

FPC Communications & Engagement Strategy - “Frequently Asked Questions (FAQs)”

Family members of loved ones moving to the Loch Lomond Villa are likely to have questions concerning their care. To make the transition easier for all involved, several frequently asked questions (FAQs) and their answers are listed below. Readers of the FAQs will find more details in Loch Lomond Villa’s Family Guidebook under several different sections.

What is the Planetree Philosophy and how does this affect my loved one?

Under the Planetree Philosophy, residents are the focus. Loch Lomond Villa assists residents to achieve and maintain an optimal level of functioning through the promotion of self-care and provision of choices regarding their care. Loch Lomond Villa acknowledges and emphasizes the role family and community play in the optimal health of residents and strives to maintain their involvement wherever possible. Refer to Family Guidebook – Section **LOCH LOMOND VILLA’S PLANETREE PHILOSOPHY OF PERSON-CENTERED CARE**

How and when can I visit my loved one?

Loch Lomond Villa has no structured visiting hours and encourages family members to visit at any time of the day or evening. For the safety of residents and staff, the entrances at the Villa and the Village are open between 9:00 am and 3:00 pm, Monday through Friday. If visiting after these hours or on weekends, you may use the keypad in the foyer and enter the code for the House which you are visiting. Swipe cards are available to purchase by family members who visit on a regular basis. Refer to Family Guidebook – Section **ACCESS**

Who can I talk to if I have questions or concerns?

A Registered Nurse (RN) supervises the nursing staff on each household. The RN is the principal contact point for both residents and families to address any questions or concerns related to medical issues, or any other matter that may require further follow up by the RN. Refer to Family Guidebook – Sections **NURSING CARE** and **CONCERNS / COMPLAINTS PROCEDURE**

When can I meet with the Nursing staff to discuss my loved one’s condition and needs?

Upon admission the RN co-ordinates a comprehensive assessment of the needs, abilities and wishes of each resident. Information is obtained from the resident and family members as well as other service providers such as the Physician/Nurse Practitioner, Dietitian, Spiritual Care, Recreation Therapy, and care staff. A care plan is then developed with each resident and their family members and updated on a periodic basis. Refer to Family Guidebook – Section

NURSING CARE

How often can I meet with the Nursing staff to review the situation of my loved one?

Each resident's care is assessed within days after admission, on an ongoing basis, and no less than once a year when a formal interdisciplinary team assessment meeting is held. Family members and residents are notified of the meeting and are encouraged to participate. Refer to Family Guide Book – Section **ANNUAL RESIDENT CARE REVIEW MEETING**

What is the best method to contact and speak with the Nursing staff?

The RN is the principal contact point for both residents and families to address any questions or concerns. In most circumstances the RN can be contacted by dropping into the Nursing Station or by telephone or email. Refer to Family Guidebook – **APPENDIX "C" LOCH LOMOND VILLA DIRECTORY**

Will I be contacted if my loved one's medical condition changes?

In the event of an accident or injury, or a change in a resident's medical condition the next-of-kin will be notified by the RN. The resident's medical care will be provided by the Loch Lomond Villa's Medical Team, who are available to respond to medical issues which require urgent attention. Refer to Family Guidebook – Sections **MEDICAL TEAM, NEXT OF KIN/GUARDIANSHIP/WHO TO CALL IN CASE OF EMERGENCY, ACCIDENT OR INJURY**

What care supplies and medications do I need to provide for my loved one?

Loch Lomond Villa provides many personal care and hygiene items (see Family Guidebook "Appendix B" for a complete list of care supplies provided). The resident and/or family is responsible to pay for, and furnish any personal preferences from those provided, and all other required personal care and hygiene items that are necessary in keeping with the resident's interests and personal needs.

Medications for residents will be controlled and administered by the RN or Licensed Practical Nurse (LPN). Families should bring all medications, ointments, puffers, and over-the-counter medications upon admission. Refer to Family Guidebook – Sections **CARE SUPPLIES, APPENDIX "B" CARE SUPPLIES COVERED, MEDICATIONS**

Does my loved one need to maintain private health care coverage following admission?

Once admitted to a nursing home, most residents receiving provincial assistance from the Department of Social Development will be eligible for prescription drug and extended health care coverage. Extended health care benefits include limited coverage for dentures and dental services, vision care, orthopedic footwear, oxygen therapy, convalescent equipment, and other services.

Nursing Administration and the private health care provider should be consulted to determine if private health care coverage should be maintained. Refer to Family Guidebook – Section **HEALTH CARDS**

What is a resident “Care Account” and what expenses can be paid with the funds?

Residents of licensed nursing homes receiving provincial assistance from the Department of Social Development are entitled to retain a portion of their OAS/GIS monthly income plus their GST rebate from the Federal Government as a personal comfort and clothing allowance. The portion to be used as a Comfort and Clothing Allowance is established by the Department of Social Development.

All resident expenditures for purchases from the Comfort and Clothing Allowance account must be accompanied by a receipt or invoice. Common expenses may include personal items, clothing, drugs not covered by the Provincial Drug Program, over the counter medication not routinely supplied, additional fees for eyeglasses, dentures and hearing aids, transportation to doctor appointments, and care supplies that are not part of the care supply list. Refer to Family Guidebook – Section **RESIDENT CARE ACCOUNTS**

Can I bring new clothes for my loved one into the home?

New items that are brought in for the resident should be documented and delivered to the RN. Nursing staff will ensure that the items are sent to the Laundry Department to be labeled. When new items are brought in, this is also a great opportunity to purge any older items that are not being used. Refer to Family Guidebook – Section **LAUNDRY DEPARTMENT**

Can I bring my loved one’s favorite chair and reading lamp into the home?

If families wish to provide a comfortable chair or furniture for the resident, families should collaborate with Rehabilitation staff in the Nursing Department, who will coordinate the request with both Housekeeping and Maintenance. Refer to Family Guidebook – Sections **HOUSEKEEPING DEPARTMENT, PERSONAL EFFECTS**

Will my loved one’s room be cleaned, and their clothes washed?

Housekeeping services are provided seven days per week. Each resident's room is cleaned once per day between the hours of 7:00 a.m. and 3:00 p.m. Refer to Family Guidebook – Section **HOUSEKEEPING DEPARTMENT**

Personal laundry services for the resident are provided (washing and drying). The washers and dryers are much bigger and robust compared to domestic models. Consequently, delicate items cannot be safely labeled or laundered by our staff. Any item requiring delicate, or hand washing should be laundered at home. Dry cleaning is not carried out at the Villa. Refer to Family Guidebook – Section **HOUSEKEEPING DEPARTMENT**

What do I need to do to take my loved one out of the home for an outside appointment or shopping trip?

When external consultation appointments are necessary, Loch Lomond Villa is not able to provide staff to accompany the resident. Family members must accompany or arrange to meet the resident at the appointment. Loch Lomond Villa is not able to provide transportation to external consultation appointments. Family members are responsible for these arrangements. For residents unable to travel by car, wheelchair-taxi or "Handi-bus" alternate services can be booked by the RN for an appointment. Ambulance services will be arranged when necessary.

Family members wishing to take a resident outside the home for a shopping trip or outside visit are asked to communicate with the RN, and to use the Sign-out Book available in each of the houses. Refer to Family Guidebook – Section **APPOINTMENTS FOR CONSULTATION**

Can I provide input on food choices and preferences for my loved one?

The Nutritional Services Department has many options available to promote healthy choices and honor resident preferences. There is an Available Daily Menu from which residents can order in advance if they are not satisfied with the regular menu entrée or alternate meal offered. Resident preferences (religious, dislikes) are acknowledged and select choices are available to accommodate these preferences.

Families can play a role in enhancing the quality of our residents' dining experience. Families are welcome to bring in favorite food items as well, which need to be in a covered container, labeled, dated, and given to the RN. Families are also welcome to book the Community Kitchens (Village Houses and Evergreen House) for special gatherings or to simply come and enjoy a meal with their loved one. Refer to Family Guidebook – Section **NUTRITIONAL SERVICES DEPARTMENT**

Can I visit my loved one in the dining room at mealtime or arrange to have a meal in their room?

Family members are encouraged to join residents at mealtimes. Every effort will be made to accommodate family eating with residents either in the resident dining rooms on their houses (if seating permits) or in the cafeteria (Villa) to make this an enjoyable experience for families and our residents. Meal tickets for visitors or residents at the Villa are sold in the Seniors Wellness Centre (located in apartment building 1, ground floor) Monday through Friday and at the Country Store on the weekends. Dinner tickets must be purchased by 11:45 a.m. and supper tickets by 3:30 p.m. Meal tickets for visitors or residents at the Village can be purchased at the Village Reception Desk Monday through Friday and must be purchased 3 days in advance. Refer to Family Guidebook – Section **NUTRITIONAL SERVICES DEPARTMENT**

What leisure activities are available, and can I join my loved one during those activities?

Leisure activities are scheduled for most weekdays and family members are encouraged to attend. Each month a calendar of events is developed, copies of which can be found at the Family Information Centre as you enter each nursing house, on the Loch Lomond Villa website at www.lochlomondvilla.com and on the event monitors located in each house. Daily programs are listed on the event board located on each house. A wheelchair accessible van takes residents out on various outings and shopping trips. Refer to Family Guidebook – Section **RECREATION THERAPY DEPARTMENT**

Are church services or clergy visits available in the home?

The Spiritual Care Coordinator plans for weekly chapel services, clergy visits, Bible studies and Memorial Celebrations which are held in remembrance of recently deceased residents. More information on Spiritual Care for residents can be obtained by contacting the Spiritual Care Coordinator. Refer to Family Guidebook – Section **SPIRITUAL CARE**

What do I need to do to set up Wi-Fi, television, and telephone services for my loved one's room?

Rogers Cable supplies cable television and Loch Lomond Villa can provide telephone service at both the Villa and the Village. Charges for both telephone and/or cable services are the responsibility of the resident and/or the next-of-kin. Upon admission, if these services are desired it is the responsibility of the family to contact Loch Lomond Villa and/or Rogers for hook-up. Public Wi-Fi is available in the café area at the Villa and the Village. Should the resident want in-room internet service, it can be ordered through Rogers. Refer to Family Guidebook – Section **TELEPHONE/TV**

What can I do if I have some free time available to help care for my loved one and other residents in the home?

Family members are encouraged to play an active role in the care of their loved ones. Many family members routinely accompany residents during mealtimes, recreation activities, and outings outside the home. Both friends and families also provide support as Volunteers for Loch Lomond Villa. More information on the Partners in Care program can be obtained by contacting the house RN. Refer to Family Guidebook – Sections **PARTNERS IN CARE, VOLUNTEERS**