

MASSAWIPPI CHRISTIAN
RETIREMENT HOMES

RESIDENT'S MANUAL

(web version with html links – updated April 2008)

Grace Christian Home

1501, rue Campbell
Sherbrooke, QC J1M 0C1

Tel: (819) 569-0546

Fax: (819) 569-3829

info@mcrh.ca

Connaught Home

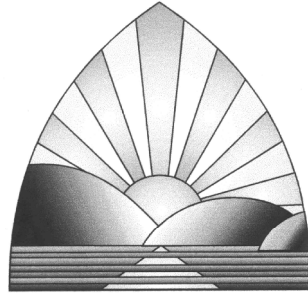
77 Main Street,
North Hatley, QC J0B 2C0

Tel: (819) 842-2164

Fax: (819) 842-2667

info@mcrh.ca

www.mcrh.ca



MASSAWIPPI CHRISTIAN RETIREMENT HOMES

Statement of Purpose and Belief

Our work and ministry at the Homes is guided by the following beliefs:

- ❖ We will treat with dignity each individual resident who is entrusted to our care, because we believe that each person is created in the image of God.
- ❖ We will provide care, comfort, and security for the elderly in our community, because Jesus taught us to love our neighbours as ourselves.
- ❖ We will strive to respond to the spiritual and emotional needs of each resident and staff member, because we believe that life continues after death, and forgiveness and salvation are offered to all through Jesus Christ.
- ❖ We will help our residents achieve personal and spiritual fulfillment in their final years through the services we provide and the attitude with which we serve, because Jesus taught us to care for those in need.

“Follow the way of love.”
1 Corinthians 14:1

Welcome to our Home!

This manual has been designed to help you as you make your decision to move into our Home, and to make your stay more enjoyable. Included you will find:

- ❖ General information on the Homes,
- ❖ Our rules and regulations,
- ❖ An [application](#) for residency,
- ❖ A [medical form](#), which does not need to be completed until your next regular appointment with the doctor, or when we have a room available for you, whichever comes first.

Once you have made your decision, please complete and send us your [application form](#) so that we can find a space for you as soon as possible. We would hope to be able to honor your request in the near future, and we will contact you once an appropriate room becomes available. The delay may be only a few days, weeks or possibly even months, but we will do our best to find accommodation for you soon.

You may apply for residency in one of our Homes, or in both, as you wish. When we have a room available, we contact those on our admissions list in priority order. At that time, you will have the opportunity to accept or decline our offer, depending on your readiness to move into the Home. Should you decline, you may ask to remain on our admissions list for a future opportunity which would be more appropriate for your circumstances. As you can understand, we are unable to forecast when certain rooms may become available. There is no cost to be on our admissions waiting list.

When faced with choosing between applicants for limited rooms in the Home, our decision will be based on a combination of need of the applicant and their family, the “fit” of the applicant for the room available, our desire to serve all those in need in our community regardless of ability, and their priority position on our admissions list, if applicable.

We would be happy to welcome you at either Home to show you around and give you a tour. Please call the undersigned or our Director of Nursing to set up an appointment.

Again, let me say that we look forward to the opportunity to have you as part of our family here at the Homes, and we thank you for your interest and support.

Yours sincerely,

Richard F. Tracy

Executive Director

About Our Homes

Founded in 1957 under the leadership of Dr. W. J. Klinck (along with many other local members of the Christian faith), the Homes initially operated under the banner of the Christian Brethren Church of Quebec. In 1999, the church formed the independent charitable corporation **Massawippi Christian Retirement Homes** to take over leadership of this ministry. The volunteer board of directors of the Homes now represent most Christian denominations in the townships, and our nursing homes are open to all who have need of our services. We are governed by the Health & Social Services Act of Quebec and fall into the category of **Certified Private Residence**. We receive no government funding and are supported by resident fees and by the generous donations of our community and supporters.

GRACE CHRISTIAN HOME ([map](#))

Located on the outskirts of the Borough of Lennoxville in the City of Sherbrooke in a pastoral setting overlooking the hills of the Massawippi River valley, Grace Christian Home offers country charm in a relaxed community atmosphere. With 50 beds in the main building, four semi-detached units and two private cottages, we can offer accommodation to independent seniors and those who need more assistance, including a secure infirmary. Long term care under the supervision of licensed staff is available in our well-equipped and secure infirmary, including care for those suffering from Alzheimer's disease. Regular entertainment, activities and outings ensure a friendly, home-like environment. Our hospitality is unmatched and the individual care given to each resident is personalized and complete. Nutritious home-style meals are served in our comfortable dining room, with particular attention to variety and special diets. Huntingville Community Church is right next door and offers regular services and activities. Grace Christian Home was founded in 1957.

CONNAUGHT HOME ([map](#))

Connaught Home is nestled against the shores overlooking Lake Massawippi in the picturesque village of North Hatley. Built at the turn of the century as a stately family home, Connaught Home is now a private Christian retirement home which can accommodate 40 residents on three floors with elevator service and a fully secure infirmary. Most rooms have a private bathroom. Many of the rooms are decorated in the warmth and charm of a bygone era. Our hospitality is unmatched and the individual care given to each resident is personalized and complete. Nutritious home-style meals are served in the traditionally-decorated dining room, with particular attention to variety and special diets. St. Barnabas Anglican Church is just up the hill and offers regular services and activities. Connaught Home was founded in 1970.



Grace Christian Home



Connaught Home

Applying for residency

To apply for residency in our Homes, complete the Application Form available on our website and return it to either Home. You may apply for residency at either or both Homes.

At times, we may have a waiting list of applicants for residency. The location, type of room available and the related capacity to effectively deliver good nursing care will affect the type of applicant who can be accepted for any given room. Therefore applicants will not necessarily be accepted on a first come, first served basis even when a room is available. Our full admissions policy is available for review upon request.

Every applicant will be evaluated as to their care requirements. We will only accept those applicants for whom we believe we are able to meet all of these care requirements. The Homes reserve the right to reject an applicant or a Resident on the basis of our inability to adequately meet their care requirements. Our commitment is to provide quality care for all who are admitted.

Upon admission, you need to look after several important items:

- ❖ Label all of your personal clothing with name tags or marker, using full name rather than initials;
- ❖ Inform the Régie de l'assurance-maladie du Québec (Medicare) of your change of address; ([link to government address change form](#))
- ❖ Inform government departments (pensions, etc.) and your financial agents (investment brokers, company pension plans, etc.) of your change of address;
- ❖ We will give you (and your family members if you wish) a complete orientation when you arrive, and we will update your medical files.

Our Programs & Facilities

Here is what our typical daily schedule looks like:
(subject to change)

7:00 – 8:00 AM	Breakfast served to infirmary residents on an individual basis
8:00	Breakfast served in the main dining room
10:00	Morning activity and visiting
11:00	Dinner (the main meal of the day) served in the infirmary dining room
12:00 noon	Dinner served in the main dining room
2:00 PM	Afternoon activity and visiting
2:45	Tea and refreshments served (except Sunday)
4:00	Supper served in the infirmary dining room
5:00	Supper served in the main dining room
6:30	Evening activity and visiting

Opportunities for Worship and Prayer

Mealtime devotions are offered, as well as weekly bible studies and Sunday worship services. Monthly celebrations of the Lord's Supper and communion are offered by local clergy. Arrangements for pastoral visits or other services can be made – please speak to the nursing staff. Please ask us for the current schedule.

Here are some examples of the activities you may see in the Homes:
(subject to change)

Bible Studies	Musical entertainment
Birthday celebrations	Guest speakers
Crafts	Movie nights
Carpet bowling	Coffee hour
Mealtime devotions	Seasonal celebrations
Special theme dinners	Pastoral visits
Games	Sunday Services
Special Tea Parties	Exercise Classes
Sing-a-longs	Bingo

Medical Care

For your health and safety, a doctor and a registered nurse are on duty or on call at all times and at least two caregivers work at all times. You will be required to choose a doctor who comes to the Home for routine medical care. You may also continue to be examined by your own doctor(s) and specialist(s). Please notify the nursing staff of any appointments or medical tests. The nursing staff keep and administer all of your medication through a dosette system. They will also keep your Medicare & hospital card.

Each Home is equipped with a whirlpool bath for our Resident's comfort and health. A weekly bath is required, and we provide professional supervision and support. Additional whirlpool baths may be possible dependant upon need.

Our Dining Rooms and food services

Our staff prepare and serve all meals for you. We strive to accommodate special diets. Meal tray service is provided in your room when medically necessary. Otherwise we expect you to join us in the dining room at regular meal times. Beverages are served in the rooms mid-morning, and are freely available in the snack area at all times. Each month we have special meals to honour birthdays, celebrate special occasions or just for variety. If you have suggestions, please speak to the kitchen staff.

Make Yourself At Home

We invite you to take full advantage of all of our facilities. We offer a refreshments area, sitting rooms and living rooms, library, and elevated sun deck. A gift and snack store operated by the Residents may also be available. Your family and visitors are welcome at any time, morning through evening. You may receive them in your room or in one of the sitting rooms of the Home.

When you go out

If you leave the premises, we ask that you inform the nurse in charge of your departure and expected time of return. If you leave for longer than a day, be sure to ask us for your Medicare card and medications and leave us a phone number where you may be contacted.

Types of Care We Can Provide

Massawippi Christian Retirement Homes offers Residents several different levels of care. Our rates are based primarily upon the level of care received, not on room location. Residents outside of the controlled infirmary area will be charged infirmary care rates when infirmary care is indicated. Regular Care residents who are changed to Infirmary Care rates will revert to Regular Care rates once their care requirements revert to Regular Care levels. The decision as to whether a resident requires Infirmary Care rests with the Nursing Supervisor or the Director of Nursing. These levels of care are:

REGULAR CARE

Regular Care is indicated when the following circumstances exist:

- Independent for activities of daily living
- Normally does not require assistance to dress
- Normally is self-toileting
- Normally is able to feed oneself
- Is able to be autonomous as to supervision
- Requires occasional assistance in activities of daily living such as hygiene, dressing, toileting, mobility and/or feeding. Occasional is understood to be less than twice a week, or for sustained

periods of not more than seven days in any given month and where the total care hours required is estimated not to exceed 1.5 hours per day.

INFIRMARY CARE

Infirmary Care is indicated when one of the following circumstances exists and where the total care hours required is estimated to be between 1.5 and 3.0 hours per day:

- Regularly dependent for hygiene, dressing and/or toileting (requires daily assistance)
- Requires strict or constant supervision
- Dependent for mobility and/or feeding
- Unable to evaluate or make decisions; dependent for decision-making

ADVANCED CARE / PALIATIVE CARE

Advanced Care is indicated when several of the following circumstances exist and where the total care hours required is estimated to be between 3.0 and 4.5 hours per day:

- Fully dependent for hygiene, dressing and/or toileting (requires daily assistance)
- Requires strict or constant supervision
- Dependent for mobility and/or feeding
- Unable to evaluate or make decisions; dependent for decision-making

In certain circumstances where specialized care is required above and beyond normal requirements, additional charges may apply. These will be discussed with the Resident / family concerned prior to implementation.

Autonomous Housing

Mississippi Christian Retirement Homes also operates Grace Christian Home Senior Housing, which consists of several autonomous senior housing rental units beside Grace Christian Home. These units are operated independent of the Home and more information is available from the Executive Director.

Rates for Care & Services

What is included in your Care & Accommodation rate

All of the basic essentials are included in the monthly fee you will be charged. This includes your room, all meals, snacks, regular nursing care, baths, special activities, laundry, housekeeping, utilities, maintenance and administration.

Care rates are set at admission, and may increase once per year, usually in July. We normally give three months notice of rate changes. Contact us for the current rates.

Additional charge items

An additional charge is made to your account for such consumable items as incontinent supplies, medical and nursing supplies (oxygen tanks, prescription medications, prescribed creams or lotions, catheters, medical dressing materials and the like), transportation, and similar items.

Optional extras

Several additional services are available for those who choose to take advantage of them. Residents may subscribe to cable television or personal telephone service by direct subscription with the service provider. A hair salon is available on site and hairdressing charges are added to your account. We can also arrange to have external providers available who can provide special services such as physiotherapy and massage.

Government Financial Assistance Programs

Wherever possible, the Homes participate in government support and assistance programs for Residents. Residents who participate in these subsidy programs remain fully responsible for all care and accommodation fees if government programs change or if the Resident's eligibility changes. We support the participation of our Residents in the Quebec government's *Tax Credit Respecting Home Support for Seniors* program. This program provides a tax credit of 25% of the eligible expenses of a resident up to the annual limit of the program of \$3750.00. These figures are correct as of July 2007, but this program is subject to change by the government. Please contact us for current information.

Financial Assistance

Grace Christian Home & Connaught Home are registered charities. As a matter of policy, the Homes may accept applicants who are unable to afford our care rates. In our considering admissions applications, we will normally balance our acceptance of those in financial need with applicants who are able to support themselves, in such a manner as to best ensure the long-term financial viability of the Homes and this ministry. An [application form for financial assistance](#) is available from our offices. If at any time during your stay with us, you are unable to meet your financial obligation to us, several options are available:

1. We may allow you to build an estate account with a future liability to your estate (if we do this, we will confirm our agreement once a year with a letter indicating the balance in the account, and interest is payable on this account).
2. We may temporarily or permanently waive a portion of the fee (in this case, no estate liability is established). This is done only with Board approval.
3. When the problem is due to legal delays, we may temporarily delay the collection of the amounts owing until the problem is resolved (in this case, interest is payable on overdue accounts).

Overdue Accounts

Interest is due on overdue accounts at a nominal rate of 1 % per month for accounts over 30 days. Interest does not apply when option # 2 (above) to waive a portion of the fee is exercised. Interest does apply when building an estate account, or in the temporary delay in payment.

Vacating Your Room

You must give one month's notice or pay one month's accommodation fee before moving out. In the case of death, your estate will be charged 15 days accommodation fee plus any outstanding amount on your account.

The Dr. W. J. Klinck Foundation

The Homes established the [Dr. W. J. Klinck Foundation](#) in 2005 as a memorial tribute to the vision of our founding doctor and as a means to raise further financial support for the Homes. As a registered charity, the Foundation receives donations and legacies from Residents, family members and from the broader community and conducts various fund raising activities throughout the year. We invite you to keep our Foundation in mind when planning your annual giving and memorial support. For more information about the activities of the Foundation, please contact our Executive Director.

Other Services Available

Meals for Guests, receptions, & parties

You are welcome to have guests join you for a meal, or a special celebration. Rates and options for these events are subject to change, and a separate sheet is available with all the details. Because of space limitations, we may have to limit the total number of meal guests at any given meal. Reservations are essential.

Pharmacy Service

One of the local pharmacies provides order delivery to the Homes on a regular basis. They provide a monthly statement of account which, upon request, the pharmacy will mail to an individual designated by you. You are responsible for the prompt payment of this service.

Sitters

Some families wish to have someone to spend some extra time with the Resident, either by their own choice or upon the recommendation of the Director of Nursing. Whenever possible, a sitter will be provided at the request of the Resident (or Power of Attorney). However, the Homes cannot always guarantee the availability of Sitters. Resident accounts will be charged a flat hourly rate when a Sitter is provided. All Sitters are employed under the regulations established by the Board of Directors for the engagement of part time employees.

Transportation of Residents

When transportation of a Resident is medically necessary, we arrange for it, pay for it and bill the Resident's account if applicable. When it is not medically necessary, or for regular medical appointments, it is up to the Resident or family to arrange and fund transportation.

Transfers within the Homes

At times, a Resident may request to transfer to another room within the Home, or may be required to do so as a medical necessity or for the good administration of nursing care. When a transfer is mandated by the Home, we pay associated costs (e.g. telephone reconnection charges, cable subscriptions, etc). When a transfer is the result of a Resident's request or when it is the Resident's option to accept a move, the Resident will pay the associated costs.

Your Room

In each room, we provide a bathroom (private or shared) with sink and toilet, a closet, a call bell to pull in case of an emergency, sheets (cotton or flannelette), blankets, washcloths and towels. With the exception of hospital beds for infirmary care patients, Residents are responsible for their personal bed, bedspread, dresser, furnishings and equipment. You are responsible for your own toiletries and specialized medical equipment such as walkers, wheelchairs, oxygen concentrator/tanks, electric lift chairs, etc., and the repairs and maintenance of these items. At most times, we have some of this furniture and equipment available which has been donated by other families and we can loan it to you at no cost. Where this is not possible, it is the Resident's responsibility to provide it.

Renovations

When you move into the Home, we will ensure that your new room is clean and well-maintained. If painting or repairs are required, we will undertake them as quickly as possible. If a Resident desires a particular wall-paper trim or special curtains, these will be provided at a direct cost to the Resident. On an ongoing basis, we undertake renovations and refinishing as required and at our expense. On request, special arrangements and features not normally found in Resident rooms may be provided at a direct cost to the Resident and with the approval of the Executive Director.

Emergency Procedures

The Homes have emergency procedures which we will review with you upon admission. For your safety, evacuation and fire drills are held periodically. When the fire alarm bell sounds (continuous ringing bell) or the fire drill bell sounds, remain calm and go immediately to the nearest exit. Take a wrap or blanket with you. If there is smoke, form a chain by holding hands. Do not return to your room until the 'all clear' signal is given. Infirm Residents will be moved by wheelchair or carried on fire blankets.

Additional Information

Power of Attorney and Mandate

Massawippi Christian Retirement Homes recommends that all Residents have a financial Power of Attorney assigned, as well as a "Mandate in case of incapacity." A Mandate is a legal document with which you may entrust another person with responsibility for taking care of you or administering your property if you become incapable of doing so yourself. An information brochure on this subject is available from the [Public Curator's Office](#).

Personal Information & Photographs

From time to time, we use photographs of activities in the Homes in publicity material. These photographs may include our Residents and may include the Resident's name. Should you desire not to have your name or photograph used in this manner, we ask you to advise us in writing at the time of your application or admission.

We maintain personal information files on each Resident relating to medical and nursing care, fee payments and related financial transactions, legal matters relating to you, and communication details between a Resident and the Homes. These files are kept in secure locations and are accessed only by those engaged to deliver services to you. You may review the contents of these files by making an appointment to do so, and you may request changes or corrections be made where required.

Personal Property

Because of the openness of our Home, and the nature of our clientele, we recommend that valuable family heirlooms be stored off site. Massawippi Christian Retirement Homes cannot be responsible for lost, misplaced or damaged items.

Items Not Permitted

For the health and safety of all of our Residents, the following things are not permitted in the Home:

- ❖ Smoking, matches, lighters, candles;
- ❖ Illegal drugs; (alcohol for limited, personal use is permitted)
- ❖ Electrical appliances, electric heaters, electric blankets & pads, irons, kettles, toasters, hot plates, microwave ovens, coffee makers, etc. These items can be a fire hazard;
- ❖ Exposed food. To prevent health problems, you are permitted only dry goods (such as candy) which has no expiry date and is kept in sealed containers;
- ❖ Pets or animals of any kind. Visitors with pets are permitted upon approval of the nursing staff;
- ❖ Locks on doors;
- ❖ Clutter. Excess personal property and trunks should be kept in private storage. At Grace Christian Home, a locker may be available.

Residents found in contravention of these regulations may be asked to leave the Home and will be charged the applicable one month's notice.

All electrical items which are permitted (such as lamps, radios, lift-chairs, etc.) will be subject to a safety inspection.

Gift-giving

Section 275 of the Health & Social Services Act of Quebec says: "A gift made to the owner, a director or an employee of an institution (who is neither the spouse nor a close relative of the donor) is null if it was made while the donor was receiving care or services."

More simply put, employees of a nursing home are not permitted to accept gifts from residents in their care. This law is in place to ensure that no vulnerable person can be imposed upon to part with any of their assets in order to continue to receive quality care or services which they are otherwise entitled to receive.

Our employees very much appreciate the kindness of our Residents. We work hard to serve you well, and it makes us feel great when we get expressions of thanks in return. While we appreciate the generosity of offering a gift as well as good wishes, we ask you to let us receive your good wishes and expressions of appreciation without attaching a physical or monetary gift to it. The law makes it clear that it would be illegal for any of our employees to accept any gift from a Resident, their power-of-attorney, or mandatary. This limitation does not apply to family members who are not power-of-attorney or mandatary to the Resident.

Formal Complaint Procedures

1. Preamble

Before filing a formal complaint, it is suggested that, should someone be dissatisfied with the services that he or she (or the one he or she represents) have or should have received, he or she discuss the situation with the individual or staff involved. This type of direct approach should in most cases resolve any differences, and no formal complaint will then be necessary.

At the same time, any staff person who becomes aware of a problem concerning a resident is obliged to remedy the situation to the best of his or her ability or to consult his or her immediate superior so that adequate steps are taken.

If you have any questions concerning this procedure or for assistance in having a complaint resolved, please contact the Executive Director.

After these actions have been taken and the client or his or her representative still feels they have not received an adequate response, a formal complaint should be filed. The following is a description of the procedures to follow in filing that complaint. The person responsible for the complaint procedure is the Executive Director of Grace Christian Home and Connaught Home.

2. Objective

The objective of this procedure is to establish an official mechanism for handling complaints made by a resident or his or her representative concerning the services he or she received or should have received.

3. Handling of Formal Complaints

3.1 Formulation and reception of the complaint

3.1.1 The resident may at all times file a written or verbal complaint with the Director of the Home. A verbal complaint can be received by telephone.

The Director of the Homes will:

3.1.2 Open a file in the name of the resident. These files will be kept in the Director's office and will be his responsibility.

3.1.3 Assist or ensure that assistance is given to the resident who requires it for the formulation of his complaint or for any step he or she wishes to take in relation to the complaint.

3.1.4 Transcribe verbal complaints and keep a copy in the file.

- 3.1.5 Give the resident who has filed a complaint in writing a written notice indicating the date on which he received the complaint.

3.2 Examination of the complaint

The Director will:

- 3.2.1 Decide whether or not a complaint is receivable. On summary examination, he may dismiss any complaint he judges to be frivolous, vexatious, or in bad faith. Where the complaint is made in writing he must inform the user in writing.
- 3.2.2 Gather all information judged pertinent and necessary.
- 3.2.3 Permit the resident (and the member of staff if applicable) to express their views.
- 3.2.4 Examine the complaint and reach a decision within 60 days after it is received.
- 3.2.5 Inform the resident in writing of his conclusions, including all explanations, and, where applicable, what changes will be made to remedy the situation.

Complaints pertaining to a doctor

- 3.2.6 When a resident's complaint concerns a medical act, the Director must refer the complaint to the physician designated by the Board of Directors for that purpose, and so inform the resident in writing.

4. The Complaint File

- 4.1 A file is opened for each formal complaint. It must include:
- The name of the resident, his or her age and sex. (If the complaint is made by a representative it must include: their relationship to the resident, their own address and telephone number.)
 - The date of the complaint; the object of the complaint; the circumstances;
 - The conclusions made by the Director; The date that the individual is informed of the decision.
 - Should it apply, the date upon which changes enacted to respond to the complaint are implemented.
- 4.2 This file is confidential.

5. Final Dispositions

- 5.1 The file is closed 60 days after reception of the complaint.

How to contact the Home

Our Addresses:

Grace Christian Home

1501, rue Campbell
Sherbrooke, QC J1M 0C1

Tel: (819) **569-0546**

Fax: (819) 569-3829

E-mail: info@mcrh.ca

Connaught Home

77 Main Street
North Hatley, QC J0B 2C0

Tel: (819) **842-2164**

Fax: (819) 842-2667

E-mail: info@merh.ca

To contact a Resident by telephone:

Many of our Residents have a personal telephone in their room and are listed in the local telephone book.

To contact a Resident by e-mail or fax:

An e-mail or fax can be sent to one of our offices where we will print the message and deliver it to the Resident.

How to get to Grace Christian Home:

Grace Christian Home is located in the former town of Huntingville, in the south of the Borough of Lennoxville in the City of Sherbrooke. From the lights in Lennoxville, take Queen Street south to Massawippi Street. Turn left on Massawippi and follow it to the first stop sign. Turn right onto Winder Street and follow Winder approx. 2.5 km to Campbell Street. Turn left on Campbell and follow to the Home. ([map](#))

How to get to Connaught Home:

Connaught Home is located in downtown North Hatley, on the east side of Lake Massawippi. The Home is at the corner of Main and Sherbrooke Streets. ([map](#))