



On behalf of our entire Ocean View community,  
I am pleased to welcome you!

Who makes up the Ocean View community? We are home to 176 incredible **residents living in six "neighbourhoods" within our building. We call them** neighbourhoods as each one is a place where residents know and look out for one another. We also welcome their countless family members and loved ones, who visit often. Last but not least, the Ocean View community includes an incredible group of donors and more than 400 dedicated staff and volunteers.

As you begin to meet the staff at Ocean View, you will come to find a diverse team of health care professionals, including nursing, clinical dietetics, clinical pharmacy, physiotherapy, recreation therapy, social work, spiritual care, and occupational therapy. You will also meet many dedicated staff who work behind the scenes. As an accredited health care facility since 1974, we are proud to be known as a place where those who call Ocean View home will find quality care, comfort, and compassion.

To those who will be living with us, please know that I, along with our staff and volunteer team, will work hard to ensure you are comfortable and content living here.

We know it will take time for you to get adjusted, but we will assist you in any way we can. This handbook will provide you with information that will help you get settled and become familiar with your new home. It will answer commonly asked questions and help you become acquainted with the many exciting aspects of life at Ocean View.

Ocean View has been part of the Eastern Passage community since 1967. Situated on a bluff at the entrance of the Halifax Harbour, the building has undergone many renovations to make it more welcoming for all. We are especially proud of our beautiful sun lounge and the Bethune Garden, spaces where you and your loved ones can spend time enjoying our panoramic view of the ocean.

As you begin to feel more at home, please let us know if there are improvements we can make to be more responsive to your needs. We know that each of our residents brings their own lifetime of unique experiences and knowledge to Ocean View, and we value your input.

Welcome home to Ocean View!

To the loved ones of those who will be living with us, we know that this is only one step in the emotional journey you have been on.

The loved one you are entrusting to our care is someone you cherish, and someone you have cared for as their needs have changed. We know it has been a struggle to maintain the everyday responsibilities of your life while committing yourself to their care.

We know you have done your best, have drawn on strength you did not know you had, and have now recognized that you need help. You need to find a team you can trust to take care of your loved one.

Our commitment is to work each day to prove we are that team. We are here to work with you. We know that, just like your loved one, you will need time to become comfortable and familiar with Ocean View. In the meantime, please know we will be responsive to their needs; we will treat them with courtesy and respect; and we will listen and act if you feel we have fallen short.

It is our pleasure to welcome each new resident and loved one into the Ocean View community. Thank you for choosing to join us for this next part of your journey. If you have questions or concerns after reading this handbook, we are here to answer them.

Sincerely,



Dion Mouland, President & CEO



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## Who We Are

## Our Mission

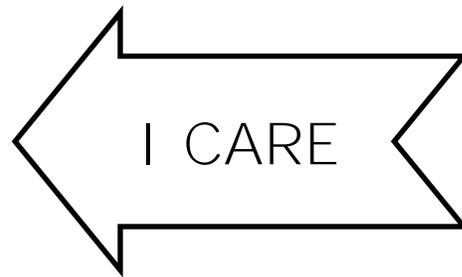
To provide comfort, care and compassion for those we serve.

## Our Vision

To be the community of choice for Nova Scotians needing support in a place they call home.

## Our Values

Innovation  
Collaboration  
Autonomy  
Respect  
Empowerment



## Philosophy of Care

- We believe in resident centered care.
- We recognize each resident as an individual with a unique life story.
- We strive to honour life-long personal routines through an individualized plan of care.
- We treat residents with respect, caring and empathy.
- We provide meaningful activities in a therapeutic, supportive, home-like environment.
- **We are committed to maximizing resident's abilities through establishing relationships with residents and families; encouraging independence and allowing personal choices.**
- We value and respect each other.

# Our Commitment to Excellence in Care at Ocean View

## Our Model of Care

The term “**Model of Care**” is simply a quick way to refer to how we care for those we serve. Our “**Model of Care**” informs our work day-to-day as we strive to provide excellent care to you and your fellow residents.

**It’s how we** react to your needs and how we organize ourselves to be able to best respond to them. **It’s how we apply our “Values” and our “Philosophy of Care” to our work. It means we are constantly taking stock to ensure we have the right person doing the right thing at the right time.**

As the needs of all those we serve are constantly evolving, you will see and experience changes at Ocean View motivated by our desire to **ensure our “Model of Care” best meets the needs of those we serve!**

## Accreditation — A Commitment to Quality

Accreditation is an internationally recognized evaluation system that Ocean View uses to make sure we continue to meet evolving standards and provide the highest quality care possible. Being accredited means that we have been assessed by the third-party organization, Accreditation Canada, and have proven ourselves to be meeting or exceeding current health care standards.

The accreditation process involves visits from health care professionals representing Accreditation Canada, who speak with staff, volunteers, residents and families to gain a better understand of our care practices. To ensure we deliver client and family centred care, **it’s important for us to have honest and real involvement by residents and families in all aspects of designing, planning, delivering, and evaluating our services.**

As an accredited organization, Ocean View is committed to fully living the standards that guide our engagement of residents and families and ensuring we hear your voice in innovative ways. From the Board level to day-to-day operations, there are many ways for residents and families to share their input and to partner with the Ocean View team. We invite you to read the **“Your Voice” section of this Handbook, or ask our Client Engagement Leader** or your Neighbourhood Manager, to learn how you can contribute your voice to the future of Ocean View!

## Clothing to Bring

The following is a suggested list of clothing to bring to Ocean View:

- a coat
- a housecoat
- non-slip shoes and slippers with good support and closed heels and toes
- six pairs of socks
- a pair of boots
- seven to ten outfits: shirts/skirts/pants/dresses
- six pairs of underwear
- sweaters
- summer hat
- three pairs of night clothes
- a pair of gloves



**We ask that the “Seamstress Form”, which is provided by our Client Engagement Leader, is completed prior to your arrival.**

When you arrive to Ocean View, our Client Engagement Leader or a member of the Nursing Staff will take your suitcase of clothing directly to laundry and **to our seamstress for labelling, along with the “Seamstress Form”.**

**We suggest packing a small “over-night bag” of clothing that can be taken with you to your new neighborhood while your wardrobe is being labelled.**

## Items to Bring

Firstly, what you do not have to bring: each resident is provided with a bed, bedside table, armchair and bureau. Standard wall mounted shelves are also available.

Unfortunately, additional furniture (e.g. Lazyboy chair, desk, etc.) is not permitted to be brought into Ocean View or resident rooms.

We want Ocean View to feel like home, so here are some suggestions of items to bring along for your room:

- comforter/quilt/pillow
- ornaments/accessories
- water bottle
- television (max. 32 inches, with earphones if possible)
- radio (with earphones if possible)
- favourite pictures/family photographs
- small fan
- telephone

\*If you are bringing in any electrical equipment, please notify the Neighbourhood Manager to arrange inspection by the Maintenance Department to ensure it is CSA approved.

Living plants may be permitted, subject to prior approval, and if the resident or a loved one is able to care for them. Highly scented and poisonous plants/flowers, such as roses and lilies, are not permitted.



Items of value, such as jewelry, should be left in the care of a loved one.

Any substantial sums of money should be deposited in trust for the resident. Please see the Finance Clerk to do so.

Pocket change should be kept in the locked drawer of the bedside table. You can obtain a key for your bedside table from nursing staff.

Please note: for safety reasons, the items below are not permitted:

- electric blankets
- extension cords
- scented products
- pesticides/chemicals
- heating pads/hot water bottles/magic bags
- portable heaters, air conditioners and humidifiers
- candles (including birthday cake candles)
- slide on shoes, slippers and sandals
- over the counter medications or ointments
- live Christmas trees or wreaths
- throw rugs or mats
- powder, bar soap, lotion and shower gel
- small appliances (e.g. refrigerator, iron)
- furniture (e.g. recliner chairs, desks)

## Items to fill your Memory Box

**Memory Boxes are available outside of each resident's room. Residents and loved ones are encouraged to personalize these wooden shadow boxes with photographs and knickknacks that hold special meaning and allow staff and volunteers the privilege of sharing in a bit of the residents' life history.**

A few ideas to get you started:

- a short description about your place of birth, family, military experience or work history
- special mementos, photos, and awards
- items representing your favourite hobbies, leisure activities



## Assistive Devices

At Ocean View, residents are required to purchase their own equipment. However, a variety of programs are available to assist with the purchase of equipment.

### When You Move In

Please bring in your wheelchair, all wheelchair components and all assistive devices.

- Due to space constraints, if you have more than one wheelchair, you may be asked to make storage arrangements with loved ones.
- If you drive a power wheelchair or scooter, you must display safe driving skills and good judgment when driving within the facility, outside, and within the community. Residents assessed as not safe to drive will not be permitted to use motorized equipment at Ocean View.
- All power wheelchairs must use maintenance-free gel batteries.

### Short Term Equipment Needs

Ocean View provides all general use equipment (ie, shower chairs, lifts, courtesy chairs). We also have equipment available for residents/loved ones to rent on a first come, first serve basis. This includes a variety of manual wheelchairs and specialized mattresses. Rental of these chairs and mattresses requires a monthly fee. Approval is required and charges are incorporated into the regular monthly billing cycle.

Families may also rent from a health equipment supplier. The Occupational Therapist can provide you with a list of local suppliers.

## Long Term Equipment Needs

The Occupational Therapist can assess your wheelchair and seating needs. Residents who require specialized equipment on a permanent or long-term basis are required to purchase their own equipment using private funds or health insurance.

- **The “Specialized Equipment Program for Long Term Care Residents”** is also available to help with the purchase of equipment for those who **qualify. Veterans’ Affairs Canada and local community organizations** may assist with funding for eligible individuals.
- In order to utilize these programs, an assessment by an Occupational Therapist is required. Part of the service provided by Occupational Therapy includes helping you secure funding for the equipment and/or repairs you need.

## Maintenance and Repairs

Wheelchairs are safety checked and cleaned on a regular basis to ensure they are in safe operating state at all times. Residents are responsible for repairs and replacement parts on personal specialized equipment, including wheelchairs, and may be billed for the time spent by maintenance staff to conduct repairs on resident owned equipment. If you require more information about equipment and available resources please contact the Occupational Therapist.



## Insuring Your Belongings

Ocean View is not responsible for personal assistive devices or other personal items that may become lost or stolen. We do provide every effort to ensure your belongings are kept safe, but cannot guarantee this will be the case. We strongly encourage all residents/loved ones to consider personal insurance coverage to protect themselves from lost or stolen articles.

## Life at Ocean View — Who will make up your care team?

On your first day at Ocean View, you will be greeted in the main lobby by our Client Engagement Leader or a member of our Nursing Staff. Over time, you will come to know many staff who are here to help you live your best life at Ocean View, including:

### Our Care Team:

Care is provided 24 hours/day at Ocean View by a team including Registered Nurses, Licensed Practical Nurses, Continuing Care Assistants and Personal Care Workers. These dedicated staff each support resident care according to the training and professional standards specific to their role. They strive to **live our value of “Residents First” in all they do.**

### Our Physicians:

Ocean View is fortunate to have the services of two Nursing Home Physicians available to its residents. The physicians are responsible for drug management and prescriptions, ordering diagnostic procedures and hospitalization as required. Medical specialties are available on a consulting basis. Laboratory, EKG and X- Ray facilities are provided primarily by the Dartmouth General Hospital.

### Our Client Engagement Leader:

Each person has a right to fulfil their potential and remain an active and contributing member of society. Our Client Engagement Leader helps support these goals at Ocean View. Our Client Engagement Leader coordinates admission, successful placement and transfer of residents within the facility, as well as to and from other facilities.

Our Client Engagement Leader also arranges for special needs funding, assists with resident and family problem-solving, facilitates Resident Care Conferences and acts as the staff support for our Family Council. Our Client Engagement Leader also negotiates on behalf of residents and loved ones for their rights and/or services within the facility and community.



## Our Clinical Dietitian:

Our Clinical Dietitian is responsible for the nutritional care of all residents of Ocean View. Our Dietitian provides nutrition therapy to residents with a variety of health conditions and offers dietary consultation to residents and their loved ones, while also working with the Food Service department in developing menus that provide quality nutrition. Our menu is based on **Canada's Food Guide to Healthy Eating and is reviewed regularly.**

Our Dietitian also delivers education to staff.

Our Dietitian identifies nutrition-related problems, assesses the nutritional status of residents, develops care plans and monitors effectiveness of dietary changes. Our Dietitian provides quality nutrition care appropriate for the **resident's medical condition(s), personal needs and quality of life.** Residents with nutrition-related concerns, including poor appetite, weight loss or gain, food preferences, skin integrity, problems chewing or swallowing foods can be referred to our Dietitian for assessment.

## Our Housekeeping, Dietary and Laundry staff:

This group of staff are responsible for many important aspects of day-to-day life at Ocean View.

Some of these staff provide three high quality and nutritious meals daily as well as snacks to our residents. They work on the Neighborhoods, becoming familiar with residents and their food preferences and diet requirements, allowing them to provide a pleasurable dining experience.

## Others ensure all residents' clothing is

clean and in good repair, and that linen is fresh.

Still others ensure that our residents live in a safe, clean, home-like **environment.** Resident's rooms and common areas are cleaned daily and deep-cleaned twice per year.

In taking care of all of these important aspects of resident life, these staff also develop strong relationships with many of our residents!



## Spiritual Care:

Ocean View recognizes the importance of providing a holistic approach to resident care, whereby the physical, emotional and spiritual needs of **residents are acknowledged. Residents' spiritual needs are supported by** recreation staff, community clergy and volunteers. Worship services as well as Hymn Sing are held weekly.

## Our Recreation Team:

Our Recreation team strives to provide quality recreation and social activities to meet the needs and interests of all residents, organizing specially-designed activities for each Neighborhood, as well as coordinating activities for all residents to attend in the Community Room.

Upon arrival of every new resident, our Recreation team will visit the resident and provide them with an overview of the programs and activities that are **offered. They will also complete a 'Leisure Survey' in order to capture the residents' specific interests. At** times, the staff may recruit the assistance of family to complete the survey.



## Our Physiotherapy Team:

Our Physiotherapy Department is dedicated to assisting residents in maintaining or enhancing their level of independence and mobility, as well as to achieve their physical fitness goals. Their services include but are not limited to:

- providing assessments and consultations
- exercise class
- walking program
- application of moist heat
- therapeutic interventions for fractures and surgeries
- passive and active range of motion
- transfer and lift education
- assessment for hip protectors, braces, shoes, walking aides, etc.
- fall prevention strategies, such as teaching families how to assist their resident in exercises, transfers (car), walking, stairs, safety in outings

## Our Occupational Therapist:

Occupational Therapy is a profession aimed at enabling us to maintain healthy patterns of daily activities (i.e. self care, leisure, and work/productivity). At Ocean View, our part-time Occupational Therapist is responsible for functional assessments and prescription of assistive devices, such as wheelchairs and specialized mattresses. Assistive devices come in a variety of sizes, features, and components that are specific to each individual. For residents who use specialized equipment on a daily basis an individualized prescription is recommended.

## Our Maintenance Team:

Our Maintenance team provides services to ensure a safe, secure and comfortable environment. Residents in need of repair services may contact Maintenance through their neighbourhood staff. Maintenance staff are able to make small repairs to wheelchairs, furniture and equipment, as well as hang pictures and move furniture. A fee may apply for these services and residents are informed before the work is completed.



## Our Finance Team:

**In the “Organizing Your Finances” section, you will learn more about how the Finance team works to help you keep track of finances, and more!**



## Admin and Other Ocean View Staff:

Many staff work hard each and every day to help support those we serve at Ocean View, and it is impossible to list them all here.

We have a strong administrative staff, a friendly team of receptionists, and many others you will meet as part of the Ocean View community.

## Our Seamstress:

The seamstress is available 4 days a week, from 8 am to 12 pm.

**Labelling of resident's clothing is a service Ocean View provides for residents.** Upon admission and as new clothing is purchased, please ensure you or your family facilitate the labelling of it. The "Seamstress Form" is available for you or your loved ones to fill out at the Reception desk. Please bring your clothing and completed "Seamstress Form" to the Reception desk.

Charges will apply for additional services, such as hemming of pants and general alterations to clothing. Approval will be required by the resident and/or loved ones for these services, and charges will be incorporated into your regular monthly billing cycle.



As storage space is limited, we recommend that residents bring in seasonal clothing only (i.e. summer clothes for summer months, heavier clothes for winter). Loved ones are asked to store off-season clothing at home. If this is not an option, storage lockers are available to rent on a monthly basis at Ocean View. Please see a member of our Maintenance Staff if interested in a storage locker.

There is a lost and found cart located near the laundry facility. Ocean View is not responsible for lost or stolen clothing and assumes no liability to replace.

## Our Volunteers:

Quality of life at Ocean View is greatly enhanced through the ongoing involvement of dedicated community volunteers.

We have a long history of strong community support, as evidenced by the involvement of more than 100 volunteers each year.



**An active summer “VolunTEEN” program also provides an opportunity** for our community young people (ages 13 -18 years) to interact with residents at Ocean View, and gain valuable experience!

All volunteers participate in an orientation, screening and training program. Members of specific volunteer teams receive specialized training to enhance their volunteer work.



Volunteers support many aspects of daily life at Ocean View, including:

- recreation activities
- spiritual care
- palliative care
- meal-time
- special events/outings
- one-on-one visits
- pet therapy
- our Oceanside Café

As a Community-Governed Organization, Ocean View is also governed by a dedicated volunteer Board of Directors, who guide us in our work.

Anyone, including family members, who may be interested in volunteering at Ocean View, is invited to contact the Manager of the Volunteer Program at 902-465-6020 ext. 2175.

## How to get in touch with us:

The following is a list of departments and commonly used extensions at Ocean View that you or your loved ones may need. All persons listed may be contacted by dialling: 902-465-6020 followed by the extension number noted:

	Extension
Administration	
<i>President &amp; CEO</i>	2135
<i>Executive Assistant</i>	2108
<i>Communications &amp; Marketing Assistant</i>	2305
<i>Reception</i>	2101
Finance	
<i>Director of Finance</i>	2152
<i>Finance &amp; Accounting Clerk</i>	2130
Client Engagement Leader	2142
Nursing	
<i>Seaside Nursing Station</i>	2138
<i>Bayside Nursing Station</i>	2139
<i>Shoreside Nursing Station</i>	2125
<i>Harbourside Nursing Station</i>	2127
<i>Islandview Nursing Station</i>	2120
<i>Skyview Nursing Station</i>	2122
<i>Clinical Leader</i>	2114

Recreation Team	2150
Physiotherapy Team	2244
Occupational Therapy	2134
Decision Support Leader - Information Technology	2711
The Neighbourhood Network	2301
Foot Care Service	2301
Volunteer Services	2175
Adult Day Program	2175
Ocean View Foundation	2305

# Life at Ocean View - Filling your life with Meaningful Activities

Ocean View values supporting residents in participating in meaningful activities! Here are some of the things you can expect at Ocean View:

## Recreational & Spiritual Activities

Our Recreation team provides a variety of monthly programs and activities. Some programs are held in the Community Room and all residents are welcome to attend. Others are neighborhood specific. Each activity is planned to promote quality of life at Ocean View, and for the enjoyment/benefit of residents.

Some theme programs offered are:

- activities where you can socialize: bands, teas, birthday parties, pub
- activities to engage your senses: baking programs, summer bbqs, pizza
- activities to keep your brain active: lexicon, bingo, news, cards & games
- activities for physical well-being: bowling, fitness programs, walk & roll
- recreational activities: special events, outings, AVON visits
- activities to get your creativity flowing (crafts, painting)
- activities for your spiritual side: hymn sing, church
- one-to-one visits

For a detailed listing of monthly activities, please pick up a copy of the Ocean Breeze newsletter (check the display stands near our elevators), check **'Today's Activities'** as listed on the neighborhood board, or visit our website at [www.oceanv.ca](http://www.oceanv.ca)!

## Gardening and Enjoying Outdoor Spaces

In 2009 we proudly opened our Bethune Garden named after Dr. Graeme Bethune, a former medical director at Ocean View. This garden, located off the Seaside/Bayside neighbourhoods, is beneficial for those who have enjoyed strolling outdoors throughout their life, and for those who want to wander in a safe space.



Residents also have access to our gazebo garden and courtyard gardens. Loved ones are encouraged to participate in gardening with residents! Please ask a member of our Recreation team for assistance.

## Community Outings

Community outings are extremely popular at Ocean View. Our Recreation team organizes a variety of excursions such as scenic drives, shopping trips, picnics in the park, community events, bingo, meals and more.

**Transportation for outings is provided, free of charge, on Ocean View's** wheelchair accessible bus. However, there may be some cost involved in attending an event itself, i.e. shopping and/or lunch outing. Loved ones are encouraged to set up a trust account to ensure residents can attend outings that have costs associated with them. When planning an outing, recreation staff take into consideration various factors (i.e.: location, duration, **resident's financial status, interest, etc.**) to ensure residents are adequately selected for specific outings. Staff make every effort to organize outings for all interested residents. We encourage loved ones to join us and participate. For further info, contact a member of our Recreation team.



## Reading, Movies & Games

Ocean View has a DVD player and large screen television in the Community Room as well as televisions on each neighbourhood. A selection of movies, books on tape, reading material, puzzles and games are available for resident use. The Halifax Regional Library provides service on a monthly basis and residents are encouraged to request items of interest.

## Oceanside Café

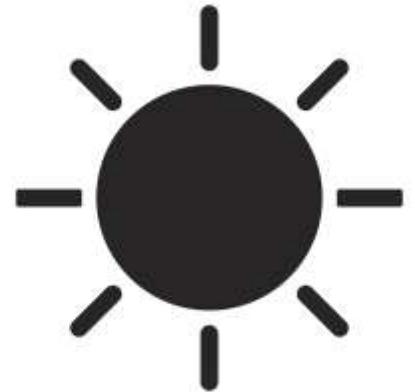
Our Oceanside Café is located on the first floor. The Café is a great place for residents and loved ones to have a small outing together right here on-site. **Run by community volunteers, it's a friendly place where you'll receive a** smile along with your purchase! It offers a variety of items, including: stamps, greeting cards, baked goods, snack items, pop and chips, water, juice, gum, candy, bars and small gift items, to name a few. The Café is typically open weekdays only, but please check hours of operation as posted.

## Spending time with Loved Ones

We encourage family and friends to come visit often! We welcome them to attend events. For a detailed listing of monthly activities, please pick up a copy of the Ocean Breeze newsletter (check the display stands near our **elevators**), check **'Today's Activities'** as listed on the neighborhood board, or visit our website at [www.oceanv.ca](http://www.oceanv.ca)!

Loved ones are encouraged to join us at meal time as well. Visitor meal vouchers are available at the Reception desk or in the Oceanside Café for a fee. Rooms for special events and/or dining are also available upon request.

At Ocean View there are a variety of places to have a visit. Each neighbourhood has a common living room. The sun lounge on the first floor is another pleasant spot to sit and chat. There are also wonderful outdoor areas, such as the gazebo and the courtyards. The paved access road at the rear of Ocean View provides a safe, level surface to stroll and enjoy the view.



There are three rooms available to residents and their families for private bookings (i.e.: visits, family celebrations, special events). Rooms are located on the first floor and are free of charge: the Campbell Room, the Community Room and the Hobby Room (which includes a kitchen area). Please contact the Program Manager (Volunteers & Day Program) to facilitate your request.



Visiting children must be supervised by an adult. A **children's play area is located on the first floor, adjacent to the main sun lounge.**

Family pets are also welcome but are not permitted in areas where food is prepared, stored, and/or served. Dogs must be kept on a leash and under your control at all times (i.e. you must be holding the leash), kept at a distance of 1 metre from other people, animals, and birds. All visiting pets must have up-to-date vaccines and be of mild temperament. Dogs having a tendency to jump on people are not permitted.



Visitor parking is available at the front of the building (Caldwell Road). Visitors may also park in designated parking spots at the rear of the building (located off the access road) during the day. Visitors are encouraged to park at the front of the building in the evening hours.

Residents are encouraged to go on overnight visits (or longer) with family or friends. For safety reasons, please advise a nurse on the neighbourhood in advance. This will also allow us to prepare any required medications to take along with you.

## Meal Time

Residents enjoy the meals we serve on their neighbourhoods! We serve a full hot breakfast as well as a continental breakfast, a lighter meal at dinner and a larger meal at supper. Menus are posted on all Neighborhoods for residents use.



Our staff post daily menus on our white boards.

Meal alternatives are available at each meal upon request.

Our beautiful neighbourhood kitchenettes are also supplied with various food items and beverages throughout the day.

## Telephone, Cable & Mail Service

We know keeping in touch with loved ones is one meaningful way to spend your time, as is catching up on your favorite television programs!

Telephone and cable service, as well as newspaper subscriptions, are the responsibility of the resident. Ocean View is pleased to offer our residents telephone, cable and wi-fi internet services through Eastlink. This partnership offers these services to residents at a lower rate than services from other external service providers, as well as generating revenue for the Ocean View Foundation. These funds are then directly used for the benefit of Ocean View **and it's residents.**

Outgoing mail may be deposited in the mail box in the sun lounge on the first floor, opposite the smoke room. Postage stamps can be purchased at our Oceanside Café.

Incoming resident mail is picked up and distributed Monday through Friday. Your mailing address is as follows:

**Resident's full name**  
Ocean View Continuing Care Centre  
Neighbourhood & Room Number  
P.O. Box 130  
Eastern Passage, NS B3G 1M4

## Hairdressing/Barbering Service

A licensed hairdresser is available on premises, offering a range of hair care services at a nominal charge. Barbering service for the gentlemen is available **for a modest fee. Hair care services can be charged to the resident's personal** use allowance or added to their monthly invoice.

The hair salon is located on the second floor of Ocean View. Residents interested in visiting the salon can speak with staff on their neighbourhood to make an appointment. If required, staff will escort residents to and from their appointments.

## Call Bells

Each resident has an interactive call bell at their bedside, allowing them to call for assistance when needed.

## Resident Care Plans

Ocean View strives to provide the best possible care to each resident based on the assessment of individual needs. Each resident has a care plan which is developed through multi-disciplinary consultation, including participation from the resident and their loved ones. The care plan outlines goals, interventions and outcomes for the resident, and is reviewed regularly to determine progress made and to make changes as necessary.

## Resident Care Conference

Resident Care Conferences are held on an annual basis with resident, loved one, and staff participation. The Resident Care Conference (RCC) is a team **approach to develop and review the resident's individual care plan. It is an opportunity to share information and to discuss the resident's strengths, needs and/or changes in health and has representation from the multi-disciplinary team.** Loved ones and residents are notified in advance of the conference and are encouraged to attend. The initial conference will be held within the first couple of months of admission and annually thereafter.

## Resident Identification

New residents will have their photo taken and receive an identification bracelet. Standards require staff to use at least two identifiers before delivering medicines and providing certain procedures. Residents may also be asked by staff to state their name and date of birth to confirm the accurate identity. This is a safety precaution.

All residents of Ocean View are required to wear the identification bracelet. In the event the bracelet needs to be replaced for any reason, the resident/loved ones are responsible to cover the replacement cost (approx. \$15).

## Consent for Treatment and Personal Care

Upon admission, all residents and/or their family are informed of and give consent for care, service and treatment options provided at Ocean View. Living Wills and Personal Directives will be followed when planning and providing care and services.

## Decision Making

Upon admission, residents and family members are encouraged to discuss how decisions will be made in the areas of personal care, medical treatment and financial matters. We regard the resident as the primary decision-maker and, whenever possible, his/her wishes will be respected.

If, however, the resident is unable to take an active part in decision-making, **the family or the resident's representative (as identified in the Personal Directives Act of NS)** will be contacted and requested to participate as the substitute decision-maker for the resident.

## Medical Appointments

Loved ones are encouraged to accompany residents to off-site medical appointments as it is comforting for the resident to have a loved one present. If loved ones are unable to provide escort, our nursing staff can book transportation for residents. A fee will be charged for this service. For more information, please speak to an RN or LPN on the Neighbourhood.

## Your Health Records at Ocean View

Residents are entitled to see and read their health records at any time, and staff will assist in explaining any technical terms. Family members who wish **to see a resident's record can do so by obtaining written consent from their relative or the person's legal representative (where he or she is no longer competent to give consent).**

## Your Medications

Registered Nurses and Licensed Practical Nurses administer medications and treatments at Ocean View. Each resident has their prescription(s) prepared and individually packaged by a registered pharmacist.

All of your medications, including prescription and non-prescription drugs, **must be obtained through Ocean View's contracted pharmacy services** provider. Some medications purchased elsewhere may be taken while you are **living at Ocean View with the authorization of Ocean View's Physician**. This includes the use of over-the-counter pain medication, cold remedies, herbal remedies, vitamins, laxatives and other over-the-counter products.

Medications which are deemed non-formulary and/or non-funded under the Provincial Pharmacare Program will not be funded by Ocean View. If a medication is ordered which is considered non-formulary and non-funded, a registered staff, Pharmacist or the Neighbourhood Manager will contact the resident or loved ones to discuss private funding.

To make sure your medication is given regularly and safely, all of your medications are provided by the pharmacy.

- Residents are not permitted to keep medications in their room.
- Do not take any medications that were not prescribed for you. Even over-the-counter medicines such as cough syrup or aspirin can be harmful.
- Any medications you get from a doctor, specialist, family member or friend must be given to the nurse.
- Medications and instructions are provided for residents who will be away from Ocean View on casual (e.g. out for lunch) or vacation leave.
  - Please tell us ahead of time when you are planning to be out/away
  - Pick up your medicine and instructions before you go



## Fall & Fall Related Injury Reduction

As many falls and fall related injuries are understandable and predictable, falls prevention and management is a priority at Ocean View. Residents are assessed for their risk of falls at admission, at regular intervals, and following any major change in status. They are guided to use interventions that will help prevent falls and decrease the severity of injuries if they do fall. Families also have a role in falls prevention.

The Fall Prevention/Injury Reduction Intervention Model at Ocean View includes:

1. Risk Assessment (includes rating several different factors)
2. Communication and Education about Fall Risk: The results of fall risk assessment are communicated to the resident and family, and care team. All staff are provided with mandatory education on fall prevention/injury reduction strategies and on specific fall risk factors. Education is also provided for all residents (and their family) regarding falls, fall risk, and preventing fall-related injuries and regarding fall risk status.
3. Apply Interventions for Those at Risk of Falling  
Client level: An individualized care plan with interventions targeted to the results of the risk assessment is developed for each resident at high risk for falls/fall related injuries. Universal Falls Precautions are used for all Residents.  
Organization level: (a) Organizational policies for fall prevention/injury reduction management; (b) Regular safety checks, environmental changes, and audits; and (c) Investigation of each fall or near fall to identify contributing factors and to prevent re-occurrence
4. Customized Interventions for Those at Highest Risk of a Fall-Related Injury  
After identifying those clients who are at high risk for a fall and fall-related injury the team (a) puts on place individualized interventions targeted to the your risk factors and (b) changes the environment and (c) provides personal devices to reduce risk of fall-related injury.

*The effectiveness of this approach is evaluated regularly through indicators, case reviews, and audits. Results from the evaluation are used to make improvements to the program when needed.*

## Fall Safety Tips for All

Falls sometimes happen in long term care homes. Even people who are strong and have never fallen before may fall. Residents may be at risk for falling because of things such as:

- Medicines
- Unfamiliar surroundings
- Weakness or dizziness after being in bed

At Ocean View, we take steps to help prevent all Residents from falling. These are called universal precautions. You and your visitors can help keep yourselves safe by also using these guidelines:

- We make sure you know where your call light is and how to call the staff with it. We encourage Residents to call for assistance.
- We put your personal items where you can reach them easily.
- We put beds at a safe height (knee height).
- We use the locks on wheels and casters (e.g. beds, wheelchairs, walkers).
- We keep the area free of spills. If anything spills, be sure to ask right away for cleanup.
- We keep pathways clear.
- We make sure that the lights are working and on.
- We make sure you wear non-slip footwear with closed-in heels and toes.
- If you use a walker or wheelchair, we keep it close at hand for you.
- Getting in and out of bed safely is very important in avoiding falls. At Ocean View, we identify one side of your bed as the "safe exit" side. The safe exit side is your strong side. For instance, if you had surgery on your right shoulder, your left side is stronger so your safe exit would be the left side of the bed. If you do not have a "strong" side, the safe exit side is automatically the side of the bed that is closest to the bathroom. For your safety, always get in and out of bed on the safe side.

## Additional Safety Measures

Some Residents have more risk for falling and/or higher risk for being hurt by falling than others. For these Residents, we use more safety measures in addition to the universal ones. For example:

- Personal alarm
- Medication changes
- Physiotherapy
- Elevated toilet seat
- Hip protectors
- Low bed height
- Bedside commode
- Lap belt
- Room location close to nurses' station
- More frequent rounds to meet the Resident's needs for pain relief, change of position, bathroom needs, and to ensure all items are within reach

## Smoking & Alcohol

Ocean View has a smoke-free policy: residents, staff, volunteers and visitors are not permitted to smoke anywhere on the grounds, including the gazebo, roadway, parking lot, decks, courtyards and gardens. *Residents only* are permitted to smoke in the designated smoking room which is located beside the first floor sun lounge.



Ocean View is committed to providing a safe environment for all residents by performing smoking risk assessments pre-admission, and thereafter as needed, on all residents who smoke. Only residents who are deemed safe to smoke may smoke and must follow the signed smoking agreement. A copy of our smoking policy is provided to all individuals who smoke upon admission.

Due to the potential health risks, residents may consume a moderate amount of alcoholic beverages unless there is a medical contradiction to alcohol consumption. All alcoholic beverages are kept in a secure area. Loved ones are responsible for providing alcoholic beverages for residents. Loved ones must check with the Registered Nurse on the neighbourhood before bringing alcoholic beverages to a resident. Our Recreation team also hosts occasional **"Happy Hours"** and **"Pubs"** that follow a two drink maximum.

## Safety Systems

For the protection of all, Ocean View has fire alarm and sprinkler systems in place, as well as approved fire and emergency plans. Staff are trained in emergency response and participate in regularly scheduled drills. Should the fire alarm sound, residents will be directed/evacuated in the safest, most efficient manner. Residents and visitors are requested to stay in the immediate area and await directions from staff.

Exterior doors are alarmed for security, and are locked at 7 pm daily. Visitors may access the building after 7 pm by calling 902-465-6020, entering the Neighbourhood extension and making arrangements with the staff on duty. The exit code for the main entrance (Caldwell Road) is 1234\*. In the event your visit extends past 7 pm, this code will need to be entered to avoid sounding the alarm.

The secured areas of Seaside and Bayside features an alarm system with a security-coded key pad to ensure resident safety.

# Infection Prevention & Control

Hand hygiene is the single most important thing that can be done to prevent the spread of infection.

At Ocean View, *everyone* is asked to wash their hands:

- After using the bathroom
- Before and after visiting
- Before and after personal care
- Before entering and when leaving the neighbourhood
- Before and after handling food
- Whenever hands look or feel soiled
- Before/after helping with a procedure

Either of these two hand hygiene methods are acceptable:

## At the Sink

- Wet hands/wrists under warm (not hot) water
- Apply soap and lather all skin surfaces vigorously for at least 15 seconds
- Rinse well under running water, avoiding letting water run from washed to unwashed areas
- Dry hands thoroughly, and avoid re-soiling hands by using paper towel to turn off taps

## Alcohol Based Hand Rub (ABHR)

*\*If hands are visibly soiled, do not use this method - wash hands with soap and water*

- Use wall mounted automated ABHR dispensers, available throughout Ocean View, or 1-2 pumps from a stand alone pump dispenser
- Cover all surfaces of hands, fingers and wrists
- Rub hands together until completely dry
- Caution:
  - Assist and supervise children when they use the ABHR solution
  - Avoid contact with eyes
  - Do not swallow
  - Ensure hands are rubbed until completely dry

During "flu shot season", infection control is particularly important, and information about flu prevention is posted at Ocean View. It is encouraged that all residents receive the flu shot to help increase their immunity to Influenza; which is associated with a higher mortality in the older population. During a contagious outbreak (i.e. Norwalk/influenza), signs are posted in the main and affected neighbourhood entrances providing specific instructions including visitor restrictions and/or quarantine.

*\*continued on next page*

Current infection control related information that may be of interest to everyone is also made available on the Ocean View Website and through social media, such as Facebook.

Please do not visit at any time if you are unwell. This includes if you are experiencing fever, signs of cough, cold, or infection, or diarrhea and/or vomiting. Such infections seriously affect the health of our residents and could cause severe illness that could quickly spread.

**Infection Control is EVERYONE'S responsibility.**

## Least Restraint

Ocean View strives to provide a least restraint environment. Restraints are used only under unusual circumstances and for a short time, when all possible alternatives have been tried and deemed ineffective. Staff will use the least restrictive method for the shortest time possible. Staff cannot use a **restraint based solely on a loved one's request.**

## Scent-Free Environment

In keeping with resident and staff rights and environmental sensitivities, Ocean View operates under a scent-free policy. Please keep this in mind when purchasing gifts for residents. Visitors, staff and volunteers are also asked to refrain from using scented products when visiting the facility.

## Bringing in Outside Food

Staff, residents and family members may reheat perishable food that has been brought in, stored and reheated according to the established *Reheating Protocol* and *Safe Food Handling Guidelines*. See a Registered Nurse for details and a copy of the protocols and guidelines.

Not all food/treats may be shared with all residents. Please check with a Registered Nurse before sharing any food or beverages.

## The Protection for Persons in Care Act (PPCA)

This act requires facility administrators and service providers (including staff and volunteers) to promptly report all allegations or instances of abuse. Anyone else may also report abuse under the act.

Under this act, abuse may include physical, psychological, emotional, sexual, neglect, theft, or medication abuse.

### Under the PPCA 'abuse' means:

- The use of physical force resulting in pain, discomfort or injury, including slapping, hitting, beating, burning, rough handling, tying up or binding;
- Mistreatment causing emotional harm, including threatening, intimidating, humiliating, harassing, coercing or restricting from appropriate social contact;
- The administration, withholding or prescribing of medication for inappropriate purposes;
- Sexual contact, activity or behavior between a service provider and a patient or resident;
- Non-consensual sexual contact, activity or behavior between patients or residents;
- The misappropriation or improper or illegal conversion of money or other valuable possessions; or
- Failure to provide adequate nutrition, care, medical attention, or necessities of life without valid consent.

\*Abuse under the PPCA does not include situations in which a service provider carried out their duties in accordance with professional standards and practices and health facility based policies and procedures.

Under the act, no adverse employment or other action can be taken against **someone who makes a report in good faith. It's an offense under the act to knowingly make a false report.**

For more info: 1-800-225-7225 or visit <http://novascotia.ca/dhw/ppcact/>



Your safety is important to us, and to you, so here is a quick A-to-Z at-a-glance reference for safety questions! *See the reverse for more!*

**Abuse:** Alert staff to actual or suspected abuse. *More details on page 33 & 39.*

**Emergency:**

- Always keep the call bell within reach and use it when you need help.
- **Let staff know when you'll be leaving the Neighbourhood/building and when you expect to be back.**
- Alert staff if someone threatens to or does harm you or someone else.
- If you hear an emergency alarm: Wait where you are, listen to overhead announcements and follow instructions from Ocean View staff.

**Equipment Safety:**

- Only staff are allowed to use equipment to help care for you (e.g. lifts, tubs).
- Report any needed repairs to staff (e.g. wheelchair, beds).
- Do not use extension cords. Have all electrical items approved before use.

**Food Safety:** Please do not share food with another residents. Only non-perishable food can be kept in resident rooms.

**Footwear:** Wear good quality running shoes or shoes designed for walking.

**Hazards:** Report hazards to staff (e.g. burnt out light, spill, broken items).

**Identification:** Wear your ID band at all times. *More details on page 25.*

**Infection Prevention & Control:**

- Wash your hands.
  - Sneeze/cough into a tissue or sleeve.
  - If a visitor is not feeling well: they should save their visit for another day.
  - Get a flu shot.
- More details on page 31.*

**Medication:** Do not keep medications or alcohol in your room. Do not take medications that were not prescribed for you. *More details on page 27 & 30.*

**Pets:** Keep dogs on a leash and under your control at all times. Pets are not permitted in the dining area during meals. *More details on page 23.*



Your safety is important to us, and to you, so here is a quick A-to-Z at-a-glance reference for safety questions! *See the reverse for more!*

**Photos and Recordings:** No photos can be taken or recordings made without Management approval. Family members may photograph/record their loved one, however no others may be included. *More details on page 47.*

**Protecting your Valuables:**

- Lock up your money, gifts cards and valuables.
- Check your pockets before putting clothes in the laundry.
- Put your name on clothing and other items.

**Restraint:** Physical restraints are only used to keep the resident safe after other options have been considered or ruled out. Staff will use the least restrictive method for the shortest time possible. *More details on page 32.*

**Scents:** Please do not wear or bring perfumed or highly scented products to Ocean View, including highly scented flowers. *More details on page 32.*

**Personal Care Products:** Only use soap and lotions provided by Ocean View. Bar soap, powder, and scented products are not permitted. Always label and lock up care products (e.g. mouthwash).

**Smoking:** Residents may smoke in the smoke room on 1<sup>st</sup> floor if assessed as safe to do so and they follow the smoking policy. No one else is permitted **to smoke in this room or on Ocean View's property.** *More details on page 30.*

**Sun Protection:** When going out, wear sunscreen and a wide brimmed hat

**Wandering:** Check as you exit the Neighbourhood (unit) and building that you are not being followed by a Resident who may become disoriented/lost.

**Wheelchairs and Walkers:**

- Always lock the brakes on your wheelchair before sitting down/standing up
- Always use footrests when using or pushing a wheelchair
- Do not use a walker as a wheelchair or chair

## Life at Ocean View: Resident Rights

Every resident has the right to:

- be treated with courtesy and respect and in a way that fully recognizes the **resident's dignity and individuality and to be free from mental and physical abuse.**
- **be told who is responsible for and who is providing the resident's direct care.**
- be afforded privacy in treatment and in caring for his or her personal needs.
- be informed of his or her medical condition, treatment, and proposed course of treatment.
- give or refuse consent to treatment, including medication, in accordance with the law and to be informed of the consequences of giving or refusing consent.
- have the opportunity to participate fully in making any decision and obtaining an independent medical opinion concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from Ocean View.
- have his or her medical records kept confidential in accordance with the law and to see and read any records that are kept on him/her as an individual resident, with appropriate notice being given to the respective department.
- be fully informed about the procedures and consequences of receiving or refusing restraints if they are being considered in their care.
- designate a next-of-kin or some other person to receive information **concerning any: changes in the resident's medical condition; emergency hospitalization; or transfer to another nursing unit.**
- have their last requests honoured including: cremation, organ donation, and donation of remains to medical science.

- meet privately with his or her spouse in a room that assures privacy; and if both spouses are residents in Ocean View, they have a right to share a room according to their wishes, if an appropriate room is available.
- pursue: social, cultural, religious and other interests, to develop his or her potential and to be given reasonable provisions by the Recreation Therapy and Spiritual Care staff to accommodate these pursuits.
- be given access to areas outside the Centre in order to enjoy outdoor activity.

## Life at Ocean View: Resident Responsibilities

Every resident has the responsibility to:

- observe the rules and regulations of Ocean View in effect at the time of admission and as altered from time to time.
- **treat one's fellow residents and staff with courtesy and consideration, and to bear in mind their rights at all times.**
- use with care all supplies, linens and furnishings.
- provide accurate information to the appropriate staff and administration concerning all aspects of his or her mental, physical and financial status, and to keep them informed of any change in these.
- consider that other residents may require more assistance, and more urgently, than oneself. One cannot always be served first.
- report promptly anything he or she feels needs attention, i.e., safety hazards or anything one feels is not right.
- give an opportunity to correct a complaint or grievance.
- **leave word with staff when leaving the facility. This is for one's own benefit and safety.**

## Ocean View Code of Conduct

Behaviour by anyone on Ocean View property that is disruptive and compromises safety is prohibited and will not be tolerated.

This includes, but is not limited to:

- aggressive and abusive behaviour
- shouting and intimidating behaviour
- obscene or abusive language
- interference with resident care routines, neighbourhood activities **and staff's ability to perform their duties**
- excessive alcohol consumption, use of any illegal substance or visitor smoking on Ocean View property
- engaging in unlawful sexual conduct, such as public indecency or offensive touching
- destroying, damaging or defacing property
- committing, or attempting to commit, activity that would constitute a violation of any federal, provincial or local laws
- theft of property or financial abuse
- failure to follow rules and policies of Ocean View

NOTE: Ocean View administration reserves the right to issue an **"Exclusion Order"** against any family/friends who fail to abide by this Code. The authorities will always be notified of suspected criminal behaviour.

## Zero Tolerance

Ocean View has a zero tolerance abuse policy and is committed to ensuring that:

- **Resident's rights are respected. They live and receive care, in an abuse-free environment.**
- Employees receive resident abuse education on an ongoing basis.
- Procedures are established and followed for investigating and reporting abuse.
- Procedures are established and followed for corrective action to address confirmed instances of abuse.
- There will be zero tolerance of abuse.

# Health Information Privacy at Ocean View

Above and beyond our Ocean View Resident Rights, we also want to ensure you know your rights under the Personal Health Information Act:

On June 1, 2013, Nova Scotia enacted the Personal Health Information Act (PHIA) which governs the collection, use, disclosure, retention, disposal and destruction of personal health information. This legislation protects personal health information, including information kept at the facility about our residents. The Board of Directors of Ocean View (the custodian) is committed to the adherence to PHIA in all operations of the Centre.

PHIA recognizes both the right of individuals to protect their personal health information and the need of custodians to collect, use and disclose personal health information to provide, support and manage health care.

## Your Rights under the PHIA

- You have the right to be informed by a custodian about how they will collect, use, and disclose your health information.
- You have the right to be notified if there has been a breach of your personal health information that could cause you harm or embarrassment.
- You have the right to request access to your personal health information.
- You have the right to request a correction if you believe your information is not accurate, complete, or up-to-date.
- You have the right to request a record of who has or may have accessed your personal health information on an electronic information system.
- You have the right to limit or withdraw consent to the collection, use, or disclosure of your health information.
- You have the right to refuse to provide your health card number to anyone who is not authorized to collect it. (For example, your acupuncturist has no right to ask for your health card number.)
- You have the right to make a written complaint to a custodian if you believe that they have not followed the privacy requirements in PHIA.

## Collection & Use Guidelines

- We cannot collect, use or disclose personal health information where other information will serve the purpose.
- Your personal health information is shared by healthcare staff that provide care and assistance to you.
- Under PHIA, Ocean View will only collect, use and share your personal health information with others as is reasonably necessary.

Personal health information is collected at Ocean View for the following purposes:

- To correctly identify you as the resident seeking our services.
- To be able to contact you or your next of kin when necessary.
- To identify your health care needs so that we can provide services that meet your needs.
- To plan and manage our services.
- To conduct approved research (expressed consent from the resident is required).
- As otherwise required or permitted by law.

If you have questions about our privacy practices or if you wish to access or request the correction of your personal health information, please speak to our privacy officer at:

Phone: 902-465-6020 ext. 2711

Email: [privacy@oceanv.ca](mailto:privacy@oceanv.ca)

*For general information regarding the Personal Health Information Act:*

Website: [www.novascotia.ca/DHW/PHIA](http://www.novascotia.ca/DHW/PHIA)

E-mail: [phia@gov.ns.ca](mailto:phia@gov.ns.ca)

Toll-free: 1-855-640-4765, Phone: 902-424-5419

*If you have made a written privacy complaint and you are not satisfied with **Ocean View's response, you can request a review. Direct your request to the Review Officer for PHIA. The Review Officer provides independent oversight for the legislation.***

Review Officer, Personal Health Information Act

PO Box 181, Halifax, NS, B3J 2M4

Toll-free: 1-866-243-1564, Phone: 902-424-4684

Fax: 902-424-8303

Website: [www.foipop.ns.ca](http://www.foipop.ns.ca)

## Financial Services

Financial Services manages the billing for long term care services and the accounting for Resident Trust Accounts. Financial Services is located on the second floor, next to reception. Hours are Monday to Friday, 9 am to 4 pm.

Billing takes place on the first of every month and covers services provided during the current month. A pre-authorized payment system can be arranged.

Failure to pay accounts in full and on time may result in discharge from the home.



## Resident Trust Accounts

Residents & loves ones are advised to set up a trust account upon admission for residents. This account will be used for those who wish to go on scheduled recreation activities (lunches, shopping, etc.) and at the Oceanside Café. Ocean View cannot advance funds for these activities.

Accounts are set up at Financial Services. Deposits and withdrawals can be made at Financial Services during regular business hours. Residents can either withdraw funds directly from their account or authorize certain charges. Residents must provide their signature to withdraw funds from their account. Loved ones are unable to withdraw funds from or make charges to resident trust accounts. **Only the Resident or the Resident's Power of Attorney** are able to designate the authorized persons on the account who may withdraw or make charges & changes to resident trust accounts.

## Income Tax

Loved ones are responsible for filing resident tax returns. It is necessary to file a tax return in order to receive resident GST payments and to have the proper daily accommodation rate determined each year by the Department of Health. **Ocean View mails out income tax receipts to residents' next-of-kin,** normally in the last week of March.

If preferred, receipts may be picked up at the Financial Services office earlier in the month of March prior to the scheduled mail out.

Ocean View, in partnership with volunteers from Canada Revenue Agency, may hold an annual Income Tax Clinic in early spring to assist family with filing resident income tax returns. Please contact Financial Services for more information.

## Accommodations

The majority of the accommodations provided at Ocean View are double occupancy rooms. Every effort is made to pair roommates who are compatible. Room assignments are not necessarily permanent. It may be necessary to transfer from one room to another, whether due to a change in the level of care required or to incompatibility of roommates.

Concerns about room assignments can be brought to your Neighbourhood Manager or our Client Engagement Leader. The decision for such moves is made by the team, taking into consideration the best interests of the **resident, and the effects such moves have on all aspects of the resident's care.**

## Medication Coverage

### Pharmacare Program

This is a provincial drug insurance program which is in place to help seniors manage their prescription drug costs. For private pay residents, participation is optional, but recommended. To inquire about the Pharmacare Program, please call 1-800-544-6191.

### Private Health Insurance

For those with private health insurance plans, it is the responsibility of the resident or their representative to submit the required documentation for prescription medication or health aids. For both pharmacare and private health insurance plans, it is the resident/family responsibility to pay the co-pay fees in full to Lawtons Pharmacy.

The voice of residents and their loved ones is very important to us at Ocean View. How can you have your opinion heard?

### Compliments & Complaints

We encourage residents and family members to express their opinions, compliments, and concerns. There are several avenues available to do so, both in a private and public forum. Residents and family members are always encouraged to bring their questions and/or concerns directly to their Neighborhood nurse, Neighborhood Manager, or our Client Engagement Leader.

### Family Matters Box

Ocean View values all comments, concerns and compliments generated by residents and their families. To confidentially address each query with **accuracy and in a timely manner, we have developed the 'Family Matters'** suggestion box. There are two boxes, one in the main floor lobby outside of the Boardroom and one on the first floor adjacent to the elevators.

### Resident & Family Survey

Your experience is central to quality and improvements at Ocean View. We regularly assess and monitor resident and family satisfaction through the use of a formal survey. Please take the time to fill one out when they are shared each year, as they provide us with important feedback that guides our quality improvement work!

### Resident Council

Resident Council (RC) gives residents the chance to impact decisions at Ocean View, give feedback about care and services, and recommend improvements. Members of the RC also play an important role in advocating for fellow residents who may not be able to represent themselves. RC meets monthly. Meetings take place in the Community Room on the first floor. Typically only Residents may attend the meetings, but guests (staff and visitors) may be invited by the RC President or Vice President.

At RC, residents:

- share concerns, suggestions, and compliments
- assist in planning activities & events
- develop friendship with fellow council members
- find out what is happening at Ocean View
- learn about ways to be safer and healthier

RC support a variety of activities including special wheelchair bus rentals for **group outings, bingo, computers for residents' use, appreciation for staff,** monthly entertainment for residents, and other special projects.

## Family Council

Ocean View Family Council (FC) was reactivated in the fall of 2015 by loved ones of residents who believed in becoming involved and having a voice in the future of Ocean View.

FC meets four times a year, to address any problems or concerns, to provide a safe and friendly environment for family members to discuss concerns, and to help find a solution. FC also provides educational opportunities about illnesses and other important issues with aging and long term care living.

When a new resident arrives at Ocean View, there is a period of adjustment not only for them but for loved ones as well. FC acts as a source of information and referral for loved ones, but also provides an opportunity to meet and support one another, discuss shared experiences, and enrich the **loved one's own relationships within the Ocean View community.**

If you would like more information, please visit our FC bulletin board on the 1st floor in the sun lounge, for meeting dates/times, upcoming education sessions and general information.

## **CEO's Award of Excellence**

**The CEO's Award of Excellence is an opportunity, each quarter, to communicate appreciation and recognize an employee of Ocean View.** You are invited to submit a nomination! Further details and nomination forms are available from the Receptionist or office of the CEO. Submissions are due at end of month: September, December, March and June.

**It's important for you to know how to find out information at Ocean View!**  
Here are some of our methods of communication:

### The Ocean Breeze Newsletter

The Ocean Breeze is the monthly newsletter that keeps residents, loved ones, volunteers and other visitors in the loop! It contains information, **updates, "fun stuff" and the monthly recreation calendar. Content is submitted by residents, staff, and families. Do you have something you'd like to submit? Contact our Volunteer Manager at ext. 2175!**

### In-House Displays

Each Neighbourhood has a bulletin board where you will find updates, announcements, events, menus, recreation calendars, flyers and information for residents and families.

There are also a number of literature racks throughout the building which contain useful information including proper hand washing techniques, community resources, etc.

You will also find the daily menu and daily recreation, leisure programs and events written on the white boards in each Neighbourhood.

### Resident Computers

**Our Resident Computers are for residents' use only. Staff, volunteers and visitors may assist residents, but are not permitted to use the computer for their own purposes.** There are two resident computers, which can be found on Shoreside and Islandview. Resident Council subsidizes the cost of these computers and they may be utilized for writing and receiving email, surfing the web, or playing computer games.



We ask residents to follow these guidelines regarding these computers:

- Turn off the computer when it is not in use.
- If a problem occurs, notify our recreation team.
- Do not install any programs from the internet or your own software.
- Share the computer.
- No food or drinks near the computer.
- Misuse of the computer may result in loss of computer privileges.

## Electronic Communication

**Ocean View's website can be found at [www.oceanv.ca](http://www.oceanv.ca).** The website contains a wealth of knowledge including important updates, links to our recreation calendar, events, etc.

Ocean View also can be found on Facebook and Twitter via links to both social media sites on our website. Families are encouraged to like us on social media to stay in the loop!

## Media Policy

The Ocean View Media Policy was put in place to protect the rights and privacy of residents, staff, and volunteers. It ensures:

- No photos or recordings (video and audio) are taken at Ocean View, by anyone, without approval.
- Families may photograph and record their loved ones, however other residents, staff, volunteers and visitors are not be included in the photo or recording.
- Media do not interview staff, residents, families or volunteers, or enter resident care areas, unless approved. Advance notice of on-site interviews is necessary so we can arrange for a room, notify resident care areas involved, and line up appropriate individuals for the story.
- Prior to use of photography/video/interviews by Ocean View, the Communications & Marketing Assistant receives a signed consent form.
- All media personnel report to the front desk upon arrival, and will be accompanied by an Ocean View staff member.
- All resident complaints, even those brought forth to the media, are confidential. Ocean View can provide policy details that may clarify why certain actions are taken.

## End of Life Care at Ocean View

In 2009, we opened our palliative care room, the Deveaux Room. This room is available to provide support and comfort to residents and families during the end of life care. If you would like more information please see your Neighbourhood Manager.

### Care Pathways

Extending life often comes with a cost – such as pain, loss of independence, or perhaps prolonging the suffering of an already fatal condition such as cancer or end stage dementia. Residents and their loved ones need to consider the pros and cons of potentially life saving procedures, and inform us what treatments they would want if a medical emergency arises. When a **residents' health quickly deteriorates, we may need to make an urgent decision as to treatment.** If we are not able to reach the family in time, or if the resident is not well enough to tell us what they wish, then we refer to the **resident's "Care Pathways"**.

**Residents and families choose a "Pathway" of intervention based on their goals.** The three goals are:

1. Maximization of comfort
2. Maintenance of physical and mental function
3. Prolongation of life

Unfortunately, these goals are often not simultaneously possible, so by ranking these three goals in order of importance for each resident and family, we are able to assign a pathway of care that is consistent with the goals. For instance, if maximization of comfort is the number one goal, a patient would be on a palliative pathway – keeping tests to a minimum, and treating to relieve symptoms. At the other extreme, if prolongation of life was the number one goal, all invasive medically-indicated procedures (such as ICU care and CPR) would be indicated. At admission and during the annual Resident Care Conferences, the care pathway is reviewed in order to be clear as to what the wishes of the resident and their loved ones.



## Some Special Additional Notes for Loved Ones

We consider you partners in the care of the loved one you have entrusted to care at Ocean View. We truly do commit to working each day to prove we are the best team to care for them when you can not. We hope you review the Handbook fully as it contains important information, but here are some extra things we need you to know, to make sure we can work together effectively!



- It is very important that Ocean View be notified of changes to family/next-of-kin contact information. Any updates can be communicated to our Receptionist or Client Engagement Leader.
- We have a fantastic Laundry team, but if you would prefer to do the laundry for your loved one, we ask that you make arrangements with the Registered Nurse on their Neighbourhood.
- We hope to see you often at Ocean View! Please visit page 22, our *Spending Time with Loved Ones* section, for helpful information to plan your visit. The *Safety Systems* section on page 30 will also give you tips on visiting after 7 pm.
- If you bring in non-perishable food (ex. cookies, candy, crackers) for your loved one, please see the Registered Nurse for information about food safety. Please note that food you bring into Ocean View may only be shared with your loved one, and no other residents. Perishable foods are not permitted to be brought in.
- We encourage you to take your loved one on outings and overnight visits. For safety, and to give us time to prepare their medications, please advise a Registered Nurse on the neighbourhood prior to such an outing.
- Please help us ensure the safety of all residents by being aware of those around you while coming and going at Ocean View. Residents may get disoriented and lost, and we can use your help **in ensuring they don't exit the neighbourhood or building if so.**
- Things at Ocean View, and in life, are always changing. If you are **unsure of something and don't feel like you know our policy, please feel free to ask!**



## External Contacts for Additional Support

### For Continuing Care Questions:

**Department of Health and Wellness -  
Continuing Care Branch**  
Mailing Address: P.O. Box 488, Halifax, NS  
B3J 2R8

Street Address: Joseph Howe Building,  
1690 Hollis Street, Halifax, NS  
Phone: 902-424-5818  
Toll-free: 1 (800) 225-7225  
<http://www.gov.ns.ca/health/ccs/>

### **Nova Scotia Seniors' Pharmacare Program**

Mailing Address: P.O. Box 9322, Halifax,  
NS B3K 6A1

Street Address: 7 Spectacle Lake Drive,  
Dartmouth, NS  
Phone: 902-429-6565  
Toll-free: 1-800-544-6191  
[www.gov.ns.ca/health/pharmacare](http://www.gov.ns.ca/health/pharmacare)

### For Health Card Questions:

#### **Medical Services Insurance (MSI)**

P.O. Box 500  
Halifax, NS B3J 2S1  
Phone: 902-496-7008  
Toll-free: 1-800-563-8880  
[www.gov.ns.ca/health/msi](http://www.gov.ns.ca/health/msi)

### For Veteran's Affairs:

**Veteran's Affairs Canada**  
Toll Free: 1-866- 522-2122  
<http://www.veterans.gc.ca>

### For Income Tax Notice of Assessment:

**Canada Revenue Agency Tax Centre**  
P.O. Box 12077, Station A  
**St. John's, NL A1B 3Z2**

Toll-free: 1-800-959-8281  
[www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)  
*For Guaranteed Income Supplement  
(GIS)*

#### **Human Resources and Social Development Canada**

Toll-free: 1-800-277-9914  
[www.sdc.gc.ca/en/isp/pub/oas/  
gismain.shtml](http://www.sdc.gc.ca/en/isp/pub/oas/gismain.shtml)

### For Friends and Families Giving Care:

#### **Caregivers Nova Scotia**

3433 Dutch Village Rd  
Halifax, NS B3N 2R8  
Phone: 902-421-7390  
Toll-free: 1-877-488-7390  
Email: [Info@CaregiversNS.org](mailto:Info@CaregiversNS.org)

#### **Alzheimer Society of Nova Scotia**

112-2719 Gladstone Street  
Halifax, NS B3K 4W6  
Phone: 902-422-7961  
Toll-free (within Nova Scotia):  
1-800-611-6345  
Email: [alzheimer@asns.ca](mailto:alzheimer@asns.ca)  
[www.alzheimer.ca/ns](http://www.alzheimer.ca/ns)



*We hope this Handbook has answered many of your questions about what to expect at Ocean View!*

*Please keep in mind that no matter how hard we try, parts of this Handbook will become out of date over time. However, we will do our best to inform you and your loved ones about any important changes.*

*The Ocean View Resident and Family Handbook also appears in an electronic version on our website at [www.oceanv.ca](http://www.oceanv.ca)*

*If you would like another copy of the Handbook to share with loved ones, please contact our Client Engagement Leader.*