

Leamington Mennonite Home
Long Term Care

POLICY AND PROCEDURE

CATEGORY: Resident Care	SUBJECT: Provision of Care & Services	SECTION: P
DATE: September 2004	Administrator: <u>J. M.</u>	POLICY: 11
REVISION DATE: October 2012	Director of Care: <u>Cheryl Alicke</u>	

PROVISION OF CARE & SERVICES

POLICY:

Each resident shall receive care and services consistent with his/her plan of care and with Resident Rights as outlined in the Bill of Rights.

PROCEDURE:

- Each resident shall be encouraged to have his/her room reflect his/her personal style, cultural context and preferences with pictures, possessions, and furnishings, in keeping with safety requirements and other residents' rights.
- Each resident's responses to situations and life events shall be recognized and community resources contacted as required. These contacts include, but are not limited to the following:
 - Pastor of Resident's Congregation
 - Home Chaplain
 - Citizen Advocacy
- Each resident shall be assisted in arranging for available counselling and bereavement support, according to his/her needs and preferences. Referral to the following agencies may include, but not limited to:
 - Caring Hope Counselling Services
408-33 Princess Street Leamington, ON
519 890-3137
 - Poston's Counselling
125 Talbot Street South Essex, ON
519 776-7914
 - Canadian Mental Health Association, Bereavement Counselling Program
1400 Windsor Avenue Windsor, ON
519 255-7440
 - Pastor of Resident's Congregation
 - Home Chaplain

Payment of any costs for services not provided by the Home, shall be authorized by the resident/representative.

- Each resident shall be supported and assisted in maintaining his/her desired involvement with family, friends, and others in the community.
- Each resident shall be supported in maintaining his/her desired cultural and religious observances, practices, and affiliations and in maintaining desired links with his/her cultural community.

Note: For those opportunities that are not part of the Home's programs, payment of any costs incurred shall be authorized by the resident/representative.

- Available resources shall be accessed, when required, to assist non-English speaking residents to communicate with others and to assist staff to communicate with these residents.