



Ministry Guidelines Education for Sherbrooke and Central Haven Staff

Module 5:

Professional Services (Section 10)

Nursing and Care Providers (Section 11)

Support Services Requirements (Section 12)



Professional Services

Section 10

Ministry Guideline – Section 10

Professional Services

- Section 10 of the Program Guidelines for Special-care Homes directs homes to ensure residents have access to the range of professional services they require such as: diagnostic testing; doctors and nurse practitioners; social workers; therapy services; other services (dentist, chiropractor, etc).
- Each SCH is required to document the procedure for obtaining these services for residents and, if necessary: the method and cost of transportation; guidelines for accompanying the resident; the process to contact family or the resident's representative/responsible person; informing residents of the cost for services not covered by the Ministry of Health.

Ministry Guideline – Section 10

Professional Services (cont'd)

- All SCHs must have a physician or nurse practitioner (NP) on call at all times for emergency care.
- All residents must be examined by a physician or nurse practitioner upon move in to the SCH and at least once a year.

What does Ministry Guideline Section 10 (Professional Services) look like at Sherbrooke and Central Haven?

- All physicians of elders living in SHR's long-term care homes, must have "Long-Term Care Privileges".
- At Sherbrooke and Central Haven elders can choose their physician (as long as the LTC Privileges requirement is met).
- Within SHR there is a designated on-call physician at all times to support SCH elders if needed in an emergency situation.
- At Sherbrooke and Central Haven we currently do not have a Nurse Practitioner.

What does Ministry Guideline Section 10 (Professional Services) look like at Sherbrooke and Central Haven? (Cont'd)

- Community Clerks assist elders and their families to make arrangements for attending medical appointments outside of our building (ie: such as x/ray). Elders and/or their families are responsible for any costs associated with appointments and transportation.
- We have a number of professional services available within our communities including: physiotherapy; occupational therapy; support from our Quality of Life manager; dietitian support with referrals to speech language pathology if needed; an onsite dentist; and now the support of a mobile optometrist team.



Nursing and Care Providers

Section I I

Ministry Guideline – Section 11

Nursing and Personal Care Providers

- Section 11 of the Program Guidelines for Special-care Homes directs managers and care staff on the nursing and personal care services to be provided in the SCH. The section also outlines: staffing requirements; training requirements; supervision of private care providers.
- Each SCH must identify and document the nursing procedures that it will offer. Each home must have: nursing staff who are trained and competent; equipment and supplies to carry out nursing procedures provided in the home; a protocol to make sure all staff know which nursing procedures are offered; a procedure to ensure there is training for nursing staff who have not performed a nursing procedure for some time.

Ministry Guideline – Section I I

Nursing and Personal Care Providers

(cont'd)

- Professional nursing staff must be registered and regulated by their professional governing body and work within their scope of practice.
- Nursing and personal care should be provided by staff that is a mix of regulated health care providers (RN/RPN/LPN) and CCA's. An RN or RPN must be on-site or available by phone 24-hours per day.
- All employees of a SCH are required to successfully complete an orientation program (that meets the Ministry expectations in Section I I) before being allowed to work independently. All employees must then receive on-going education and training.

Ministry Guideline – Section II

Nursing and Personal Care Providers

(Cont'd)

- Residents of a SCH may hire private care providers if that is what they want. Section II of the Program Guidelines sets out the steps to be followed by the SCH when a private care provider is hired by a resident. These steps include:
 - An agreement about who is responsible to pay for the service.
 - An agreement that the private care provider is responsible to the Administrator of the SCH and the resident's physician.
 - Ensuring the private care provider understands and agrees to comply with all the policies and procedures of the home.
 - Orientation of the private care provider.
- The administrator of the SCH must ensure that private care providers are following the proper standards of care and that the private care provider complies with the policies and procedures of the home.

What does Ministry Guideline Section 11 (Nursing and Personal Care Providers) look like at Sherbrooke and Central Haven?

- We employ regulated (RN/RPN/LPN) staff and CCA's to support elders with care. Funding for staff ratios comes from the Saskatoon Health Region.
- Our Policy and Procedure manual outlines the nursing services provided at Sherbrooke and Central Haven.
- There is an on-call manager available by phone at all times.
- All newly hired staff complete a Welcoming/Orientation session(s) which covers all philosophy and safety related information specific to their role (ie: TLR, GPA, OH&S; WHIMIS; Orientation Checklists).

What does Ministry Guideline Section 11 (Nursing and Personal Care Providers) look like at Sherbrooke and Central Haven? (cont'd)

- At Sherbrooke and Central Haven we are committed to the ongoing education, growth, and development of employees based on our Mission, Vision, Values and best practice.
- Private Care Services – Private care provider arrangements are made directly between elders and/or their families and the care provider. When Elders and/or families do make private arrangements, they are also responsible for the safety and quality of the service.
 - When private care agencies are supporting elders within our community, we will direct any concerns that are brought forward to the elder and/or family or the private agency when appropriate.



Support Services Requirements

Section 12

Ministry Guideline – Section 12

Supportive Services Requirements

- Section 12 of the Program Guidelines for Special-care Homes provides direction to managers and care staff of SCH's for providing supportive services to residents. Supportive services include: recreation services; a resident and family council; aids to independent living; spiritual and cultural activities and services; and volunteer services.
- SCH residents must have a voice in designing any recreational programs within a home.
- A resident and family council ensures residents and their families have a voice in the operation and activities of the home. Each SCH should commit to ongoing support for its resident and family council.

Ministry Guideline – Section 12

Supportive Services Requirements (cont'd)

- Saskatchewan Aids to Independent Living (SAIL) provide residents of SCHs with equipment either as a loan or at a reduced cost. Every SCH is required to ensure residents have access to SAIL equipment and services.
- SCH's must support residents to participate in spiritual activities and cultural services by: recognizing the spiritual practices of each resident; providing space within the home for services; offering assistance to residents to attend spiritual services.

Ministry Guideline – Section 12 Supportive Services Requirements (cont'd)

- Volunteers can greatly enhance the quality of life for residents of SCHs. When setting up a volunteer program with a home the SCH must:
 - Assign a staff member responsible for the program.
 - Orientate and train volunteers.
 - Clearly define the activities of volunteers within the home.
 - Develop policies to address legal liability, insurance protection and expenses.
 - Establish a mechanism for screening volunteers. The level of screening will be dependent on the volunteer's role in the facility and the level of contact with residents.
- Detailed written information about each SCH and the services it provides should be available to prospective residents or their representatives/responsible persons, their families and the community. Section 12 provides a detailed outline of the information that should be included in a resident information book.

What does Ministry Guideline Section 12 (Supportive Services Requirements) look like at Sherbrooke and Central Haven?

- **Recreation Services**: Recreation is committed to a person-directed approach where each elder and neighbourhood is in partnership with the recreation team to pursue opportunities that are of interest and that have meaning.
- **Resident and Family Council**: There are active and highly engaged Resident and Family Councils at Sherbrooke and Central Haven. Minutes from Residents Council meetings are available to all in our communities. SCC Board also has 2 seats designated for resident/family council members.
- **SAIL Equipment Access**: Occupational Therapy accesses required equipment for elders through SAIL.

What does Ministry Guideline Section 12 (Supportive Services Requirements) look like at Sherbrooke and Central Haven? (Cont'd)

- **Spiritual Care**: We have the support of a Chaplain/Associate Chaplain and on-site chapel/spiritual care centre. New elders receive an initial visit from the Chaplain/Associate Chaplain and then ongoing support and involvement is provided as directed by the elders.
- **Volunteers**: At Sherbrooke and Central Haven we have over 400 volunteers! Procedures are in place to oversee the interviewing, screening requirements, and training of new volunteers.

What does Ministry Guideline Section 12 (Supportive Services Requirements) look like at Sherbrooke and Central Haven? (Cont'd)

- **“A Guide to Living at Sherbrooke” or “A Guide to Living at Central Haven”**: These welcome guides are given to new elders and families when they move in. These guides detail all information pertaining specifically to Sherbrooke and Central Haven (they can also be accessed on the Village Square). We also have a very detailed website (including a virtual tour) and information about our philosophy and services that can be accessed by anyone. CPAS also gives people who are waiting to move to long-term care, an SHR ‘Welcome Guide’ which covers general Special Care Home and Saskatoon Health Region information.



End Module Five

Please complete Module Five quiz.