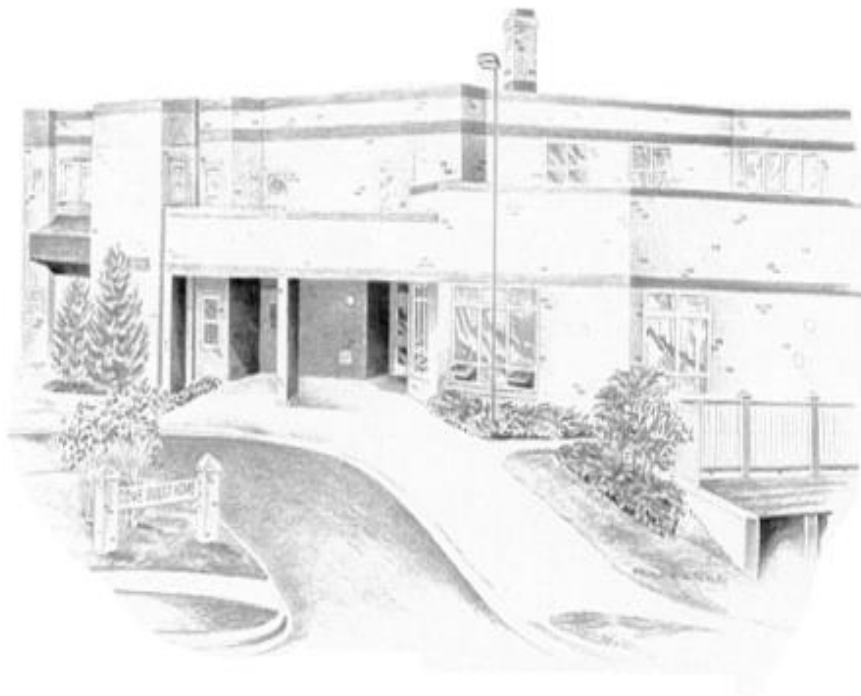


# Cove Guest Home

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## *Information for Residents & Families*



**Cove Guest Home  
320 Alexandra St  
Sydney, NS B1S 2G1  
902-539-5267**

## **Cove Guest Home**

# **OUR MISSION, PHILOSOPHY, PRINCIPLES & VALUES**

## **OUR MISSION**

The Board and Staff of the Cove are committed to providing a home for our residents which offers excellence in health care, comfort, caring, supervision and love. These elements are tied together with a belief that each resident is a special person worthy of our respect, courtesy and the primary purpose of our being here.

## **OUR PHILOSOPHY**

The philosophy of the Cove is based on the belief that we exist to serve the needs of those entrusted to our care. We perceive the individual from all aspects of their being, in light of their relationship to God, themselves and their families.

## **OUR PRINCIPLES**

- We believe in the value of the whole person. We approach resident care issues from a holistic viewpoint.
- We aspire to the principles of independence and individuality. We encourage families, employees, physicians, volunteers, and clergy to assist our residents in achieving their optimal personal lifestyle.
- We respect, include and serve people without regard to race, religion, age, disability, gender, sexual orientation or socio-economic status.
- We strive to promote meaningful interaction through community liaison.
- We seek to assure the spiritual freedom of all persons.
- We promote excellence in human resource development to assure quality service.
- We are responsible and accountable for all of the resources under our management so that we may fulfill the terms of our Mission.
- We are guided by the principles of justice in addressing our social responsibility as a corporate citizen in our community.

## **Cove Guest Home**

### **OUR VALUES**

Our deeply rooted values come from the visions provided by our founders J.F. Miles, Luther Moffat, James McConnell who were assisted by the original bequest of Mrs. Lorway Ross.

***Equality*** We affirm the worth of each person and treat everyone equally with dignity and respect.

***Excellence*** We strive to continually improve the outcomes of our service.

***Partnership*** we work and function as a team.



# **WELCOME**

## **STATEMENT OF ORIGIN**

The Cove was founded in 1944 by a group of individuals from various Protestant denominations dedicated to establishing a retirement home for the elderly of industrial Cape Breton. Prior to this time, the only institution in Sydney capable of catering to the needs of the elderly was a facility operated by the Catholic Sisters, the Daughters of Jesus. Today this facility is known as MacGillivray Guest Home.

The Cove started out as a small home in a facility acquired from the Sydney Steel Company (Steel Company's official resident). The Cove was originally a retirement home and over the years became a first class nursing home with 110 beds. Special programs were developed to meet the geriatric health, social and spiritual needs of the residents. The Cove today is recognized as one of the leading nursing homes in the province.

In October of 1994, ground was broken for a replacement facility on Alexandra Street in the City of Sydney. The new facility opened its doors in February of 1996. The facility is home to 110 residents.

## **Cove Guest Home**

# **RESIDENTS RIGHTS**

1. To be sheltered, cared for, treated and spoken to with dignity in a manner that is courteous, fair, considerate and recognizes one's status as an adult.
2. To manage one's own financial affairs, unless unable to do so.
3. To be involved, whenever possible, in any decisions affecting treatments and to have one's condition explained in easily understood terms to oneself or next of kin.
4. To be able to express personal feelings, criticisms and grievances to staff members or administration without fear of reprisal, discrimination or deprivation.
5. To be kept informed of rules and regulations governing the Cove, the services provided in the per diem rate and services available at extra cost.
6. To have access to written legislation, regulations or provincial policy that has impact on the Cove's operations.
7. To have access to Cove activity programs that reflect rehabilitation, reactivation, spiritual, social and assistance towards independence at the maximum level possible.
8. To refuse medical treatment and medications and to be fully informed of the medical consequences of one's refusal. This is to the extent that it will not interfere with the lives and safety of other residents (e.g. in the case of communicable diseases) or violate any specific laws. In all such cases, the Cove will expect the resident to give a written waiver.
9. To have privacy when receiving treatments or consultations and to have access to a quiet area to communicate privately with family or any other person.
10. To be assured that one's personal, financial, medical and other records are kept in confidence and made available only to authorized persons.
11. To be able to personalize assigned room with pictures etc., considering space limitations, safety requirements and other resident's rights are recognized.

## **Cove Guest Home**

# **RESIDENTS RIGHTS**

12. To form friendships and to enjoy normal relationships with other residents or persons of one's choosing without hindrance or embarrassment.
13. To expect to have adequate and nutritious meals and snacks appropriate to the needs of the residents.
14. To be free from chemical or physical restraints, except when authorized in writing by a physician for a specified period of time or when necessary to prevent injury to oneself or others.
15. To be assured that care will be provided regardless of one's color, creed, cultural background, religion or medical status.
16. To participate in resident's organizations without fear of reprisals from staff members or management.
17. To be assured that the reason for or circumstances surrounding a change of room or transfer to another level or floor within the Cove will be explained fully and that the resident will have a reasonable opportunity to discuss any pending transfer prior to implementation.
18. To be able to choose one's personal physician providing the physician adheres to legislation and guidelines approved by the Cove.
19. To be provided with reasonable opportunities to develop one's interests, abilities, hobbies and potential.
20. To expect that all staff employed at the Cove be knowledgeable about the process of aging and have adequate ability to maintain levels of care.
21. To be assured that all staff have been made aware of and will honor the rights of residents at the Cove.



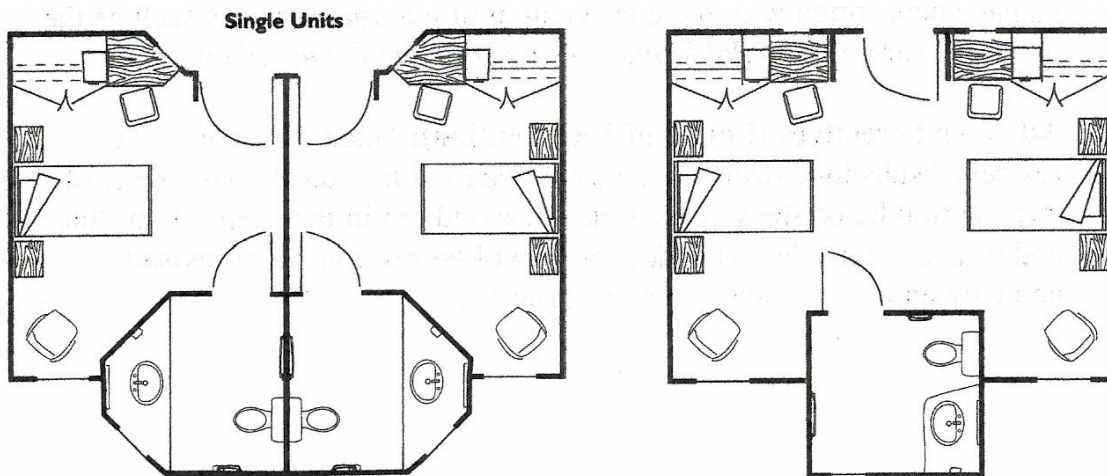
## Cove Guest Home

# MAKING THE COVE YOUR HOME

The decision to seek admission either for oneself or for a loved one to a Home such as the “Cove” is difficult. The applicant may themselves make the request or it may be a recommendation by the applicant’s family or physician. In any case, the adjustment can be challenging and the staff of the “Cove” is very familiar with the dilemmas encountered by all involved.

The “Cove” offers both private and semi-private accommodations. Every effort is made to match roommates who occupy semi-private accommodations, both at admission and throughout their stay. From time to time, decisions to move residents from one room to another, whether due to a change in the level of care required or due to incompatibility of roommates, are made at the discretion of the treatment team. Every consideration is given to the effects such moves have on all aspects of the resident’s care.

Residents requesting a private room will be put on a private room list.



Admissions to Nursing Homes in Nova Scotia are managed by a Care Coordinator with the Department of Health & Wellness.

To apply for residency in the Cove Guest Home, contact Continuing Care, toll-free at [1-800-225-7225](tel:1-800-225-7225) to find out about the application process, to arrange for a Care Coordinator to assess your care needs, and to identify the best method of having your needs met.

## **Cove Guest Home**

# **PERSONAL DIRECTIVES ACT**

This Act enables Nova Scotians to document their wishes in a form known as the **PERSONAL DIRECTIVE** regarding what personal care decisions are made for them, and/or who makes them, in the event that they are incapacitated and are unable to make these decisions themselves. Personal care decisions include those related to health care, nutrition, hydration, shelter, residence, clothing, hygiene, safety, comfort, recreation, social activities and social support services.

The Act enables three things:

- 1.** It allows individuals to appoint a **substitute decision maker** to make a personal care decision on their behalf should they become incapable of making a decision.
- 2.** It allows individuals to set out instructions or general principles about what or how personal care decisions should be made when they are unable to make the decisions themselves.
- 3.** It provides for a hierarchy of statutory substitute decision makers to make decisions regarding health care, placement in a continuing care home and home care where the individual has not prepared a personal directive in relation to those decisions.

During the admission to the Cove, all resident and/or families will be asked to designate someone as “**NEXT OF KIN**”. This person will be the contact person between the Nursing home and the family concerning the resident. In case of an emergency the Home will contact the next of kin or designate only. It is up to them to share the information with other family members.

The resident (if able) and/or the family will also have to designate someone as the “**SUBSTITUTE DECISION MAKER**”. This may or may not be the next of kin.

The resident and the family will also be asked to complete an **ADVANCED CARE DIRECTIVE** that indicates a resident’s wish for care in the event their health status changes.



## **Cove Guest Home**

# **PROTECTION OF PERSONS IN CARE**

The Protection of Persons in Care Act came into force on October 1, 2007. This Act is an extra safe guard for patients and residents 16 years of age and older who are receiving care from Nova Scotia's hospitals, residential care facilities, nursing homes, homes for the aged or disabled persons under the Homes for Special Care Act, or group homes or residential centres under the Children and Family Services Act.

Under this Act, abuse may be physical, psychological, emotional, sexual, neglect, theft or medical abuse. It requires health facility administrators and service providers (including all staff and volunteers) to promptly report all allegations or instances of abuse. However, anyone can report abuse under this Act by calling:

**1-800-225-7225**

## **UNDER THE PROTECTION OF PERSON IN CARE ACT '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;
- failure to provide adequate nutrition, care, medical attention, or necessities of life without valid consent.

## **Cove Guest Home**

# **CONFIDENTIALITY**

In order to ensure the privacy of residents and their families, the Cove maintains confidentiality of records at all times. This includes personal, medical and other information concerning residents and their families and / or the Cove.

In order to ensure confidentiality of information, employees are under no circumstances, unless duly authorized, to release, repeat or otherwise convey information that is not published or available to persons outside the Cove.

Breach of this policy is considered a serious act of misconduct and a violation of the “Homes for Special Care” and Personal Health Information Act (PHIA). A brochure outlining this legislation will be provided to you at admission.



## **Cove Guest Home**

# **OUR SERVICES**

### **BASIC SERVICES**

As assigned by the Department of Health & Wellness, each resident pays an accommodation charge. The following is a list of the basic services that the Cove provides at no additional charge to the resident.

- Administration of Medication
- Assistance with Activities of Daily Living
- Basic Foot Care
- Bedding, linen, pillows, wash cloths and towels
- Bedroom furnishings including bed, bedside table, double cabinet
- Equipment for the general use of residents including geri-chairs, mechanical lifts, shower chairs, raised toilet seats, portering wheelchairs, walkers
- Over the counter medications and treatments including antacids, antiemetics, laxatives, analgesics, antidiarrheals, antitussives, and topicals such as Rub A535, aloe vera gel and sunscreen.
- Personal hygiene/grooming supplies and equipment including denture cups, deodorant, facial tissue, shampoo, skin care products, soap, toilet tissue, toothbrush and toothpaste
- Safety-engineered insulin syringes
- Semi-private or private accommodations
- Supplies and equipment necessary for resident care including management of skin care, management of incontinence (excluding pull-ups) and standard precautions for infection control
- 24 hour nursing and personal care

### **CABLE & TELEPHONE**

Cable and telephone services are available for each resident for a monthly, recurring charge. The TV or telephone must be provided by the resident/family. Connections of cable & telephone services can be arranged through the Business Office.

### **CHAPLAINCY**

The Board has established a part-time Chaplain's position for the Cove. The role of the Chaplain is to promote a ministry of presence to all concerned residents, their families and the staff.

## **Cove Guest Home**

### **DENTAL SERVICES**

Off-site dental services can be arranged for residents. The resident/family will be billed directly for these services. On-site dental services can be provided through a partnership with a dental hygienist on a fee for service basis. Please see Resident Advocate for more information.

### **DIETARY**

The dietary department is responsible for providing all meals and between meal nourishment. A part-time dietitian is on staff to ensure that all nutritional requirements are met. And, just as important, our meals taste great! Dietary counseling is available as needed. Lunch is considered the main meal of the day, whereas the supper meal is somewhat lighter. A meal alternative is always available upon request. Any special dietary requests, such as coconut milk, etc., which is not part of the Cove's dietary inventory must be supplied by the resident. Afternoon tea is provided daily in the MacAskill Room at 2:00 pm. Family and friends are able to share a meal with a resident, contact the Director of Support Services to purchase a meal.

### **EDUCATION FOR RESIDENTS/STAFF**

The Education Department is committed to providing ongoing education to the Staff, the Resident and their families, community, Volunteers and Management of the Cove to ensure a high standard of care is provided to residents by all disciplines. As well, all disciplines are given every opportunity for self development to enhance their abilities to care for others and themselves. The Cove's active education program ensures that every staff member is kept current in the ongoing developments in each level of long term care.

### **FAMILY & FRIENDS NIGHT**

This event is held on regular basis. Outside guest speakers are also invited to share information and knowledge with friends and families of the Cove. Please join us!

## **Cove Guest Home**

### **FIRE SAFETY**

The Cove has an active Fire and Safety and Emergency Measures Committee responsible for the development and implementation of safety procedures. These procedures are tested and analyzed on a regular basis. The Cove is a state-of-the-art building with modern safety systems. As part of our commitment to safety, the Cove Guest Home has recently introduced Care Q, a new communication program designed to keep you informed and a means to immediately connect with staff in an emergency. We invite you to participate in this program.

### **FOOT CARE**

Routine foot care is provided at no additional cost but advanced foot care has a fee for service. If resident is required or advised to seek specialized foot care services please contact the RN or Resident Advocate for arrangements.

### **HAIRDRESSER**

This service is available four days a week. The salon is located on the main floor near the reception area. Charges for these services are the resident/family responsibility and can be billed to their comfort account.

### **LAUNDRY AND HOUSEKEEPING**

The Cove provides full on-site laundry and housekeeping services. Fabrics should be designed for “commercial” laundry, and clothing should be comfortable and relatively care-free. Clothes that are “dry clean only” are not recommended. Any special laundry soap which is not part of the Cove’s inventory must be supplied by the residents. The Cove will label your clothes, be sure to advise staff when you require additional labeling following admission. **We request that your family store out-of-season clothing at home.**

### **LIBRARY**

A small collection of books is available on the second floor for residents’ use. As well, the mobile library visits the Cove on a bi-weekly basis.

### **MEDICAL**

We encourage you to engage the doctor of your choice. In keeping with the Cove’s preventative and rehabilitative program, your doctor will be

## **Cove Guest Home**

responsible for all medical/ health services, including the prescription and management of drugs, ordering diagnostic procedures, and hospitalization if necessary. Medical specialties are available on a consulting basis, and laboratory, EKG and X-ray facilities are provided primarily by the Cape Breton Regional Hospital.

### **NEWSPAPER**

The Cape Breton Post can be ordered and will be delivered daily. Arrangements are to be made by resident/family directly with the Cape Breton Post at 902-564-5451. Payment for subscription is the responsibility of the resident/family.

### **NURSING/RESIDENT CARE**

These services are provided by a qualified staff of registered nurses, licensed practical nurses, and provincially certified continuing care assistants. Our staff is trained in the health needs of older adults, in planning and implementing the care to meet those needs, and in evaluating the effectiveness of such care. We emphasize independence, and strive to promote, maintain and restore good health and quality of life.

### **PALLIATIVE CARE**

Palliative care is compassionate end-of-life care which is provided to the resident and family as they approach the end of life. The resident and/or his/her substitute decision maker have determined that treatment to extend their life is no longer the primary goal. The transition from active to palliative care can be a stressful and emotional time but our Palliative Care Team is here to support you and your loved one in end of life care and to assist you in making this experience as positive as possible. Please help and guide us in our care by letting us know how we can serve you best.

### **PASTORAL CARE**

With a rotation to serve all denominations, religious services are offered every Thursday and on special occasions throughout the year. In addition, clergy have regular visits.

### **PHARMACY**

Consulting services are provided by a qualified pharmacist, who also is a valuable member of the Cove Professional Advisory Committee.

## **Cove Guest Home**

### **PROFESSIONAL ADVISORY COMMITTEE**

This group monitors the Cove's multidisciplinary team approach which helps ensure high quality care. It is the link between medical staff, therapeutic care staff and administration.

### **PHYSIOTHERAPY**

Based on consultation and assessment, residents may be given a rehabilitation and therapeutic program. A physiotherapist is available to all residents on a part-time basis to assist the staff in administering the program. As well a full-time Physiotherapy Assistant is available Monday to Friday.

### **RECREATION**

Recreational activities are designed to stimulate the residents' social, psychological and physical capabilities, as well as enhancing psychosocial well being. The Cove Activities Department coordinates both recreational and community events. Everyone is encouraged to participate.

### **RESIDENT CARE CONFERENCES**

Individual resident program plans are reviewed within two months following admission to the Cove. Resident Care Conferences (RCCs) are reviewed yearly. All disciplines within the Cove are represented at this time. The resident is encouraged to attend the conference if possible, as well as a family representative or designated next-of-kin. Various items are discussed at this time regarding the well being of the resident. Also discussed during the conference are Advance Care Directives. Advance Care Directives outline the medical/nursing instructions to be followed in the event the resident becomes ill at the Cove. Resident goals and Nursing Care Plans are established and accomplished by the next Resident Care Conference.

### **RESIDENTS' COUNCIL**

The council is elected by the residents, and meets on a monthly basis. It seeks input from residents regarding Cove Policies, residents' concerns and preferences. The Director of Recreation acts as the recording secretary, and is the liaison between the residents and the administration. Residents

## **Cove Guest Home**

have access to the Administrator, Director of Resident Care, and all department heads at any time.

### **RITE OF PASSAGE**

The Rite of Passage is a symbolic service to welcome residents into the Cove community. It symbolizes the “life story/history” of the resident. Following admission, the resident is invited to participate in a small ceremony to recognize the importance of his or her life as a story.

### **TEACHING FACILITY**

The Cove is proud to provide learning opportunities, within its resources, for selected students from the community where their learning needs are consistent with the Cove’s Mission and Philosophy.

### **THE TEAM APPROACH**

It’s a universal affair. Your family, your doctor, the nurses, licenced practical nurses, continuing care assistants, support services (housekeeping, laundry and dietary staff), maintenance, the Recreation workers, clergy and physiotherapy personnel all play a part in your well being. Upon your arrival, each team member contributes his or her expertise regarding your physical, social and psychological needs. Based on this information, the team develops an individualized Care Plan, and each member is assigned specific responsibilities. The plan is revised and updated on a regular basis.

### **UNIT CARE CONFERENCES**

(Team Conferences) The Cove Team meets monthly on each unit to discuss various items pertaining to that particular unit. Discussions include; the individual resident, nursing/resident care, dining, housekeeping, laundry, maintenance, spiritual, social etc. All disciplines involved are welcomed and encouraged to attend for their valuable input. Once specific items have been identified, the information is documented and evaluated for effective follow-up

### **VOLUNTEERS**

Individuals and groups from the community provide residents with meaningful social and recreational activities on a continuous basis. New



## **Cove Guest Home**

volunteers are always welcome (if you're interested, please contact the Recreation Department).

## **ADMISSION PROCESS**

### **Accounting and Financial Services Information**

Upon admission to the Cove, the resident is responsible for a daily accommodation charge which is determined by the Department of Health & Wellness and is based on a resident's income.

Payment schedule on admission:

- Preferred method of payment is pre-authorized debit system on the first day of every month.
- The first payment will occur during the first couple of days following admission and will include the day of admission and all remaining days for that month.

Trust accounts are available if requested by the resident or family.

Families who wish to leave money for a resident's personal use ("Comfort Account") may do so at the business office. A receipt will be issued.

Please note that the Cove does not complete income tax forms for the residents.

If you need assistance, feel free to inquire at the business office during business hours: Monday to Friday 8:30 AM to 4:00 PM.

## **What to Bring**

Residents are encouraged to make their room comfortable while respecting the space of a room mate. Although each resident has access to a double cabinet, rooms are small and available space is limited, especially in rooms with double occupancy.

- Please bring sufficient and suitable clothing for your loved one (we recommend 7-10 changes of clothing).
- It is important that all residents have non-slip shoes and slippers.

## **Cove Guest Home**

- Bring in any personal assistive devices such as walkers, canes and wheelchairs as well as other assistive devices such as dentures and hearing aids.
- An electric razor, brush, comb, make-up or any special personal products remembering that we are a least scent facility.
- Ornaments (2 or 3 small), pictures, pillows (decorative), quilt
- Medications from home

The **Admission Contract** and other necessary documents will be reviewed and signed on the day of admission with the resident and/or designate.

Please bring:

- Power of Attorney
- Drug Benefit Card
- Nova Scotia Health Card
- Financial Institution Information

## **RESIDENT ADMISSION GUIDELINES**

- Arrival time for new residents is between 11:00 AM and 2:00 PM. Please report to the Business Office located in the main lobby upon arrival.
- A wheelchair is available at all times in the lobby to assist the resident.
- Carts are available to assist in moving clothing or furniture upon request. Please ask Receptionist for assistance.
- Furniture and clothing is brought in the Main Entrance only. All furniture brought in by yourself, your family, or friends **must be cleared through the Maintenance Supervisor or the Director of Support Services between 8:00 AM and 4:00 PM on Monday to Friday.**

### **Additional Safety Precautions:**

- Resident rooms must be kept neat and clean with a minimum amount of clothing.

## **Cove Guest Home**

- In accordance with the Fire Marshal's regulations crafts, stuffed animals, pictures and other combustible materials must be kept to a minimum.
- Dressers are not permitted. Each resident has a double cabinet in their room with shelves, drawers, and an area to hang clothing. Please do not place anything on top of the cabinet for storage.
- Resident rooms are not to be used as store rooms, it is mandatory that the resident and/or family make alternate arrangements to store out of season clothing, luggage, and other personal effects.
- Televisions must be no larger than 20". Flat model televisions can be up to a max. of 29" if wall mounted. Wall mounted televisions will need to be discussed with the **Director of Maintenance**.
- Bedroom doors and windows are not to be obstructed.

## **GENERAL GUIDELINES**

### **ACCESSING THE BUILDING**

The main entrance is located on Alexandra St. The door is locked via a keypad and is accessible between 8AM and 9PM using a code that is posted above the key pad. Outside of these hours please ring the doorbell intercom system and staff will assist you.

### **ALCOHOL**

Alcohol is a drug that influences the reaction, judgment and stability of individuals. For safety reasons and potential drug interactions, if a resident wishes to have alcoholic beverages and/or requires it for medical reasons, a written order must be received from the resident's doctor. All alcohol is kept in the medication room and is dispensed by nursing staff. The costs of alcoholic purchases are the responsibility of the resident or family.

### **DISCHARGE**

Upon discharge, it is the responsibility of the family to remove all personal belongings (including clothing) from the room within 24-48 hours. Due to limited storage space at the Cove we are not able to accept articles of clothing/personal items for donation.

## **Cove Guest Home**

### **FAMILY RESPONSIBILITIES**

The Cove recognizes the importance of the continued involvement of family as Residents make the Cove their home. It is our expectation that families will continue to provide support to the resident. Families are encouraged to play an active role in the development of care plans and are invited to participate in all activities.

Families are responsible to accompany the resident to external appointments and social events in the community. If a family member is not able to accompany the resident, staff will discuss the option with family of rescheduling the appointment to a more convenient time. If this is not an option, a Cove staff may be hired to accompany the resident to the appointment for a fee. If the family chooses this option, the Cove will bill the resident/family for the cost associated with a staff member going to the appointment with the resident. These costs can vary depending on the staff member's rate of pay.

While the Cove does provide the basic personal (e.g. soap, lotions, deodorant and toothpaste) residents and family are required to pay for other items such as transportation (including ambulances), fan/air conditioner, specific brands of personal care items other than those provided, special bedding (beyond that supplied), medications not covered by pharmacare, as well as cable and telephone services.

Resident or Family is responsible for annual filing of the Income Tax Return to Canada Customs & Revenue. Department of Health & Wellness requires a copy each year of the Notice of Assessment / used to set daily accommodation rates. Failure to complete annual Income Tax Return will result in stop payment of Guaranteed Income Supplement (GIS) and HST in the month of July. Department of Health will set your daily rate at maximum per day (year 2016 \$ 110.00)

### **FUNERAL ARRANGEMENTS**

We recommend that you discuss funeral arrangements with your family. Make your plans now. This will save you from worry and alleviate the concerns of your loved ones.

## **Cove Guest Home**

### **GOING OUT**

Residents who are independent (physically and cognitively) are asked to let nursing staff know when they are leaving the premises. If a family member takes a resident off of their unit they are to complete the sign-out sheet at the unit door. If they are going outside of the facility for any period of time, they must notify the RN/LPN. If the resident is leaving the facility for an extended period of time (overnight or longer), we require at least 48 hours advance notice in order to prepare medications to accompany them on their leave.

### **HOSPITALIZATION**

When a resident requires treatment that can only be provided in a hospital setting, the resident will be transferred. Their room/bed at the Cove will be held for 30 days. If the hospital stay extends beyond that time, application will be made to the Department of Health and Wellness to continue to hold the room/bed.

### **IDENTIFICATION OF BELONGINGS**

All clothing coming into the Cove will be sent to our Laundry Services to be labeled. Any clothing brought into the Cove is the responsibility of the resident or family to bring to attention, to be marked for personal identification. The Cove cannot accept any responsibility for lost or damaged clothing as a result of laundering services.

### **LEAST SCENT ENVIRONMENT**

Scented products contain chemicals which can cause serious problems for many people, especially those with asthma, allergies or environmental illnesses. To ensure the health and safety of residents, staff and the public, all persons entering the home are asked to refrain from using scented products when visiting our home.

### **PERSONAL ELECTRIC APPLIANCES**

For safety reasons, all electrical appliances must be inspected and approved by the Maintenance Staff prior to being used in the facility. (examples: lamps, televisions, radios, etc.)

## **Cove Guest Home**

### **PETS IN THE HOME**

The Cove has two pet programs within the facility, an in-house pet program and a visiting pet program. There are birds and cats living in the home that are cared for by the recreation staff and are examined annually by a veterinarian. We also have a visiting pet program that sees several therapy dogs visit the residents on a regular basis. Families and staff are welcome to take personal pets in for a visit (providing they are healthy and kept on a leash at all times).

### **PROHIBITED ITEMS**

The Cove is a shellfish-free facility; please do not bring shellfish of any kind to the home. The use of talc powder is not permitted under any circumstance. Due to fire regulations certain small appliances especially mini-fridges, microwaves, coffee pots, kettles, hot plates, irons, hair dryers, and curling irons are not permitted in rooms. No extension cords, heating pads or magic bags are permitted in resident rooms. Dressers, rocking chairs, and glider rockers are not permitted. For safety reasons, residents are not permitted to keep household cleaning supplies, medications or chemicals in their rooms.

### **RESIDENT ACCOMODATIONS**

Our facility has both private and semi-private accommodations. Rooms are assigned based on availability and need. Each room is furnished with a bed, a side table, armoire, curtains and linens. Residents are encouraged to personalize their rooms as much as possible with items such as pictures, quilts, etc. Larger items (e.g. chairs) and electrical items (e.g. televisions) need to be reviewed by our maintenance staff to ensure that we are meeting safety and fire regulations.

### **RESIDENT VALUABLES**

The Cove does not assume responsibility for loss of money or valuables (including dentures, hearing aids, and glasses). Residents are encouraged to leave valuables in safekeeping with family. It is recommended only small sums of money be left in a resident room, larger amounts can be deposited in the Resident Comfort Account for the resident to access when necessary.

## **Cove Guest Home**

### **ROOM CHANGES**

At times we may need to move a resident to another room. We ask for your understanding when medical conditions and/or other circumstances require us to move a resident to another room.

### **ROOM REQUESTS**

To request a private room please see the Director/Assistant Director of Care or the Resident Advocate.

### **SMOKE FREE FACILITY**

In keeping with the implementation of the Cape Breton Regional Municipality Smoking By-Law, all areas within the Cove are non-smoking. As well, smoking is not permitted within seven and one half metres (approximately 25 feet) of the Cove and Williston House.

### **VISITORS**

Generally visiting hours in the facility are not restricted except for certain circumstances such as a request by the resident or authorized designate or during an outbreak of infection. The most appropriate visiting hours for the facility are from 10:00 AM to 9:00 PM.

Please sign in & out at the front door. Hand washing/sanitizing is required when you enter the door at the Cove. Dispensers are conveniently located in the lobby and corridors throughout the facility. Children are to be accompanied by an adult at all times during their visit to the Cove for their safety and the safety of the residents.

To protect our residents, once a communicable illness is diagnosed in our facility we may need to restrict visitation or establish isolation procedures. We ask that you comply with any posted isolation notices. Please do not visit if you are experiencing cold symptoms, diarrhea or vomiting until you are symptom free. To assist the Cove in protecting your loved one as well as the other residents, we encourage family members to receive the flu vaccine annually.

## Cove Guest Home

<b>COVE GUEST HOME TELEPHONE DIRECTORY 902-539-5267</b>		
<b>BUSINESS OFFICE</b>		
Cori Hawley	Administrative Assistant	221
Cheryl Deveaux	Chief Executive Officer (CEO)	222
Sandy MacPherson	Director of Finance	223
Lisa O'Rourke	Finance Clerk	224
Yvonne Pitcher	Finance Clerk	252
<b>CHAPLAINCY</b>		
Rev. Thomas Whent	Chaplain	251
<b>EDUCATION DEPARTMENT</b>		
Sheri McPhee	Director of Education	240
<b>HAIR SALON</b>		
Danette MacKenzie	Hair Stylist	246
<b>MAINTENANCE DEPARTMENT</b>		
Derrick MacNamara	Director of Maintenance	234
<b>NURSING DEPARTMENT</b>		
Patricia Paruch	Director of Care	225
Michelle MacIsaac	Assistant Director of Care	244
Liam MacCormick	Resident Advocate	285
Margie Gillis	Nursing Scheduler	242
Trisha Reid	Ward clerk	253
Elaine Boudreau	Physiotherapist	287
Angela Harris	Physio Assistant	287
<b>RECREATION DEPARTMENT</b>		
Jennifer White	Director of Recreation	241
<b>RESIDENT CARE UNITS</b>		
Orchard	RNs, LPNs, and CCAs/PCWs	237
Creative Care	RNs, LPNs, and CCAs/PCWs	229
Ceilidh	RNs, LPNs, and CCAs/PCWs	226
Skylight	RNs, LPNs, and CCAs/PCWs	248
Spanish Bay	RNs, LPNs, and CCAs/PCWs	245
<b>SUPPORT SERVICES</b>		
Don Goguen	Director of Support Services	233
Kimberly MacDonald	Asst. Director of Support Services	243
Cathy Seward	Dietician	285
Kitchen	Main Kitchen	235



## **Cove Guest Home**

### **COVE GUEST HOME**

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