

Visiting

Guests are a very important part of a resident's life and the home encourages regular visits by relatives and friends. Children and supervised family pets are especially welcome. Accordingly, we practice an open hours visitation policy with consideration for the comfort and schedules of all residents.

Visiting Pets

The Home supports the positive impact visiting pets have on the quality of life of residents in our Homes. It is required that family members complete the home's "Visiting Pet Information Form" prior to any pet visits as proof of appropriate health assessments and current vaccinations.

Visiting pets must also sign in for each visit at reception.

All dogs in the Home are to be on leash. Pets are not permitted to visit in the Home during times of outbreak. The Home does reserve the right to limit or prohibit a pet from visiting in the home. Pets fed either raw food or dehydrated raw food are not permitted to visit in the Home due to the risk of parasites and disease transmission.

The Visiting Pet Information Form is located in your admission package, or you may obtain it by contacting the Social Worker.

Meals with Residents

Visitors are welcome to join residents for a meal. If you choose to eat our delicious meals, please purchase a meal ticket at reception. Please call ahead of time if a group of visitors will be joining for a meal, so that we can make arrangements with the kitchen. You are also welcome to bring your own food into the home. Visitors are asked to join residents for a meal in either the celebration dining room, café on the main floor, or our activity rooms, as seating is limited to our residents in the dining rooms.

Parking

Parking is located in the East Parking lot of Southlake Regional Health Center (Hospital). To obtain a parking swipe card please see reception for a parking slip. Slips are to be taken over to Southlake Hospital's parking office, and a \$60 deposit is required to obtain a parking swipe card. Once discharged from Southlake Village your \$60 deposit will be refunded at the hospital parking office.

Community Involvement

Volunteers contribute to the quality of life for our residents, and many groups and associations bring programming into the home.

Leave of Absence

Residents are encouraged to go on outings with family and friends. Please notify staff and sign out and in prior to the resident leaving and upon the resident's return. Longer-term leave of absence policies are governed by provincial legislation. The policies are summarized below.

Casual Leave: Health permitting, residents may leave the home for up to 48 hours per week and still

qualify for their Ministry of Health subsidy.

Medical Leave: A medical leave is a leave of absence for a 30 day period or less for the purpose of

continued hospital care.

Psychiatric Leave: Leave in a psychiatric hospital for assessment and care, for up to 60 days at a time,

is available to all residents of long-term care homes.

Vacation: Depending upon the length of time a resident has resided at the home, one or more vacations of up to a total of 21 days within a calendar year, may be taken.

The long-term care home's policy requires that all leaves of absence, including casual or vacation leave, must be authorized by the resident's attending physician. Accommodation charges during medical, psychiatric, vacation or casual absence from the home continue while away.

TIPS FOR VISITING RESIDENTS IN A LONG TERM CARE HOME

1. Find a quiet place on or off the unit, if possible, so that you can be heard easily and where there are fewer distractions. Sometimes it is possible to take the resident out of the home for a walk or a local coffee shop or restaurant.
2. Bring in a thermos of juice or tea and some cookies or fruit and have a "picnic" in a quiet place.
3. Keep the conversation light. The stimulation of a few funny stories and a smile goes a long way to making a visit enjoyable.
4. Reminisce about the early years of the resident's life. Help him/her remember the songs he/she sang and the friends he/she had. What he/she liked at school or any traveling he/she did. You may want to help create a personal history book.
5. If the resident only wants to talk about going home, find out what he/she remembers of home and continue the conversation based on these memories. Perhaps he/she wants to be reassured that home did exist and the remaining memories are valid. This kind of remembering can reassure the resident and produce contentment.
6. Because many residents in long term care homes experience cognitive impairments, it is easier for them to understand you if you use short, simple sentences and speak clearly and slowly. You may need to repeat your sentences. Just as they cannot be hurried when walking, so can they not be hurried in their thoughts of communication.
7. Bring in a labeled photo album and go through it with the resident. Have all visitors sign a guest book with a short description of the topics discussed for reinforcement by the staff.
8. Children and pets are welcome.
9. For variety, try a visit at mealtime. You can purchase a meal ticket or bring in food of your choice.
10. Read recent letters, cards and/or newspapers to the resident or help the resident write a letter or a note.
11. Manicure the resident's fingernails, give a backrub or assist with grooming (i.e. curl hair).