



**A Guide to Living in your New Home ~
Porteous Lodge or Stensrud Lodge**

***“A Great Place To Live
A Great Place To Work”***

Porteous Lodge

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2202 McEown Avenue
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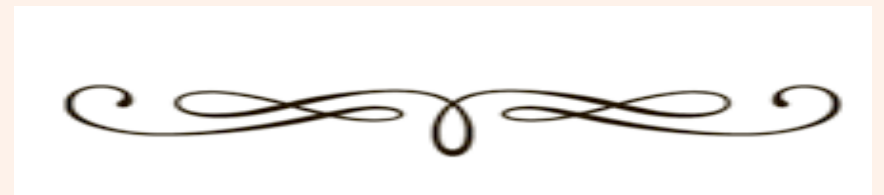


Business Office

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www.jubileeresidences.ca

<https://www.facebook.com/Jubilee-Residences>





Welcome to Jubilee Residences! We are so happy to have you join our family and hope you will enjoy living with us, at either Porteous or Stensrud Lodge.

We want to do everything possible to ensure your life is fulfilling and that we meet your needs. Each home offers a rich and vibrant culture that you can draw strength from and contribute your own uniqueness to. Your family and friends have become a part of our community too and we value their contributions.

Quality resident care is fundamental to Jubilee Residences. Everyone is involved in meeting your total needs. Care encompasses health maintenance and promotes providing emotional and spiritual support to the you and your family. Resident independence is encouraged through a multi-disciplinary approach to health care.

We hope this guide helps to answer questions you may have about your new home and provides you with some good to know information. Be sure to keep it for reference in the future! If you or your family ever have questions or concerns, please reach out to your home's front reception or the Director of Care/Health Services Manager. They will be more than happy to assist you.

We are so happy to have you with us!!



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Jubilee Residences began in 1955, initially providing independent housing to seniors. As a result for a growing demand “to care for those who were no longer able to live independently”, our first home, today known as Porteous Loge, was built in 1958. Jubilee Residences continued to expand across Saskatoon, providing further housing to seniors, and then building our second home, Stensrud Lodge, in 1977.

Today, Jubilee Residences remains a non-profit organization overseen by our volunteer Board of Directors. We continue to strive to meet the needs of our residents so they may live with dignity, companionship, and the assurance of quality care.

Funds raised through the Foundation help us to upgrade aging bathing rooms, purchase equipment and other furnishings, and ensure we are able to continue to provide a home like atmosphere for all.

By giving a gift to the Jubilee Residences Foundation, you are helping to enhance our Elder’s quality of life and support them to ‘age in place’ as their needs change.

For more information on the Jubilee Residences Foundation, or to make a contribution, please visit our website at jubileeresidences.ca or contact us at 306-955-0234 extension 109.

~ Concerns ~

At Jubilee we strive to address concerns in the moment as much as we can. If a service issue arises, please address the staff involved, such as the nurse, care aide, or dietary aide.

If this is not possible, or you feel it has not been resolved, please speak to our team or the Health Services Manager or Director of Care. If you're unsure who the appropriate person may be, feel free to ask the receptionist who will be able to direct you accordingly.

The outcome of any concern is addressed by working with the resident and/or family, as well as the staff and management. We are committed to responding to and resolving concerns as timely as possible.

Please know a Client Care Representative from the SHA is available for support. They can be reached at 306-655-0250.

If you feel your concerns are not resolved, please feel free to call the Seniors Ombudsman Office at 306-787-6211 or 1-800-667-9787.



Continued...

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~ Our Mission ~

To provide quality community living for all stages of your journey

~ Vision ~

A great place to live.
A great place to work.

~ Values ~

Compassion Practice patience, kindness and empathy.

Accountability Take responsibility for our actions.

Respect Acknowledge and value the rights and diversity of all.

Excellence Commit to continuously improving, learning and developing.

Safety Safe environment for all.



Jubilee Residences is proud to be and operate as an EDEN Alternative organization

EDEN's Mission, Vision, Values, Principles

Mission: To improve the well-being of Elders and their care partners by transforming the communities in which they live and work.

Vision: To eliminate loneliness, helplessness, and boredom.

Values: Innovation, Integrity, Community, Empowerment, and Passion

~ Life Enrichment~

At Jubilee Residences, we refer to our Recreation department as Life Enrichment ~ the staff and activities in this department enrich the lives of our residents.

The staff endeavors to provide a variety of programs and activities in line with the residents' past history, likes, interests, and hobbies. Activities that may be found the home could include; birthday parties, musical entertainment, art classes, planting flowers or veggies, baking, or painting.

Other activities that have become tradition include ~ annual Oktoberfest, Folkfest in the home, Summer Fair, Fine Dining Experience, and a Christmas parade.

If you have ideas, please let us know!

A monthly activity calendar is also available.

The homes share a wheelchair accessible bus to take residents on outings. These may include shopping excursions, lunch at a favorite restaurant, the Forestry Farm, Wakaw Lake, sports games, or a country drive with a stop for ice cream!

Volunteers

Volunteers play an important part in enriching the lives of our residents. Each year, our volunteers provide countless hours of service helping with numerous activities, and providing companionship through one on one visits. Our volunteers come from all walks of life and include individuals, church groups, and students.



Beauty Salon

Each home has a salon that provides hairdressing services. Arrangements can be made directly with the salon.

Pastoral Care and Services

Each home has regular church services. All are welcome to attend. Please check the monthly activity calendar for dates and times.

Outside Services

Residents or families may choose to have additional services come to the home, such as massage, Reiki, private physio, or yoga. Both homes make every effort to accommodate these requested. Please notify the Director of Care or Health Services Manager if these services are coming in.

~ Pets ~

Pets are an important part of life. You may notice staff bringing their pets in for a hello, or perhaps more regularly as a 'working' member of the team.



Feel free to have a pet visit. Key things to remember:

- Pets must be leashed in public areas; may be unleashed in resident's room
- Please take your pet outside to do their business. Remember your bags and clean up after them!
- Pet's must be up to date on immunizations

What differentiates Stensrud Lodge and Porteous Lodge as homes where the EDEN Alternative is lived and practiced?



- ◆ Our homes are a human habitat filled with life ~ people, pets and plants. Residents have the opportunity to care for other living things.
- ◆ The language used is different. Words such as patient, diaper, facility, and admission are not used.
- ◆ Resident Directed Care ~ opportunity to express likes and dislikes, choices in meals, choices on what to do and when.
- ◆ Home-like atmosphere. Each home has neighborhoods, which consist of the elders who live there, the staff that regularly work there, and family members.
- ◆ Companionship, Spontaneity, and an Elder centered community.
- ◆ Elders leading and assisting in programs and projects. If there is something you are passionate about ~ perhaps music or art, please let us know so we can be sure to get you involved.
- ◆ Resident Community Associations in each home. Regular meetings with residents, family members, and staff are held to discuss ideas and concerns in the home. We value hearing from residents and their families.
- ◆ Eden Warmth Surveys are given to residents, families, and staff each year to help evaluate the services and atmosphere our homes strive to provide

Your Rights & Responsibilities ~ Know Them

The Eden domains of well-being; Connectedness, Identity, Autonomy, Growth, Meaning, Security and Joy have influenced and shaped your rights and responsibilities within our homes.

Resident Rights

You have the Right to:

- ◆ be treated in a respectful, genuine way with our focus always being on your success
- ◆ be honored in what is important to you and support your choices including your cultural and spiritual values and beliefs incorporated into your care
- ◆ actively make day-to-day decisions in your care and to set your own individual goals where we take direction from you to help you achieve your goals
- ◆ be informed of options, changes and expected outcomes in your care
- ◆ participate in meaningful activity, that meets your personal values and perspectives and to be acknowledged without fear of negative consequences
- ◆ have respect for your privacy and dignity
- ◆ know who is a part of your care team
- ◆ feel safe in your home environment without forced care and free of all forms of abuse
- ◆ be joyful
- ◆ live at risk

~ Other Services ~

Therapies

Both homes have contracted physiotherapists and occupational therapists available to provide therapy services. The therapists make regular visits for consultation in each home. A physiotherapy aide is employed in each home.

Oxygen

The nursing staff contacts oxygen services on your behalf if required. The resident is charged for usage through the chosen supplier.

Pharmacy

Earl's Pharmacy is contracted to provide services for residents of both Stensrud and Porteous Lodge. Itemized statements are issued monthly and are sent directly to the resident or financial responsible person for payment.

Mobility Aids

Mobility aids are very important to the independence of our residents. The most frequently used aids include specially designed medical chairs, wheelchairs, walkers, and canes. If you already have an aid, please be sure to bring it with you upon move in.

If you require a mobility aid after you've moved in, you will be referred to our physical therapist or occupational therapist for assessment. It is your choice where you wish to purchase your mobility aid from. Remember ~ walkers and wheelchairs are available from Saskatchewan Abilities.

Serious Illness & Sudden Collapse Guidelines

All New Residents will be asked to complete a Saskatchewan Medical Order for Scope of Treatment (SMOST) upon move in, if not already completed prior. This document is an order set intended to reflect decisions regarding resuscitation, acceptable levels of intervention/care and acceptable locations of care.

This form is kept on the front of the resident's chart and a copy of the form accompanies the resident to hospital.

If you have an Advance Care Directive, please provide a copy upon move in. The staff will respect the document and the SMOST form will reflect these wishes. A copy of the Advance Care Directive is also kept on the resident's chart, and a copy sent to hospital.

In the event a resident chooses not to complete the form and they have a serious illness or a sudden collapse, the following will occur:

1. The resident will be transferred to the hospital for appropriate treatment.
2. Any advance health care directive will accompany the resident to the hospital, if available.
3. Emergency Medical Services will be called and CPR administered under their direction until they arrive.
4. The proxy will be contacted.
5. The Attending Physician will be called.

Resident Responsibilities

- ◆ Be considerate and respectful of the rights of others
- ◆ Give accurate and complete information to your care team and participate in the planning of your care
- ◆ Ask questions when you do not understand
- ◆ Be patient and understand that delays in your care may occur at times to support the safety and needs of others
- ◆ Share your ideas, concerns and observations to support a culture of improvement



Safety ~ It's Everyone's Responsibility



Home Security and Leaving

Please notify staff if a resident is going to be away at any time.

For everyone's safety, regular walks are done inside the home, and around the grounds 24/7. There are also security cameras located at all main entrances and throughout each home.

TLR ~ Transfer, Lift & Repositioning

This is a required practice to reduce injury to staff and residents. Staff are trained in assessing residents' ability to help in transfers. Staff make use of equipment to do transfers safely. Many lifts require two staff to complete. Families can assist by ensuring their loved ones room is not crowded and provides space for any needed equipment.

Wander System

Some residents are at risk when leaving the home alone. These residents are given a code alert bracelet that resembles a wrist watch, and is typically worn on the ankle. The bracelet will alert staff when a resident with the bracelet is close to an exit, so we are able to ensure all are safe.

Resident Directed Care

Resident directed care places residents at the centre of their care by giving them choice. In a culture of resident directed care, residents participate in planning their care. Autonomy and independence are important aspects within the culture of resident directed care. When residents are not capable of making their needs known, staff honour observed preferences and lifelong habits.

Care Conferences

Care conferences are an integral part of each resident's care and quality of life. A care plan is established upon move in to our home in consultation with the resident, family, and staff about physical, social, and spiritual needs. These conferences are held regularly and you will receive notification when they are occurring.

The multidisciplinary team meets regularly to assess the resident's needs and to revise the "All About Me" document as necessary. The team discusses care the resident is receiving or wishes to receive, as well as things such as preferences, likes, and dislikes. The team may include representation from:

- Nursing
- Physician
- Dietary
- Housekeeping
- Life Enrichment (Recreation)
- Pharmacy



The involvement of the resident and family at these conferences provides valuable contribution and insight. Residents and family are encouraged to speak directly to staff if questions or concerns arise. It is not necessary to wait for a scheduled care conference to address concerns.

Ambulance Charges

Any ambulance charges a resident may incur are directed to the resident or person responsible for financial affairs to pay directly.

Other Potential Charges

From time to time, a resident may incur other charges on their monthly statement. These charges are dependent on the resident's needs and wants, and may not apply. These charges could include; hair dresser, foot care, transportation, clothing, and charges from recreational activities, such as a lunch outing. In most cases, Earl's Pharmacy bills each resident directly, but some circumstances may require that an additional charge is added to the resident's monthly statement.

** We strongly encourage residents and families to have pre-authorized payment set up for monthly payments. This eliminates the need for cheques and ensures accounts are paid in a timely fashion. Transactions typically occur between the 3rd and 5th day of each month. **

Overdue Accounts

- As soon as a payment is missed without prior notification, a designated staff member will discuss payment options with the resident and/or their responsible person to bring the account up to date.
- When a resident is 10 days late with paying their monthly fees, a designated staff member will again contact the most responsible person and communicate that if payment is not received immediately, Jubilee will send to Collections and contact Public Trustee

Adverse Events

If an adverse event causing harm occurs, Jubilee Residences will follow a process of open disclosure. This means as soon as possible after the events, residents and at their request families, are told what has happened and what will be done about it.

An important part of the process is finding out what went wrong, why it went wrong, and how it can be prevented from happening again.

Fire Drills

Fire drills are held monthly in each home and rotate through all three shifts. When the fire alarm sounds, we urge you to remain calm and wait for further instructions. In the event of an actual fire, you should:

- ◆ Alert Staff
- ◆ Remain Calm
- ◆ Remain in your room with doors and windows closed, unless instructed otherwise by staff
- ◆ Await instructions

Staff are trained to deal with emergencies.

In the case of an evacuation ~
Stensrud Lodge has arrangements
with Holy Cross High School and
Porteous Lodge with St. Edward
School



Alcohol in the Home

Residents may purchase their own alcohol. It must be locked up and only be consumed in their private room. Alcoholic beverages **must be** approved by your physician based on your treatments and medication. Alcohol may not be approved by your physician if contradicted by your treatment or medication.

On occasion, the Life Enrichment center will host events where alcohol is served. Due care and concern are used to ensure residents who should not be receiving any don't.

Smoking and Vaping

Stensrud and Porteous Lodge are non-smoking and non-vaping homes. Jubilee Residences understands that residents have the right to choose to smoke or vape and do provide outdoor spaces for this to occur. There is absolutely no smoking or vaping inside the home. Visitors are not permitted to smoke or vape on Jubilee property. Please ask staff if you have any questions regarding where smoking and vaping are allowed.

Reduced Scent Environment

Stensrud and Porteous Lodge are scent reduced homes. Due to allergies and sensitivities, please refrain from wearing perfumes and other strong scents.

Resident Accounts

A statement of resident charges are completed monthly, usually around the 25th. They are sent to the person responsible for the resident's financial affairs.

Rates

The Ministry of Health Drug Plan and Extended Benefits branch in Regina sets a basic monthly charge which is adjusted quarterly. A Long Term Care Admission Form must be completed and signed. In most cases, a copy of the previous year's income tax summary must also accompany this form. It is a requirement of Canada Revenue Agency that a copy of the power of attorney document must be submitted in the event the resident cannot sign for themselves. Once the completed forms are received in the home, they will be forwarded to Saskatchewan Health and the fee will be set. A letter is available on the Ministry of Health website to download advising the rate to be charged. This notice will also be sent out with the monthly statement.

Sundry Fees

A monthly sundry fee is charged by all long term care homes to cover the following items, even if you choose to not use these products.

Shampoo/oil	Deodorant	Kleenex
Pull Type Shavers	Toothbrush	Denture Tablets
Denture Cups	Tooth Paste	Combs

Incontinent products, bowel care products, colostomy supplies are not included and are billed separately.



Valuables

Residents are encouraged not to keep large amounts of money or valuable articles in their rooms. If desired, we suggest a resident keep a maximum of \$10. Stensrud and Porteous Lodge are not responsible for lost, stolen, or broken articles. Residents are encouraged to carry insurance on personal items.

TV/Phone/Internet

Hook ups for cable, phone, and internet are available in each room. It is the responsibility of the resident or family to arrange for hook up and for payment. Each home is Sask-Tel and Shaw compatible.

Mail

Mail is distributed to residents Monday through Friday. Outgoing mail can be dropped off at the reception office.

Star Phoenix

For those who subscribe to the Star Phoenix, newspapers are delivered each morning to the resident's room. It is the responsibility of the resident and/or family to make arrangements for delivery and payment. Be sure to let the receptionist know, so they can inform the proper staff delivery has been set up!

Jubilee Journal

Each month, the Jubilee Journal is published and distributed to staff, residents, and families. The journal showcases things that go on in the homes, provides information, and gives gentle reminders.

~ Visitors ~

Visitors are an important part of our well being and are encouraged to visit as much as you'd like, at anytime. If the main door should be locked, there is a door bell to ring for assistance. In special circumstances, overnight visitors may be permitted to stay.

Visitor and accessible parking is available in front of both Stensrud and Porteous Lodge.

Each home has areas that can be used for family gatherings, such as birthday parties! Please speak with Life Enrichment to find out what areas are available and reserve your spot.

Visitors are welcome to join you for a meal. We ask, if possible, to have 24 hours notice. For special occasions, it is appreciated if a week's notice is given. Meals can be purchased in advance at the Receptionist Office in each home.

If your family or friends would like to bring in outside food, they are most welcome! Please be sure to let the kitchen know if you won't be needing a meal that day. Feel free to speak with the Head Cook to discuss what the home may be able to provide for your gathering.



~ Some 'Good to Knows' Upon Move In ~

Documents Needed

At the time of move in, the following current medical and identification cards are required:

- ◆ Personal Health Number
- ◆ Blue Cross or Group Medical Services
- ◆ Social Insurance Number

It's recommended that your Saskatchewan Health Card be left at the nursing station. Renewal of these cards is the responsibility of the resident, family, or responsible party for the resident's affairs.

Furnishing Your Room



At Jubilee Residences, we strive to make Porteous and Stensrud Lodge homes filled with love and personal touches. Each room is furnished with a bed and nightstand. You are encouraged to bring personal items to make your room feel as much as home as possible.

Television, radio, clock, table lamp, photos, small ornaments and a small chair are welcomed. For safety reasons, swivel and rocking chairs, tables, and electric heaters or blankets cannot be brought. Also, please leave the floor free of any rugs or mats. Please check with the maintenance team prior to hanging things on the walls.

Laundry and Housekeeping

Personal laundry and housekeeping are provided weekly in each home. Some residents may require open backed clothes for ease of changing, and can be discussed with the Director of Care or Health Services Manager.

Special laundry services for delicates, 100% cotton, or all wool are not provided. Family members or friends are asked to launder these articles. Dry cleaning is also the responsibility of residents and/or family.

Upon moving in, our staff will mark all personal clothing with a special iron on label to identify what is yours and ensure clothes go back to the right resident. Whenever new items of clothing are purchased or received, please be sure to leave them with nursing staff to be sent to laundry and be marked.

If you should lose something, feel free to speak with a laundry staff member, as each home has a lost and found.

Change of Address

When moving, it is important to let others know you have moved, so you don't miss any important mail. Some places to consider are:

- ◆ Saskatchewan Health (eHealth)
- ◆ Canada Revenue Agency
- ◆ Bank
- ◆ Insurance Provider
- ◆ Canada Pension
- ◆ Healthcare provider(s)
- ◆ Subscription for magazines or newspapers

