, without discrimination, mindful of each person's individual rights and needs. Such care includes all aspects – physical, emotional, spiritual and psychological.

Care of the Dying Person

The dignity of the human person calls for respect and compassion through every stage of human life. This respect and compassion is especially essential during the dying process when residents and family members deserve to be surrounded and supported by appropriate care and resources.

Collaboration and Mutual Support

Teamwork, partnerships and communication are essential in working toward common goals. This necessitates collaboration, mutual support and trust in a respectful, welcoming and hospitable environment, within St. Patrick's Mercy Home community and with other health care partners and agencies.

Commitment to Education and On-going Learning

To ensure continuous improvement towards quality care of our residents we are committed to providing education and on-going learning opportunities for our employees and volunteers.

Stewardship

We are committed to responsible and effective use of our human and financial resources.

Commitment to Influencing Public Policy in Long-Term Care

We are committed to moving forward in a positive and constructive manner towards the improvement of long-term services. We endeavor to advocate for change in public policy related to long-term care and to build public awareness about issues facing long-term care residents and their families.

June 2017

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 to Long Term Care as well as continued support throughout their stay at St. Patrick's Mercy Home
- offering residents the spiritual comfort of their faith tradition
- providing comfort and support to residents and their families during the dying process
- supporting employees during the dying process and following the death of a resident in their care

Pastoral Care is a religious and spiritual ministry for the benefit of the residents, their family members and the employees 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, the United Church, and of the Salvation Army faith. Clergy from other religious denominations visit upon a request from a resident, a member of his/her family, or a member of the Pastoral Care Team. Lay volunteers are available each day to porter residents to and from chapel services.

A Memorial Service is held in the chapel twice a year for our deceased residents. Family members are invited to attend and participate. Ecumenical services are celebrated for special occasions during the year such as Remembrance Day, World Day of Prayer, etc.

Mission Effectiveness

The Mission Effectiveness Committee endeavors:

- To act as a liaison between St. Patrick's Mercy Home and the Sisters of Mercy.
- To support employees and raise awareness of mission and values through policies, programs, projects and activities.

Resident Care Services

A full range of resident centered, interdisciplinary services is available to the residents of St. Patrick's Mercy Home. The disciplines work in a collaborative manner toward the delivery of safe, quality care for the residents of St. Patrick's Mercy Home. Disciplines under Resident Care Services include: Social Work, Nursing, Therapeutic Recreation, Music Therapy, Occupational Therapy, Physiotherapy, Clinical Nutrition, Support Services, and Infrastructure Support Services.

Resident Care Meetings are typically 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 address any outstanding concerns.

Social Work

Clinical Social Work services at St. Patrick's Mercy Home are provided by two full-time Social Workers to enhance the quality of residents' lives. Social Workers assess, monitor, and advocate for the psychosocial needs of residents.

The Social Work Department's mandate is to ensure that St. Patrick's Mercy Home residents and families have access to a broad range of services and receive support through the various phases of residency from admission through death or discharge. These services include:

- adjustment counselling
- advance health care planning
- behaviour management
- crisis intervention
- palliation support
- resource counselling
- grief counselling
- participation in team and group work

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

Nursing

Twenty-four hour nursing care is provided through a skilled team of Registered Nurses, Licensed Practical Nurses and Personal Care Attendants. Resident Care Managers are responsible for the overall management and support of their assigned units.

Therapeutic Recreation

Therapeutic Recreation services provide leisure and recreational opportunities that enhance a resident's health, functionality, independence and quality of life. Schedules of monthly recreational events and birthday calendars can be found on each unit.

The Therapeutic Recreation Team offers a diverse program designed to meet the needs of the residents of St. Patrick's Mercy Home. Programs include individual and group activities such as bowling, darts, bingo, card playing, fun and fitness, breakfast club and social evenings. If you are seeking suggestions for individual one on one recreation activities for you to enjoy with your loved one, please converse with any member of the Therapeutic Recreation Team.

Music Therapy Program

St. Patrick's Mercy Home has a full-time certified Music Therapist. Music Therapy programs are designed, implemented, and modified to meet the individual social, physical, spiritual, and emotional needs of the residents. Programs are delivered to individual residents as well as in small group settings. Residents may be invited to participate and perform in events throughout the year.

Occupational Therapy

Occupational Therapy services are provided by one part-time Occupational Therapist. Services offered include but are not limited to:

- 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 Resident Care Team. Referrals may be waitlisted based on priority guidelines. Residents may choose to access private Occupational Therapy as per Eastern Health Policy.

Physiotherapy

Physiotherapy services are provided by a full-time Physiotherapist and two Physiotherapy Support Workers. Physiotherapy's primary goal is to help each resident reach his or her highest level of physical comfort and functional mobility.

Physiotherapy referrals are prioritized. Residents need to be aware that wait times exist. Depending on how the care needs are prioritized, it may be necessary to wait for this service.

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 then delegated to the Physiotherapy Support Worker. Residents may choose to access private Physiotherapy as per Eastern Health Policy.

Clinical Nutrition

Part-time Clinical Nutrition services are provided to residents by a Registered Clinical Dietitian. The Clinical Dietitian is consulted upon resident admissions to St. Patrick's Mercy Home. Consults/referrals can be received from a member of the Resident Care Team, residents and family members throughout the resident's admission. The Clinical Dietitian may also initiate referrals to other team members, when appropriate.

The Clinical Dietitian will complete a detailed nutritional assessment and develop a nutrition care plan, which includes the input of the resident and/or their family/substitute decision maker, and other member of the Resident Care Team.

The goal of the nutrition care plan is to ensure nutrition interventions are provided in the least restrictive and most effective manner consistent with the wishes of the resident (and/or their substitute decision maker).

Medical Services

Community based physicians provide medical care to the residents of St. Patrick's Mercy Home. Our physicians provide weekly rounds to their respective units to address any identified resident medical concerns as well as provide a rotating 24 hr on-call emergency coverage. A resident's physician is determined by the unit to which they are admitted. The unit based physician becomes involved in the resident's plan of care as soon as they arrive at St. Patrick's Mercy Home.

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 if leaving the Home for one or more days. All medications must be ordered through a community based pharmacy, residents cannot choose their own pharmacy.

Visiting Hours

Relatives and friends of residents are welcome to visit any time outside of the hours when morning care is provided. Families are also asked to be respectful of other residents' privacy and sleep requirements. The front doors to the building are locked at 9:00 p.m. A Visitor Log Book is located in the main lobby for visitors to sign in upon arrival and sign out at the end of their visit.

Accommodations

St. Patrick's Mercy Home includes private, semi-private, three (3) and four (4) bed rooms. Most residents are admitted to a shared room. Residents can request to have their names placed on a private room list through the Social Work Department. The number of private rooms are minimal and are assigned based on numerous factors.

Internal room transfers may occur from time to time in order to provide optimal quality of care for all residents. Room changes are never made lightly and if required, would be made only after all possible options are reviewed. Prior to any room transfer, the resident and/or their next of kin will be notified.

Room Furnishings

Each room is furnished with a bed, night table and an overbed table. Additional items such as chairs or tables may be permitted if space and safety requirements permit; however, **must be approved by the Charge Nurse on the unit**. Residents are responsible to provide their own television which must not be larger than 32". The Infrastructure Support team members will wall mount the television as well as hang pictures, etc. **All additional approved furnishings must be removed upon discharge from the home.**

Shadow Boxes

The St. Patrick's Mercy Home Foundation purchased shadow boxes for each resident. A shadow box(s) is located outside of each resident room for residents to display their personal mementos from home. Family members can contact the nursing staff on the unit to have items added to the shadow box.

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 subsequently rescheduled to a time that is convenient for family members.

Spending Time Away from St. Patrick's Mercy Home

Residents may on occasion wish to spend time away from St. Patrick's Mercy Home. For extended periods, 48-hour notice is required to allow the Charge Nurse enough time to make medication arrangements with the pharmacy provider. The resident or family member, where applicable, must assume responsibility for medication administration during the time away from our Home. In addition, the resident and their family must agree to relieve the administration, employees and the attending physician from any claims, injuries, and actions that may arise during the absence.

Palliative Care

St. Patrick's Mercy Home provides a supportive environment to residents and their family members during the dying process which may include the use of one of our Palliative Care Rooms.

Creedon Room & Catherine McAuley Room

The Creedon Family Room is located on 2 East and the Catherine McAuley Room is located on 3 East. Both rooms allow family members the opportunity to remain at the bedside of their loved one during the dying process.

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.

When a Loved One Dies

We appreciate the challenges and demands on your family after the death of a loved one. If you require assistance with packing and removing of personal belongings, do not hesitate to ask a member of the Resident Care Team. In the event, you are unable to remove items within a day following the death of family member, our employees will proceed to pack up and remove items on your behalf which will be stored for a maximum of two (2) weeks.

Support Services

Food Service

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

Residents are served breakfast in their rooms and 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 eat in the dining room can be served meals in their rooms.

A kitchenette is located on each unit. Kitchenettes contain a refrigerator, a hot water urn, an ice machine, a microwave, and a toaster. The kitchenettes are stocked daily with snacks for our residents. **During meal times, kitchenettes are restricted to employee use only** to avoid congestion and to ensure safety. Any food items brought in by family members must be brought to the attention of the Resident Care Team to be properly labelled with the resident's name and date. Food labels are available in all kitchenettes. Food items will be discarded after two (2) days and immediately if unlabelled. Please help us maintain the cleanliness of kitchenettes by washing your hands, cleaning up after use, and storing food properly.

A Dietary Supervisor is available to oversee food preparation and meal planning. Residents who have food related questions are encouraged to address the matter with the Dietary Supervisor to ensure the concerns are addressed in a timely manner.

Meal Tickets

If you would like to enjoy a meal with your loved one, meal tickets are available for purchase from the Switchboard. Meal tickets can be purchased between the hours of 8:30 a.m. – 3:30 pm, Monday to Friday. We ask that you plan to purchase your meal tickets for weekend use in advance, as meal tickets are not available for purchase on weekends or on statutory holidays.

Meal tickets can be purchased for dinner, supper or for a bowl of soup. To redeem your meal ticket please proceed to the main kitchen on the 1st floor. A Food Service Worker will be there to assist you at 12:15 pm to 1:15 pm for the dinner meal and at 4:30 pm to 5:30 pm for the supper meal.

Friends and Family Dinner

Each year St. Patrick's Mercy Home hosts a Friends & Family Dinner for residents and their family members. This special dinner, held before Christmas, is intended to provide an opportunity for you to share a festive meal with your loved one in celebration of Christmas Day and New Year's Day. St. Patrick's Mercy Home is unable to accommodate meals for family and friends on Christmas and New Year's Day.

Environmental Services

Housekeeping services are provided on a daily and evening basis. Housekeeping employees will clean and sanitize the resident's room, and bathroom as well as resident lounges, public areas, and public washrooms. Cleaning includes 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 as required.

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. All clothing should be machine washable and made of fabrics that can withstand commercial washers and dryers. Garments such as angora, silk, crepe, velvet, rayon, suede, cashmere, wool blends, or those containing 35% cotton or higher that has a tendency to shrink cannot be cared for through the normal laundering process. The Laundry Department does not have the capacity to accommodate special washing instructions such as flat to dry, gentle cycle or dry clean only. St. Patrick's Mercy Home does not assume responsibility for damaged clothing items and does not provide reimbursement for such items.

Labelling Clothing

All articles of clothing must be properly labelled upon admission to avoid misplacement. Clothing can be given to a member of the nursing staff who will complete a Process for Labelling Form. This form will be attached to the clothing and forwarded to the Seamstress for labelling. Missing items should be reported to the nursing staff immediately who will complete a search of lockers and wardrobes for the missing item(s). The Laundry Department will also be notified of lost items. If items are found, they will be sent to the unit if identified or kept in a locked room in the Laundry Department.

Infrastructure Support Services

The Infrastructure Support Department operates Monday to Friday and provides maintenance and repairs to all equipment owned by St. Patrick's Mercy Home. The Infrastructure Support Department is also available to hang pictures, mount televisions and shelving, etc. **Residents or family are not permitted to perform these tasks.** Please refer maintenance requests or concerns to a member of the Resident Care Team

For safety purposes, all electrical equipment owned by residents such as televisions, radios, hair dryers, razors, etc. must be inspected by the Infrastructure Support employees prior to being used.

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.

Safety

Resident & Employee Safety

The safety and health of our residents and employees is paramount. Items posing a health or safety risk to residents or employees will be removed by a member of the Resident Care Team upon consultation with the Occupational Health & Safety Team. Family members are expected on a regular basis 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 sprinkler fire alarm system. This system is maintained and inspected on a regular basis. Activation devices are located in all resident areas and all employees are familiar with their operation.

A **"Code Red"** Fire Safety Plan is in place with employees trained in its implementation by means of monthly Fire drills. **All visitors are required to sign in and sign 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.

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

Resident Identification

The 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 service or procedure.

Electronic Monitoring System & Security

Residents of St. Patrick's Mercy Home who exhibit wandering tendencies are required to wear a security bracelet. This system reduces the need for other forms of restraint, and allows the resident safe freedom of movement. If a resident wearing a security bracelet is in close proximity to an open stairwell door or exit door, the door will lock and an alarm will sound to alert employees. A digital code is available to temporarily disengage the system if a resident wearing a bracelet is being escorted out of the building with an employee or family member.

The North and South stairwells which are not equipped with the Electronic Monitoring System are equipped with **STOP Alarms** for resident safety. These doors are not locked but an alarm will sound if doors are opened.

Visitors are asked to refrain from assisting a resident who may be attempting to exit the facility without first checking with a member of the nursing team.

Other Information

Volunteer Services

St. Patrick's Mercy Home has a strong Volunteer Resource Program. Dedicated volunteers provide support through a variety of programs such as Pastoral Care, Woodworking, and Shopping, Recreation, Friendly Visiting, Meal Time Companion, Horticultural and Hydroponics. Volunteers also provide support to programs such as Music Therapy, and Physiotherapy.

**Interested persons should contact the
Volunteer Coordinator at 752-8708
or
via the Switchboard at 726-2687**

St. Patrick's Mercy Home Auxiliary

St. Patrick's Mercy Home Auxiliary was formed in 1957. It is an incorporated body and registered charity. The activities of the Auxiliary are managed by volunteers under the guidance of an Executive Committee as per their Bylaws. The Auxiliary volunteers maintain the Red Rose Café and Gift Shop, various fundraising events such as the Annual Bazaar, Tree of Joy and monthly fundraising drives. Through these fundraising activities the Auxiliary continues to provide services and amenities for the residents and employees.

Red Rose Café/Gift Shop

The Red Rose Café is located on the ground floor of St. Patrick's Mercy Home. The Café holds a special place in the hearts and lives of the residents and families of St. Patrick's Mercy Home. It is a quiet and peaceful area for residents and family members to frequent on a daily basis to share time, have a conversation and enjoy a cup of tea, while members of the Auxiliary host a weekly Afternoon Tea each Wednesday from 1:00 pm – 3:30 pm. All are welcome.

The Gift Shop is open daily from 2:00 pm – 4:00 pm and is operated by our dedicated volunteers. For ease of purchases from the Gift Shop, residents can establish a charge account through the Resident Trust Clerk in the Business Office.

Newspaper Delivery

Residents can subscribe to The Telegram through the Switchboard and payment can be deducted from their Resident Trust Account.

Mail Service

Mail is sorted and delivered to nursing units by the Switchboard Operator. Postage, envelopes and writing paper are available for purchase from the Gift Shop. A Canada Post mailbox is located in the Main Entrance for outgoing mail.

Pets & Pet Therapy

St. John Ambulance in conjunction with the Volunteer Resources at St. Patrick's Mercy Home coordinate the Dog Therapy Program. Family pets are permitted to visit provided they are housebroken, supervised and on a leash. Not all people are comfortable with animals; please be considerate of other residents, family members and employees. Pets are not permitted in the food service areas.

Beauty Shop/Barber Services

The Beauty Salon is located on the Ground Floor. A Beautician is available onsite Monday to Friday, 9:00 am-4:30 pm. A Barber also visits once per month to cut male residents' hair. **Rates are set by the Beautician and the Barber. Payment may be made through the Resident's Trust Account in the Business Office.**

Security Services/Parking Permits

Security services are provided by Paladin Security seven days a week. A security guard is on site daily from 8:00 a.m. – 8:00 pm.

Visitors to St. Patrick's Mercy Home are required to obtain a visitor parking permit from the Switchboard Operator and park in the visitor designated area. The visitor permit must be visibly displayed in the vehicle when parked on the premises. Between the hours of 8:00 am – 4:00 pm, Monday to Friday, security guards have the ability to issue parking tickets to any parked vehicle without a valid parking permit.

Foot Care Services

Residents requiring advanced foot care may have this service provided onsite by a member of the Resident Care Team upon referral.

Telephone Services

Telephone services are provided by Eastern Health's contracted supplier. To activate telephone service, the resident or family member is responsible for contacting the contracted supplier to arrange installation and to make payment arrangements. Family members are also responsible for notifying the contracted supplier if a resident transfers to another room or upon death. Residents are encouraged to purchase cordless telephones to avoid tripping hazards from corded telephones.

Cable Television/Internet Services

St. Patrick's Mercy Home offers a basic cable package through Eastern Health's contracted supplier at no cost to the resident. Public internet services are available through Eastern Health's public guest network.

Library Services

Bookshelves, stocked with a variety of books and magazines are located on each unit for resident use. The Therapeutic Recreation Therapy Department can make arrangements for any resident wishing to avail of services from an outside library.

Resident & Family Celebrations

The Recreation Room, Auditorium and Killarney Tea Room are available for celebrations and social activities. Room reservations can be completed through the Switchboard Operator. Family members and employees are requested to refrain from using tape on any painted surfaces.

Seasonal Celebrations

Residents and families are invited to decorate residents' rooms for seasonal celebrations. However, only battery operated decorations are permitted. Over the door wreath hangers are not permitted for fire safety concerns. **Decorations shall not include any latex balloons, fresh poinsettias or lilies.**

Alcohol

Resident consumption of alcohol may be permitted if it is prescribed by the attending physician. Alcohol must be kept in a locked cupboard at the nursing station for administration by nursing staff. The purchase of alcohol is the responsibility of the family member.

Financial Services

Upon admission, you or your family will be contacted by an Eastern Health Financial Assessment Officer to discuss the following:

- Board and Lodging Charges
- Resident Trust Fund Agreement
- Personal Care Allowance
- Spousal Assessments
- Medication Costs
- Pre-Arranged Funeral Expenses

Resident Trust

A Resident Trust Account can be opened through the Business Office for all residents. Payment of bills such as hair salon services, telephone, 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.

Financial Services at St. Patrick's Mercy Home are available to residents/families through our Business Office, which is located on First Floor. **Business Hours for Resident Trust Office are Monday-Friday, 8:00 a.m. – 4:00 p.m.**

Money & Personal Possessions

St. Patrick's Mercy Home is not responsible for money and personal valuables that are kept in the resident's possession. Resident belongings will be handled with the utmost of care, however St. Patrick's Mercy Home cannot be responsible for missing items. Residents are 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 the resident in the event such items are lost.

When residents are no longer able to wear wedding rings, and/or valuable jewellery safely, family members are requested to take these cherished items home for safekeeping. For documentation purposes, please notify the Charge Nurse when resident valuables are removed from St. Patrick's Mercy Home.

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.

Preventing the Spread of Germs

Hand hygiene is the best way to stop the spread of germs that cause infection. Hand hygiene includes washing your hands with soap and water or using an alcohol based hand rub. Hand sanitizers are located throughout St. Patrick's Mercy Home.

Hand hygiene is encouraged:

- before eating
- after using the washroom
- before visiting or leaving a resident's room
- before and after caring for someone who is sick
- after handling animals, such as cats and dogs
- upon entering and leaving the facility

Outbreaks of Infectious Diseases

Infections, such as Influenza and Gastroenteritis can spread easily and cause residents to become ill. When this happens, strict measures are used to prevent the spread of infection.

Outbreak control measures include:

- vaccination of residents and employees
- restricting employee and resident movement within the facility
- restricting visitors
- public service announcements notifying public when visitor restrictions are implemented and lifted

Providing Feedback

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

1. Discuss the concern with the assigned Registered Nurse on the unit.
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 the **Client Relations Office at 709-777-1399 or by email to client.relations@easternhealth.ca.**

St. Patrick's Mercy Home Foundation

The St. Patrick's Mercy Home Foundation is a registered Charity, managed by a volunteer Board of Directors, and employs an individual on a part-time basis.

The purpose of the Foundation is to support financially the mission of St. Patrick's Mercy Home in providing a safe and comfortable home for its residents. Since its establishment, the Foundation has contributed over One Million Dollars to St. Patrick's Mercy Home for its residents.

During the past several years the Foundation have provided the residents of the St. Patrick's Mercy Home with items through their fundraising initiatives such as the "Keep us Moving", "Give us a Lift", and "Make the Home a Home" Campaigns. The Foundation is a strong supporter to our residents and each year at Christmastime, provides each resident with a Christmas gift.

How you and your Family can help

If St. Patrick's Mercy Home has touched your life or the life of a loved one, there are thoughtful ways for you to show your support:

In Memoriam and Bequest Donations: You, your family and friends can remember a loved one through an In Memoriam Donation or a Bequest to St. Patrick's Mercy Home Foundation. All donations are tax receipted and the family will be acknowledged, usually within four weeks.

Planned Giving: Planned Giving lets you leave a gift through your estate that will help St. Patrick's Mercy Home care for its residents with respect and dignity as it has done for more than 60 years.

To learn more about how you and your family can support the Foundation and in turn the residents of St. Patrick's Mercy Home:

Please contact

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

Resident 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 and purpose of every human being.

*“There is an exalted dignity proper to the human person.
Since he/she stands above all other, his/her rights and duties
are universal and inviolable”.*

(Vatican II – Documents on the Church Today)

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 your 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
- 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 employees, 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 to access the complaints process

- have access to St. Patrick's Mercy Home Ethics Committee for outstanding matters
- be informed of any financial costs to you
- 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 within our health care professionals, staff and residents
- provide accurate information
- identify your needs and bring concerns to a staff member
- 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

Contact Information

| Position | Telephone |
|---|-----------------------------|
| Switchboard | 726-2687 |
| Administrative Assistant (Executive Director) | 752-8732 |
| Administrative Assistant (Nursing) | 752-8724 |
| Beautician | 726-2687, Ext. 51004 |
| Business Office/Resident Trust | 726-8726 |
| Clinical Coordinators (Evenings/Nights/Weekends) | 690-3407 (cell) 752-8744 |
| Clinical Dietitian | 752-8735 |
| Director Volunteer Services/Auxiliary | 752-8708 |
| Foundation Office | 752-8745 |
| Infrastructure Support Manager | 752-8707 |
| Mission Effectiveness Coordinator | 752-8706 |
| Music Therapist | 752-8737 |
| Occupational Therapist | 752-8718 |
| Pastoral Care Coordinator | 752-8716 |
| Physiotherapist | 752-8714 |
| Resident Care Manager (1 st and 4 th Floor) | 752-8720 |
| Resident Care Manager (2 nd Floor) | 752-8730 |
| Resident Care Manager (3 rd Floor) | 752-8728 |
| Senior Lead, Resident Care Services | 752-8736 |
| Social Worker (1 st and 2 nd Floor) | 752-8733 |
| Social Worker (3 rd and 4 th Floor) | 752-8734 |
| Support Services Manager | 752-8703 |
| Support Services Supervisor (Environmental & Laundry) | 752-8725 |
| Support Services Supervisor (Dietary) | 752-8746 |
| Therapeutic Recreation Specialist | 752-8709 |
| Therapeutic Recreation Department | 752-8758 |

History

In February, 1953, Archbishop P.J. Skinner announced a number of social projects for the Archdiocese of St. John's, one of which was the provision of a home for the aged and infirm. A fund-raising campaign was launched immediately, and over a number of years the Catholic population contributed toward the cent-a-meal campaign. In 1954, the Archbishop announced plans to move forward with 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 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 of St. Patrick's Mercy Home, a Board of Directors was named to set the direction and policy of St. Patrick's Mercy Home. From the beginning a resident Chaplain provided opportunities for the spiritual life of the residents.

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

In 1998 St. Patrick's Mercy Home Foundation was established with its main objective being to support the Mission and Values of St. Patrick's Mercy Home.

Through its efforts the Foundation assists residents to continue to have a comfortable life by providing funding for environmental improvements which impact positively on the residents' quality of life.

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 resident care.

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

