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## FAQ's

1. When may I visit my loved one?

Family & friends are welcome to visit any time. Exterior doors are locked and alarmed for security after 7 pm. You may call 902-465-6020, enter neighbourhood extension and make arrangements with staff for entrance. Exit code for Caldwell Road exit door is **1234**.

2. What personal items am I responsible for providing?

OVCCC provides many personal care items for residents; such as soap, shampoo, toothpaste, toothbrushes, razors, incontinent products, etc. Please refer to the the list in Admission Agreement which was provided to next of kin on admission.

3. Do residents have the same caregivers on a daily basis?

There are two staff rotations per neighbourhood; therefore, residents will see consistent and familiar staff every few days.

4. When are the best times for me to contact the neighbourhood staff (RN, LPN, CCA, PCW)?

Family are encouraged to contact nursing staff via phone or in person any time. There are "peak times" that staff may not be available to answer the phone, particularly during meal times. If there is no answer on your first attempt, please try calling back. Neighbourhood phone extensions are listed in the Resident & Family Handbook & on OVCCC automated phone system by calling 902-465-6020.

5. What day(s) is the doctor in the building and how do I contact the doctor?

We have 2 primary doctors who are assigned to Ocean View. Generally, there is a doctor in the building on Tuesday, Wednesday, Thursday & Friday. Neighbourhood staff can leave messages in the doctor communication book (on your behalf) if you have a concern. Doctor's office phone ext.: 2117



## FAMILY COUNCIL



### HOW TO MAKE YOUR VISITS MORE MEANINGFUL

When a loved one moves into a long term care facility, visiting may be emotional and difficult for both yourself and your loved one. Time may be needed to adjust to their new living situation. Giving them a short period of time before your first visit may be helpful. How often you decide to visit is a personal choice. Visits are about quality and not quantity; therefore, remember to take care of yourself. Encourage visits by other family members and friends.

### At the end of your visit ~

#### **SAYING GOOD BYE**

Saying good bye can be difficult. Developing a routine before you leave may be helpful.

- Direct your loved one to their favourite chair and provide them with something to do after you leave; i.e. magazine, books, photo albums, colouring, etc.
- Tell your loved one you will be back soon for another visit.
- Tell them that you have to leave because you have errands to do, shopping or an appointment to go to.

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Familiarize yourself with Oceanview's schedule and your loved one's schedule & choose a time that is both convenient for you and your loved one. If you are unwell, reschedule your visit for another time.

- Meal times
- Bath and hair salon schedule
- Nap time
- When greeting your loved one, be aware of your body language and tone of voice. The first couple of minutes can set the stage for how the visit will go.
- Calling their new environment "HOME", may help your loved one focus on their new surroundings as their new home.
- Focus on enjoying your time while you are visiting by talking about positive things.
- Always try to keep a sense of humour.
- Offer choices while you are visiting: Do you want to go outside? What sweater would you like to put on? Making decision are still important to your loved one.
- Personal touch is important. Hold their hand & give hugs.
- Refer to the monthly event calender and encourage your loved one to participate in activities

- Arrange visits to accompany your loved one to events at OVCCC
- Visit the Café on the first floor to have ice cream, tea, coffee or other treats.
- There are puzzles, games, books, magazines and music in the Sun Room on the first floor for your use. Take time to look at magazines and books together and talk about what you are looking at.
- In the summer have a picnic in the Gazebo outside the first floor.
- Walk around outside admiring the scenery.
- Visit the Bethune Garden located off the Seaside/Bayside neighbourhood.
- Give your mother a manicure, but be conscientious of the scent that nail care products emit. Find an area where it will not affect other residents.
- Give a facial, apply make-up or assist with shaving and doing hair. These activities help the person to feel cared for.
- Give your loved one a photo album with family pictures to look through when you are not there.
- Make a scrapbook of your visits with photos.
- Help with phone calls, greeting cards and gifts ensuring that your loved one participates in this activity.
- Exercise together.

- Provide a Family Diary or Visitor's Book in your loved one's room. Visitors can write notes about their visits and leave messages for each other or record observations.
- Listen to music.
- Bring a child or a pet along.
- Bring a bouquet of flowers and let your loved one arrange them in a vase..

