

Iakhihsotha

(Our Grandparents)

Information Service Guide

Welcome Package



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WELCOME TO IAKHIHSOHTHA “OUR GRANDPARENTS”

MESSAGE FROM THE ADMINISTRATOR

On behalf of all our employees at IAKHIHSOHTHA, we welcome Akwesasronon to OUR Lodge.

This information Booklet is meant for your easy reference and outlines some of the services available to you. I encourage you to ask questions and share ideas with me any time. The management staff of the home maintains an open-door policy to all residents and families. Please feel free to discuss your concerns and suggestions with us.

Administrator
(613) 575-2507

Department of Health Vision Statement

“The Department of Health will proactively collaborate with Akwesasronon to provide high quality professional services that are mindful and respectful of culture, tradition and uniqueness of individuals and families”.

Our Mission

“Iakhihsohta Lodge contributes to improving the quality of life of our frail elderly, adults, and their families through delivery of services and support that will sustain their health, social, cultural and life enrichment needs. We deliver professional services in a warm and caring, fun, and safe, home-like environment. We are committed to working cooperatively to fulfill the diverse needs of our Mohawk people, our partners, and regulatory bodies.”

IAKHIHSOHTHA is a place where individual needs, interests, and preferences direct personal and unit-based decisions.

- Quality care and service are the focus.
- Family is an essential part of life and a partner in care and service.
- Trained staff help with skill and simple human kindness.
- Residents are safe and free to spend time in many interesting places.
- Professional nursing and medical care are available around the clock.
- There is a strong commitment to meeting the needs of all who live here.

WHAT TO EXPECT UPON ARRIVAL

As a new Resident, your admission to lakhihsohtha will be made as comfortable as possible by staff that is more than happy to help you adjust to your new lifestyle. You and your family will be oriented to the home's staff and programs.

ADMISSION AGREEMENTS

The Resident and lakhihsohtha have responsibilities to one another.

Upon admission, the Resident or responsible person will be required to sign an Admission Agreement that will contain, in part, the following:

- Provision of personal clothing and effects as needed or desired.
- Provision for spending money.
- Responsibility for hospital and/or any other charges incurred during transportation to hospital and/or medical appointments. A family member or responsible party should accompany the Resident to and from all medical appointments. If this is not possible, lakhihsohtha will arrange for an escort. This expense will be billed to the Resident's account.
- Responsibility for any Physician's fees, medications and other treatments or aides ordered by the Physician and not covered by existing benefit programs.
- First payment due on admission.
- Future payments for accommodation at the first of each month.
- Responsibility for uninsured services, where authorized by the Resident or Substitute Decision Maker.

In turn, lakhihsohtha agrees to:

- Furnish room board, linens and bedding, nursing care and those personal services necessary for the health, safety, well-being, and good grooming of the Resident.
- Obtain the services of a licensed Physician as well as such medications covered by the ANIHB Drug Plan as the Physician may order.
- Arrange for emergency transfer of the Resident to hospital when ordered by the Attending Physician and to notify the Resident's family.
- Make refunds in accordance with established policy.
- Recognize and put into practice Resident's Rights every day.

The Admission Agreement must be signed on admission and income updated annually thereafter. **Payment for the first month is due** on admission.

When the Admission Application is received and fully completed the Director of Care will make an appointment to complete a functional assessment on the potential resident, if they are deemed suitable for our facility arrangements will be made to admit the applicant. If the applicant is beyond our level of care, we can refer them to Tsiikwanonhso:te and the application can be forwarded to them. lakhihsohtha is more of a Retirement home setting, and we do not have 24-hour nursing care.

Should the Residents health decline and we are not able to provide the level of care required by the residents we would start the process of transferring them to Tsiikwanonhso:te, a Case Conference will occur prior to submitting the Transfer Request.

LEAVE OF ABSENCE FROM IAKHIHSOHTHA

Casual Leave:

Health permitting, Residents are free to leave Iakhihsohta for up to 48 hours per week and still have the Ministry of Health and Long-Term Care subsidize a portion of their stay. The week begins on Sunday. Where possible, two-day notice should be given to the Nurse in Charge and each time a Release of Responsibility Form must be signed upon leaving and returning by the Resident or the person accompanying the Resident. Casual leaves may be taken throughout the year.

Vacation Leave:

A vacation leaves of absence of up to twenty-one (21) days within a calendar year may be taken.

Medical Leave:

A leave of absence for a twenty-one (21) day period, or less, for the purpose of entering hospital for medical care. If the Resident cannot return within the twenty-one-day period, the Resident or responsible party may assume, in writing, the responsibility of the full daily rate including the government portion, to hold the bed after the twenty-one days and until the Resident returns (up to a maximum of 30 days). If the Resident does not wish to hold the bed past the initial 21 –day medical leave, we are required by the Ministry of Health and Long-Term Care, to discharge the Resident. The Resident or responsible party may, at any point past the twenty-one days of medical leave, discharge the Resident from the nursing home and give up the bed. We request that you confirm your request in writing to ensure that all financial and legal obligations can be met.

Psychiatric Leave:

A leave of absence for up to a forty-five (45) day period for the purpose of hospitalization for assessment and treatment of a psychiatric condition.

Casual leave:

Casual leave may be combined with vacation leave to extend the period available.

OUR APPROACH

lakhihsohtha goal is to ensure the safe, comfortable, but efficient provision of health care services and programs for our Residents. To help us meet the goal, we have developed a variety of Resident Care policies and approaches, some of which are summarized below:

Visitors Logbook

Visitors are always welcome to lakhihsohtha. However, it is important for visitors to sign in and out on the visitors' log. Again, we cannot stress the importance of knowing the exact count of people in the building at any given time for fire safety and security reasons. Visiting hours are from 9:00am to 9:00pm after which time the main entrance doors are locked for security reasons. If entry is needed after hours please use the intercom system, located next to the keypad, for entry into the building.

Parking

Parking at lakhihsohtha is restricted to the upper Visitor parking lot. Please **DO NOT PARK** in the traffic circle in front of the facility as this is reserved for emergency vehicles such as ambulances or fire trucks. Parking in the traffic circle will only be allowed for periods of no longer than 10 minutes to allow time for residents to be picked up or dropped off.

Resident Council

The main objective of the Residents' Council is to assist the management of lakhihsohtha in their efforts to improve the quality of life and comfort of residents in the Home. lakhihsohtha ensures an active Residents Council is maintained as it has become an invaluable resource in ensuring quality assurance regimes and practices are functioning properly and improved regularly.

The Resident Council is comprised of residents and/or their representatives, and meets monthly to provide feedback on policies, menus, planned activities and reactivation programs provided by the Home.

Release of Responsibility - Waiver

When residents are away from lakhihsohtha Lodge in the company of family members, a Release of Responsibility form must be obtained from the Nurse in Charge and signed by the person accompanying the Resident. This covers the period between the residents' departures to their return back to the Lodge. If the leave is for an extensive period, please be sure to inform the Nurse in Charge who will then prepare any required medication needed by the resident during their absence.

Clothing Identification

All personal clothing must be properly labeled prior to admission with the resident's name. An inventory of the residents' clothing is completed on admission day and other times when new clothing is purchased, or seasonal clothing is exchanged.

Due to limited closet space availability, families will be contacted, (usually when seasonal changes occur), to remove excess/seasonal clothing from their family member's room closet and take home for storage.

As a reminder, all resident clothing should be machine washable. We discourage bringing in any clothing requiring dry cleaning, as these items would have to be sent out for cleaning at the expense of the resident. The facility will not be held responsible for damage to any dry cleanable or fine washables.

Personal Property

All personal items such as televisions, radios and chairs must be properly labeled with the resident's name and inspected and approved by the maintenance department before use in resident rooms due to fire and safety issues. It is for these same reasons that residents are not allowed to have microwaves, refrigerators, toasters, or coffee pots in their rooms at any time. The facility retains the right to clean and dispose of any clutter that may potentially cause a fire or safety hazard.

Setting Up Your NEW Satellite Subscription

Check out the website www.shawdirect.ca for information about packages and costs or Telephone 1.888.554.7827 and listen to the prompts.

Have the following information ready:

- Province: Quebec
- Town: Akwesasne
- Postal Code: H0M 1A1
- Civic Address: 95 Snye School Road
- Unit No: Your room number
- Phone No: for contact when to expect a service technician

Operator will ask for the preferred subscription package, (Start with a BASIC package)

If you have not purchased a receiver already, a CREDIT CARD is needed to purchase a receiver and have the service/installation done by a SHAW technician.

Personal Belongings – Telephones

Should daily telephone calls be part of the Resident's routine, we suggest the installation of a private line. You may contact Bell Canada directly to arrange for installation and ongoing service.

Bell Services

Customer Service 310-BELL (2355) OR Bell.ca/internet

Press 1 English

Press # Residential Services **NOT** Business Services

Information to provide the Operator:

- 95 Snye School Road * Akwesasne * QC * H0M 1A1*
- Room Number (eg: W01 or E05 bed A or B) and
- A Contact number and a convenient time to expect a call back.
- Expect to receive a call back in 3-4 business days to confirm the work order.
- To discuss the services and charges for this telephone.
- Personal information required Date of birth and INAC Registration No. (10 digits).

If the telephone installation is necessary for medical reasons be sure to advise the operator of this.

If at any time, the operator does not appear helpful always ask for their supervisor.

Telephone

There is no public telephone available for Resident use. As an optional service, pre-paid long-distance cards are recommended for individual personal use esp. when using any business phones belonging to Iakhihsohtha.

Safekeeping of Valuables:

We advise all residents to store any large sums of money, jewelry, or other valuables such as important documents, in the facility safe located in the business office. Iakhihsohtha will not be held responsible for the loss of any money or valuables kept in the resident's possession.

Although each resident room has a nightstand equipped with a locking top drawer, it is recommended only for the safe keeping of small amounts of cash or other minor items. A key can be obtained from the business office by request.

THE FACILITY WILL NOT BE HELD RESPONSIBLE FOR THE LOSS OF VALUABLES KEPT IN RESIDENT ROOMS OR IN NIGHTSTANDS.

Rooms:

Rooms are assigned according to availability. Residents are encouraged to furnish their rooms with personal articles. Some examples of such articles are pictures, bed covers, radios, a favorite chair or dresser. Familiar personal items often assist Residents with settling into an unfamiliar environment. This is our residents' home, and we want it to be a safe and comfortable environment for them to enjoy.

Room Changes

It may be required that a resident must be moved to another room. In these circumstances, residents are expected to cooperate with the Administrator or Director of Care to make the room change. All due consideration will be given to the specific care needs of the resident, such as accessibility, bathroom privacy, bed size, etc. or other requirements of the resident.

Recreational Programs:

The focus is on a wide variety of recreational programs with Residents playing an active role in each activity. Special events, fitness programs, movies, religious services, discussion groups etc. are held on a weekly basis. There are also outings which enable Residents to experience a variety of community environments. Bringing the local community to lakhihsotha is also part of our programming. School groups, religious associations, volunteers, and others are welcomed at lakhihsotha. Family and community volunteers are encouraged to assist in special events, outings, and regular programs.

Care and Hospitality:

We consider good nutrition and attractive meals to be essential parts of our service and offer a daily menu of nutritionally balanced meals. Residents and their families participate in meal planning through the Residents' Council and our Residents' Food Committee. Special diets are provided through Nutritional Services.

Dining Room and Mealtimes:

The Dining Room is in the central area of the building across from the Nursing Station. All residents are requested to utilize the dining room for meal services. Mealtimes are as follows:

Breakfast:	8:00 – 8:30 am		
Lunch:	12:00 – 12:30 pm		
Supper:	5:00 – 5:30 pm		
Snacks:	Mid-morning 10:00 am	Mid-afternoon 2:00 pm	Evening 8:00 pm.

Visitor Meals:

There is no cost for visitor / family meals, so that shared mealtimes with family members can occur, but to ensure availability, please call-in advance to make these arrangements.

Physiotherapy:

Physiotherapy and rehabilitation services are provided to Residents who have been assessed by the Physicians to require this service. These services are provided within Iakhihsotha to those Residents who hold a valid Ontario Health Insurance Plan number.

Medications:

Medications are prescribed by a Physician only and are administered by a Registered Nurse or Registered Practical Nurse. No medication of any kind may be brought to the Resident or left in the Resident's room.

Alcohol Use:

Alcohol is not allowed in resident rooms. The nursing department will supervise the consumption or use of alcohol when authorized, for example, on special occasions and holidays in accordance with the medical limitations of residents. A physician's note will be required for alcohol consumption of any resident. For further information, please request a copy of the policy from the office.

Security:

A security system is installed at the entrance for the safety of our Residents. In addition, all exit doors are set with alarms. Also, an emergency call system is located at each Resident's bedside, in each Resident's washroom, in the dining room, all bathing rooms and other key areas, should the Resident require assistance.

Safety:

Each Resident is a unique human being who has the right to self-determination. We owe it to our Residents to preserve their dignity and autonomy while ensuring their safety. Residents should enjoy unrestricted freedom of movement in their surroundings although the risk of injury from falls may be present.

Risks are a part of life within the home's environment. Independence in mobility and reduction of risks to the Resident occurs by utilizing interventions that promote safety without the use of restraints. Restraints render the Resident immobile and dependent. Restraints are always a temporary and an unusual measure.

Should families / visitors notice potential hazards to themselves, Residents or the home's staff, they are requested to report them immediately to the Nurse in Charge. At certain times such as the flu season, lakhihsotha may elect to limit visitors for their own protection. In these cases, a notice will be posted at the entrance of the building with specific instructions for all visitors to follow. For the protection of the Residents, we advise family and visitors NOT to assist with transferring Residents or assisting in provision of personal care unless this occurs under the direction of the Nurse in Charge.

Fire Regulations:

For the safety of all, no smoking is permitted in the building. Fire Drills are conducted every month on all shifts. Fire exits are clearly identified and located at the north and south, east, and west ends of the building. The emergency plan is tested annually.

Fire & Disaster Procedures:

If the fire alarm sounds during the time visitors/family are on the premises, no one is to exit or enter the building except as directed by the Home's personnel. Please follow directions given by staff during the fire drill.

Hairdressing & Barber Services:

A hairdresser comes to the Home every two weeks for residents who would like to have their hair done. If a resident has his/her own hairdresser, they can plan to have them come in. It is the resident's responsibility to pay for his/her own haircut/style. Another option would be that the resident may have a friend or family member take them to the hairdressers in which case, the resident is responsible for paying for his/her own transportation as well as for his/her own haircut/style.

Religious Services:

Religious services of different denominations are offered. Pastoral visitation or counseling is available upon request through the Activity Coordinator and the Director of Care. Services will be provided in the Activity Room.

Mail:

Mail is delivered daily to each Resident. Resident's outgoing mail with postage affixed may be dropped off at the Reception Desk.

OTHER SERVICES

Physicians:

Our Home Physician normally visits lakhihsotha bi-weekly and remains on-call 24 hours per day, including weekends. Other Physicians visits are available if deemed necessary. Consultation with specialists and hospital examination visits are arranged as required. It is the family's responsibility to accompany the Resident to appointments outside the Home.

Foot Care:

Care is provided by registered staff is available weekly to all our Residents, based on individual needs.

Dental Services – Dentist:

Arrangements may be made for dental visits through the Director of Care when necessary. We recommend an annual examination by a Dentist for all Residents. The cost of these services is the responsibility of the Resident and/or Family member. Also quarterly visits from the Dental team are scheduled and assessments and recommendations for follow up to the office if necessary.

Ophthalmology Services:

Arrangements can be made through a consultation or referral.

Audiology Services:

Arrangements can be made through a consultation or referral.

Restorative/Rehabilitative Programming:

Restorative is programming provided to Residents who have been assessed by our team. The focus of the program is to enhance the quality of the Resident's life by increasing and restoring functions or capabilities that have diminished. Components of the program include ambulation, restorative feeding, and assistance with activities of daily living.

RECREATION & LEISURE SERVICES

Programs: Daily, Weekly, Monthly:

The Recreation & Leisure Department along with Resident and Family Council members design a variety of day and evening programs for Residents. All Residents are encouraged to attend and participate in programs that suit their interest.

Examples of programs are:

- Morning Greetings, Current Events
- Stretch & Flex, Fit & Firm
- Card & Table Games, Group Discussions & Reminiscing
- Movies
- One-to-One Visiting
- Manicures
- Ice-Cream Socials, Coffee Club
- Arts & Crafts
- Residents' Dining Club

Special Events & Outings

Iakhihsotha also organizes several special events, theme programs and outings for Residents and their families. Events of interest include:

- Social Teas, Backyard B.B.Q's
- Theme Day Events

Other Services/Activities at a Glance:

- Memorial Services
- Fund-raising Events
- Special Holiday Celebrations
- Staff Appreciation
- Volunteer Appreciation
- Guest Speakers & Musicians
- In-service & Education Services
- Open House
- Community Special Events

We need Volunteers like you to...

- Take part in or lead Residents in sing-a-longs.
- Brighten a Resident's Day through the "friendly visiting program" – children are always welcome;
- Assist Residents at mealtimes.
- Read books or tell stories.
- Lead a current events discussion group.
- Design and help Residents work on creative arts projects.
- Enjoy a game of cards or checkers with Residents.
- Help with special events throughout the year.
- If you have a talent or interest you would like to share with the Residents of Iakhihsotha, please call the Activity Coordinator.

PACKING FOR MOVING DAY

Packing for Moving Day: Ladies:

All clothing and belongings must be labeled through our Laundry Department. Please ensure that all clothing is machine washable if lakhihsotha is to care for them.

- 1 Housecoat
- 1 Pair of slippers with non-slip soles
- 1 Pair of shoes with non-slip soles
- 6 Pairs of knee socks
- 6 Pairs of hosiery
- 5 Nightgowns
- 6 Changes of underwear
- 3 Slips
- 6 Simple dresses (washable) and/or 6 slacks and/or 6 blouses and/or T-shirts.
- 2 Sweaters
- 2 Track suits
- 1 Comb
- 1 Hairbrush
- 1 Toothbrush
- Glasses, Hearing Aid, Dentures

If a Resident can go outside, please include outdoor clothing, i.e. hat, coat, boots, and gloves. Residents may also bring other items including a radio, television, special equipment i.e. walker, Geri-chair, wheelchair, cane.

We strongly recommend that items of value not be brought to lakhihsotha. On admission, family should bring all clothing directly to the Nurse in Charge for labeling. Please do not leave unmarked items in the Resident's room.

Packing for Moving Day: Gentlemen:

All clothing and belongings must be labeled through our Laundry Department. Please ensure that all clothing is machine washable if lakhihsotha is to care for them.

- 1 Robe (Dressing Gown)
- 1 Pair of slippers with non-slip soles
- 1 Pair of shoes with non-slip soles
- 4 Pairs of Pajamas
- 6 Undershirts and Underwear
- 6 Pairs of Socks
- 6 Pairs of Trousers (washable)
- 6 Shirts or T-shirts
- 2 Sweaters
- 1 Belt
- 1 Comb
- 1 Hairbrush
- 1 Toothbrush
- 1 Razor (if electric please mark name)
- 1 Glasses, Hearing Aid, Dentures

If a Resident can go outside, please include outdoor clothing, i.e. hat, coat, boots, and gloves. Residents may also bring other items including a radio, television, special equipment i.e. walker, Geri-chair, wheelchair, cane.

We strongly recommend that items of valuable not be brought to lakhihsotha. On admission, family should bring all clothing directly to the Nurse in Charge for labeling. Please do not leave unmarked items in the Resident's room.

CLINICAL CASE CONFERENCE

Health Care Team from Iakhishohta meets with the Resident and/or their family to discuss the care that has been provided and to discuss the Resident's progress. This is also a chance for the care team to meet with family members and for families to meet the various caregivers who look after the Resident's needs and wants.

How often is a Resident Care Review held?

A Resident Care Review will take place 4-6 weeks after admission and annually thereafter. This meeting may take place more frequently should issues arise that require greater attention. These meetings usually run for approximately half an hour.

What is discussed?

- Several issues are discussed or reviewed by some of the Departments:
- The Physician reviews the Resident's medical condition, addresses any medical concerns, and reviews medications related to the Resident's condition.
- The Director of Care reviews the Resident's level of care required (e.g. appetite, skin condition, or continence), and reviews the general condition since the last Resident Care Review.
- The Personal Support Worker reviews the details of daily care needs and the Resident's response.
- The Dietitian/Food Service Supervisor reviews the Resident's weight, eating habits and nutritional requirements.
- The Activity Coordinator reviews the programs the Resident is involved in, or would like to be involved in.

What is the family's role?

If the Resident is not able to, the family is asked to provide information about the Resident's background, such as occupations and interests. This is also an opportunity to ask any questions or raise any concerns regarding the Home and the care that is being provided.

Health Care Directive/Living Will

This is an issue that is discussed at all Resident Care Review meetings and for many it is a new and therefore difficult issue. A Health Care Directive is a process whereby you tell us in advance what level of medical care you would like yourself or your family member to receive in the case of life threatening or emergency situations or response to rapidly deteriorating health. We look forward to the opportunity of having you and your family meet with the full Health Care Team at Iakhishohta. If you have any questions, please contact the Administrator or Director of Care.

INFECTION CONTROL AND PREVENTION

Infection Control:

Infection Control is the practice by which the home prevents and manages infections. Infection Control principles are included in all aspects of providing care for Residents.

What is the best method of preventing infections?

Hand washing is the single best and most effective prevention against the spread of infection. To protect the spread of infections our staff washes their hands often and we encourage Residents and visitors to do the same. Your hands are best washed when you arrive, and before you leave the building.

What else can I do to prevent infections?

Immunization is important for all seniors. It is especially important for individuals who are frequent visitors in a long-term care facility.

It is recommended that seniors receive:

- A single dose of pneumococcal vaccine at the age of 65 or over; and
- Flu shot for influenza every fall.

The influenza vaccine is the single most effective way of preventing the flu. Please check with your family doctor. Required immunization Record: TB/Mantoux, Tetanus, Pneumovax & Annual Influenza

Why do staff sometimes wear gloves, gowns, and masks?

Gloves, gowns, and masks must be worn to protect the Resident and care giver from potential infection. It is sometimes necessary to take additional measures to guard against the spread of infection.

Why might I be asked not to visit the home?

Family members and visitors may be asked not to visit during an outbreak of contagious illness when Residents in lakhihsotha are ill. The purpose is to protect you and your family from illness.

Family members and visitors should also not visit if they have colds, fever or vomiting and diarrhea. Children exposed to chickenpox are advised not to visit. The elderly catch these infections easily.

Should I bring treats of food?

Food and water are carefully monitored in our home to prevent any possible food poisoning. We ask that you do not leave perishable food in a Resident's drawer, but instead label the food with the Resident's name and the date the food was brought into the home so that it can be refrigerated by our staff in the Home's kitchen. Strongly discouraged due to Infection Control.

VACCINATION AGAINST PNEUMONIA

What is pneumococcal pneumonia?

Pneumonia is an infection of the lungs in which thick fluid builds up in lung spaces that are normally filled with air.

Pneumococcus is a type of bacterium (germ) that normally lives in our mouths and on our skin. It usually does not cause trouble unless it gets into the chest or other places in the body where it is not supposed to be.

Pneumococcus is not the only germ that causes pneumonia, but it does account for nearly 25% of cases of pneumonia.

Who gets pneumococcal pneumonia?

Some people are at greater risk for getting this type of pneumonia than others. Persons at special risk:

- Are 65 years or older.
- Have any kind of chronic disease, especially of the heart, lungs, liver, kidneys, or blood; and
- Have diabetes mellitus.

What can I do to prevent illness?

If you have one or more of the above risks, you should consider taking a vaccine against pneumococcal pneumonia.

Although no vaccine is 100% guaranteed effective, research has shown that many people benefit from this vaccine. It can either prevent the disease entirely or make the illness shorter and lower the number of complications.

Lifestyle also has a great deal to do with disease prevention. You can help yourself to stay well by eating a balanced diet, getting enough exercise, rest, and sleep, as well as washing your hands and brushing your teeth often.

About the Vaccine:

Like most injections, pneumococcal vaccine may cause some soreness and redness at the injection site. A fever may occur as well in rare instances. These discomforts are temporary, and can be treated with cold packs and, if necessary, a medication to bring the fever down.

The good news is that the vaccine is given to adults only once per lifetime. It is important to obtain and keep a card or note from your doctor, stating that you have been given the vaccine. That way, other health professionals who treat you in the future will know that you are not to have the vaccine again.

In brief: If you believe that you or a loved one may be at risk for pneumococcal pneumonia, speak to your doctor. They will answer any questions you have and plan for the vaccine to be given if you so desire.

AMBULANCE SERVICES

The Akwesasne Non-Insured Health Benefits Program pays the cost of an ambulance trip for a Resident who is very ill or injured and considered an emergency.

Full Costs:

The Akwesasne Non-Insured Health Benefits Program also pays for non-emergency transport but must be scheduled with them prior to appointments and non-medical emergencies. The home will call Power of Attorney of any charges that will be billed to the resident. The Home can supply Residents and Families a list of costs per service offered.

RESUSCITATION – RIGHT OF CHOICE

Philosophy of Resuscitation:

The staff at Iakhihsohtha believes that every competent Resident has the right to determine what may or may not be done with his/her own body. The Health Care Team will respect and abide by the preferences made by the Resident.

Our approach considers the illness of the individual as well as preserving the right of choice and the dignity of the person. This topic will be discussed on admission with residents and Power of Attorney. It will also be reviewed at all Clinical Case Conferences.

Procedure for Filing a Complaint

If you would like to lodge a complaint, recommend changes, or raise a concern regarding the facility and its delivery of care and services, the following is a list of departments, addresses and telephone numbers where you can make your concern known.

Mohawk Government Chiefs
P.O. Box 90
Akwesasne, Quebec H0M 1A0

Ask for Health Portfolio Chiefs
(613) 575-2348

Department of Health
Kanonhkwa't'sheri:io

Director of Health
(613) 575-2341 ext. 3302

Iakhihsohtha Lodge

Administrator
Director of Care
(613) 575-2507

Procedure for reporting Abuse

Government of Quebec
1-877-644.4545

ACCOMMODATION RATE:

In June of 2014 Iakhihsotha Lodge adopted the provincial MOHLTC accommodation rates charged to long term care residents,

Types of Accommodation	Daily	Monthly
Daily/Respite Care	\$48.69	
Long Term Care	\$65.32	*\$1,986.82

*New Rate Increased January 1, 2024.

For those Residents who cannot afford the total monthly fee, the balance will be paid by Indian and Northern Affairs of Canada (INAC).

For INAC to cover cost the Verification of Native Status included in the admission documents must be filled out and verified by the Office of Vital Statistics (OVS). INAC only covers costs for Status Natives.

Annually, usually at the beginning of the year, Resident Files are reviewed and updated with revised information. As noted in the contract, any time there is a change to your income this must be updated in the Residents file and the resident’s co-payment will be adjusted in the month following to reflect any changes in income levels from the prior year.

At Iakhihsohtha, we believe in protecting and practicing the Resident Bill of Rights as outlined below:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse
3. Every resident has the right not to be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed, and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment
6. Every resident has the right to exercise the rights of a citizen
7. Every resident has the right to be told who is responsible for and who is providing the resident's care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or
9. Every resident has the right to have his or her participation in decision-making Respected.
10. Every resident has the right to keep and display personal possessions, pictures, and furnishings in his or her room subject to safety requirements and the rights of other residents.
 - 11. Every resident has the right to participate fully in the furnishings in the development, implantation, review, and revision of his or her plan of care,
 - give or refuse consent to any treatment care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
 - participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge, or transfer to or from a long-term care home or a secure unit to obtain an independent opinion with regard to an of those matters, and
 - Have his or her health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.
12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. Every resident has the right not to be restrained, except in the limited circumstances provided for under the Act and subjected to the requirements provided for under this Act.
14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
16. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.

17. Every resident has the right to raise concerns or recommend changes to the policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination, or reprisal, whether directed at the resident or anyone else,
 - the Residents' Council,
 - The Family Council,
 - the licensee, and if the license is a corporation, the directors and officers of the corporation, and in the case of a home approved under Part VII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129.
 - staff members,
 - government officials,
 - Any other person inside or outside the long-term care home.
18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
19. Every resident has the right to have his or her lifestyle and choices respected.
20. Every resident has the right to participate in the Residents' Council.
21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
22. Every resident has the right to share a room with another resident according to their mutual wishes if appropriate accommodation is available.
23. Every resident has the right to pursue social, cultural, religious, spiritual, and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and develop his or her potential.
24. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and the procedures for initiating complaints.
25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
27. Every resident has the right to have any friend, family member, or other person of importance to the resident attends any meeting with the licensee or the staff of the home.

MINIMIZING RESTRAINTS

The Ministry requires that all Long-Term Care homes have a policy to minimize the use of restraints. A restraint is defined as any physical, chemical, mechanical, or environmental intervention which restricts a resident's freedom of movement or behavior.

A restraint can only be used if there is a significant risk that the resident or another person would suffer serious bodily harm if the resident were not restrained. Alternatives must have been considered, tried, and found to be ineffective before a restraint can be used. The method of restraining must be reasonable, considering the resident's physical and mental condition.

A physician must order the restraint and consent must be obtained from the resident or their substitute decision maker. The use of restraints is temporary and regular assessment must be completed to ensure resident safety. They are to be used as a 'last resort measure'.

The interdisciplinary team will review alternatives to restraints for the resident before the restraint is applied.

Restraint can never be used for the convenience of the Home or its staff. They cannot be used as a disciplinary measure. They must always be used in accordance to manufacturer's specifications.

There are risks associated with the use of restraints. They may include strangulation, decreased independence, decreased mobility, pressure sores, stiffness, possible agitation, loss of dignity, falls, constipation, incontinence, and loss of self-esteem.

Restraints can have 2 purposes. They can be used for protection of the resident, or they can be used as a positioning device which enables them to participate in activities of daily living. Alternatives to restraints include individualized toileting schedules, providing distraction, family visits, chair/bed alarms, low rise beds, hip protectors, mats, seat belts that resident can unfasten, foam wedges and partial bed rails.

Physical restraints include front fastening seat belt that a resident cannot undo, tabletops, tilt chairs, bed rails, harness, and wedges.

Chemical restraint is any pharmaceutical given with the specific and sole purpose of inhibiting a specific behavior or movement.

Environmental restraint is any barrier which serves to confine residents to a specific physical location.

In summary

We hope this information has answered most of your questions about lakhihsohtha. If not, please contact any member of our team.

IAKHIHSOHTHA ADMISSIONS

ENCOURAGE YOUR FAMILY OR FRIENDS TO START THE PROCESS NOW. APPROVED APPLICATIONS WILL BE KEPT ON THE FACILITY WAITING LIST.

APPLICANTS CAN OBTAIN THE ADMISSION APPLICATION FROM IAKHIHSOHTHA LODGE BY CALLING THE FACILITY AT (613) 575-2507.

LETTERS OF TENTATIVE ADMISSION WILL BE EXTENDED TO APPLICANTS WHO HAVE COMPLETED ALL DOCUMENTS AND ADMISSION APPLICATIONS AND MEET THE ADMISSIONS CRITERIA.

INITIAL PROCESSES FOR ADMISSION

Pick up and fill out application for admission. Return Applications as soon as possible after completion.

If feasible, the Director of Nursing will do either a home or institutional visit and a "Pre-admission Scree: Functional Assessment" will be conducted.

DOCUMENTS REQUIRED FOR U.S. NATIVE APPLICANT

- Proof of Canadian Native Status, Canadian Band Number.
- Birth Certificate (In order to apply for QHIP).
- Proof of "Power of Attorney" documentation is required for Financial (property) and Personal Care responsibilities.
- Income Verification.

DOCUMENTS REQUIRED FOR CANADIAN APPLICANT

- Proof of Native Status, Canadian Band Number.
- QHIP Number.
- Birth Certificate if Applicant has OHIP.
- Proof of "Power of Attorney" documentation is required for Financial and Care responsibilities.
- Income Verification.

TEST REQUIRED FOR ALL APPLICANTS

- Recent Chest X-Ray.
- 3 consecutive swabs for multi-resistant organisms.
- 2 step Mantoux.
- Hepatitis A, B and C.