

Ministry Guidelines Education for Sherbrooke and Central Haven Staff

Module One:

Introduction to the Guidelines (Section 1)


Rights and Responsibilities (Section 2)

Introduction to Ministry Guidelines Education

All special-care homes and other designated facilities that provide long-term care are required by legislation to operate according to the minimum standards in the Program Guidelines for Special-care Homes.

This series of learning modules will:

- Offer a required review of multiple sections of the Ministry Guidelines.
- Offer a review of how the minimum guideline is being implemented, met, or surpassed at Sherbrooke/Central Haven.



At Sherbrooke/Central Haven, where can you find the complete program guidelines for SCH's (Special-care Homes)?

- On Village Square under Policy and Procedures

For complete details on the Program Guidelines, please refer to the Program Guidelines for Special-care Homes.

Key Concepts

The Ministry Guidelines' key concept is resident-centred care which means providing respectful, compassionate, culturally safe and competent care that is responsive to the needs, values, cultural backgrounds and beliefs and preferences of a resident and their family members by working collaboratively with them.



At Sherbrooke/Central Haven we have taken that one step further and are committed to Person-Directed Care. This means that elders direct their own lives and staff support them in their choices.



Introduction to the Guidelines

Section I

Ministry Guideline – Section I

Introduction to the Guidelines

- All staff of SCH's should have an important, positive impact on the lives of SCH residents.
- SCH residents should live lives with meaning and purpose through a resident first, resident-centred approach.
- SCH residents are people who cannot live independently because of cognitive physical or medical conditions.
- All SCH's are required to provide services in a home like environment.

Ministry Guideline – Section I

Introduction to the Guidelines (cont'd)

- Residents are the focus and as much as possible make decisions about how they want to live with input from family or others chosen by the resident.
- Care teams work with residents and families to identify and understand the needs and preferences of each resident.



What does Ministry Guideline Section I look like at Sherbrooke and Central Haven?

Our Mission

To create a community that supports each person to live a full and abundant life.

Vision

To be the best place to live and best place to work, in that order.

Principles of Care

Empower elders and guide our decision making every day.

Individuality

Recognizing and embracing each elder as a unique person with focus on relationships and our commitment to a person-directed approach.

Normalcy

Life revolves around each individual elder. We realize that staff work in the elder's home as opposed to the elder living in our workplace.

Reality

We work creatively within our policies and procedures to ensure that we are honoring the choice and autonomy of each elder.

Organizational Principles

Empower staff by outlining what is expected of them if they choose to work here.

Continuous Improvement: looking for and embracing opportunities to make things better for elders and staff.

Communication: taking responsibility for our part in all communication that we engage in.

Accountability: taking responsibility for the quality of our work and being accountable to the elders.

Respect and Dignity: treating everyone with love and kindness.

Empowerment and Participation: joining in and positively contributing to our community.

Safety: working to keep yourself and others safe.



Sherbrooke/Central Haven

The Eden Alternative Philosophy

- Teaches us that it is not normal to live in an institution and that the bulk of suffering amongst elders is caused by loneliness, helplessness and boredom.
- We need to abandon the institution and create a human habitat in it's place. One that is rich with all the elements of any healthy community – including meaningful relationships, opportunities to grow, variety and spontaneity, pets, plants, children.
- Principle 8 of the Eden Philosophy reminds us that decisions need to be made by the elders or those closest to them. We are committed to being person-directed and honoring the unique person that each elder is.



Rights and Responsibilities

Section 2

Ministry Guideline – Section 2

Rights and Responsibilities

- Every resident is entitled to the legal rights outlined in the Saskatchewan Human Rights Code and the Canadian Charter of Rights and Freedoms.
- Every SCH must have written procedures to: ensure that residents and/or their representative are told about and understand their rights and responsibilities; help residents exercise their rights; investigate and resolve violations of resident's rights.

Ministry Guideline – Section 2

Rights and Responsibilities (cont'd)

- Section 2 of the Program Guidelines for SCH clearly outline these responsibilities.
- SCH's have a responsibility to protect residents from all forms of abuse and to establish an environment where abuse is unacceptable and will not be tolerated.

What does Ministry Guideline Section 2 look like at Sherbrooke and Central Haven?

- All new elders and/or their family receive a copy of SHR's *Rights and Responsibilities* document.
- The Moving-In Agreement that is signed by new elders or their family when they move in outlines the process for addressing concerns that the elder or their family may have.
- We have a Respect and Dignity Policy (#50.00; 50.00.1) as well as a guiding principle of Respect and Dignity that outlines our expectation that our community will be a loving and kind place for elders to live and a loving and kind place for staff to work. This policy also outlines process for reporting and investigating concerns.



End Module One

Please complete Module One quiz.