

## **Frequently Asked Questions**

### **1. How many beds are available for residents at the John Noble Home?**

The Home has 156 beds available for Long Term Care residents.

### **2. How old is John Noble Home?**

The original building was built in 1954. Many great changes to the building and its capacity have happened since then. Most recently, Davis Court and Mohawk Terrace were retrofitted in 2009, Grand Terrace was retrofitted in 2013 and Cockshutt Place, Costain Court and Brant Terrace were built in 2013.

### **3. Is there parking available at John Noble Home?**

Parking is available to all visitors free of charge in parking lot A. Parking lot B is for staff.

### **4. What are the John Noble Home visiting hours?**

Families are encouraged to visit between the hours of 8:00 am – 8:00 pm, however, families are able to visit whenever they wish. Entry to the building is through the front door by parking lot A. Currently screening protocols for Covid-19 are in place.

### **5. Are there any assessments of the residents done upon admittance and reviewed again at a later date?**

Each resident has an initial assessment completed by the nursing staff within 24 hours of admission. The Physiotherapist, Nutrition Manager, Dietitian, Recreationist, Restorative Care Coordinator and Nurse Practitioner will assess prior to 14 days post admission. At 6 weeks post admission, a Resident Care Conference is held with all the multi-disciplinary team in the Home to review the plan of care and to ensure the resident and POA are happy with the way care is being provided. Care conferences are then Annually to review the current plan of care and to discuss goals of care moving forward. As always, the staff at JNH can be contacted at any time to answer any questions or concerns that residents, families and loved ones may have. Situational Care Conferences can be booked on an as needed basis in consultation with the multi-disciplinary team.

### **6. What types of Resident rooms are available at the JNH?**

John Noble Home offers the following accommodations: Private, Semi-Private and Basic rooms. Private rooms have their own washroom, Semi-Private rooms offer a private living space with shared washroom and Basic rooms offer a shared living space and washroom between two residents. Males and females live together on the same home area but do not share rooms unless they have requested to do so. The Home has three Veteran Priority Access Beds and two Spousal Reunification Beds. These accommodations offer priority access to veterans and community members whose spouse currently resides at the John Noble Home.

### **7. What types of items can be brought into the resident's rooms to make it more personal?**

The Home encourages you to bring in items that are familiar to your loved one to personalize their space. Examples of items that may be brought in are washable bedspreads, photos, books and trinkets. Pictures may be hung on the wall - by the Maintenance staff. The process for having pictures hung is reviewed during the pre-admission phone call. Residents may bring in their own televisions (size according to the Resident Handbook) and telephones. However, cable and phone services are the responsibility of the resident/family to arrange

through Bell or Rogers at their own expense.  
For additional information ask for a copy of the Resident Handbook.

### **8. Are any toiletries provided for the residents?**

Toothbrushes, Kleenex, soaps, shampoo and lotions are provided for the residents. You are always welcome to bring in anything specific that your loved one may prefer. Please make sure to notify the nursing staff when bringing in personal toiletries so that a name label can be provided.

### **9. Does John Noble Home provide a laundry service for the residents?**

JNH has laundry on site for the residents. Each item of clothing will need to be given to JNH Laundry upon admission so clothes can be washed and labelled. When a new item of clothing is brought into the home for a resident, it too will have to be labelled by laundry prior to taking to a resident's room.

### **10. Is there a way for residents to have a bank account at John Noble Home so they don't have cash on hand in their rooms?**

Residents or resident's POA can set up a Trust account at JNH. This account can be accessed for cash by the resident or can be used to pay for onsite hair care, special programs and bazaars/ markets set up at JNH. It is recommended that residents do not have a lot of cash to keep in their rooms.

### **11. Is there a Dietary program for residents?**

Food is prepared in a conventional kitchen by qualified cooks. Menus are developed with Resident input. A variety of food is prepared, however if a Resident has special dietary needs not met by the menu, an individual menu can be developed. The daily menus are posted on electronic menu boards in each home area for everyone to see.

If a resident requires assistance while eating staff and volunteers have been trained to help. As well, family members are also able to come in and help their loved one.

Meal times are reviewed and approved annually by Resident Council. Breakfast is at 8:30am, lunch at 12pm and dinner is at 5pm. Snacks are served at 10am, 2:45pm and 7pm. If you wish, you are also able to bring in food for a resident for them to enjoy, whether it be a snack or a meal. Alcoholic beverages are allowed to be brought in for the resident but a resident must be able to keep it secured in their own locked cupboard and manage it themselves.

### **12. Are residents able to keep their own physician?**

We encourage all new residents to transfer their care over to the Home's Medical Director, Doctor Janice Legere. Dr. Legere works in collaboration with the nursing staff for input on your loved one and will access to all files and medical records. As part of her service, there is availability of an on-call physician 24/7.

John Noble Home also has a full time Nurse Practitioner on staff who is available Monday through Thursday. The NP works closely with nursing staff to address medical issues in keeping with the resident's goals of care.

If a specialist appointment is required for the resident off site, you can call/visit ahead of the scheduled appointment and let the RN know that you will be taking your loved one to the appointment and what it is for. You must sign your loved one in and out. The JNH staff can have an updated list of medications ready for you to take to the appointment. Upon return, notify the Registered staff about any updates that may be coming through for the resident.

**13. Does JNH have physiotherapy on site for residents?**

Physiotherapy is offered at JNH. Upon admission each resident is assessed by the Physiotherapist to determine what type of program they may require. Physiotherapy will be scheduled at a time that meets a resident's assessed needs.

**14. Are the staff trained to work with residents with dementia?**

All staff must complete mandatory education that includes courses specific to working with residents with dementia. Staff are also encouraged to enhance their education by taking courses specifically related to dementia such as Gentle Persuasion Approach (GPA), Montessori Programming, Dementiabilty Courses and Teepa Snow Approach.

**15. Does the John Noble Home have recreational activities for residents of all abilities?**

JNH has full and part time Recreational Staff that are continually providing therapeutic recreation programs for residents of all abilities. All are welcomed and included. Recreation staff plan their programming by encompassing the 5 domains physical, social, emotional, spiritual and intellectual

**16. How do you identify "Who is who" at the John Noble Home?**

Staff and volunteers are identified by their name badges which will indicate if they are an RN, RPN, PSW, Recreation Staff, Maintenance, Nutrition Services, Housekeeping, Laundry or Volunteer etc.

**17. Are there supports for Caregivers/Family members?**

At JNH we have a Family Council made up of loved ones of residents. This council not only advocates for all residents but provides support, strength and education for family members.

**18. Are there meeting room at the John Noble Home for families and friends to gather with residents?**

Each home area has its own meeting space. In the Tower (Cockshutt Place, Costain Court and Brant Terrace) there is a Harvest Room on each resident home area. Mohawk Terrace, Grand Terrace and Davis Court each have lounges that can be used as meeting spaces. There are other rooms such as the Noble Lounge, Activity Rooms and the Boardroom that can booked in the Home with the staff if needed for families and friends.

**19. Is it possible to receive a report of medications and of any incidents that may occur with my loved one?**

It is only the Power of Attorney (POA) that may request and receive personal and medical information for any resident. If you are the POA on record with JNH for your loved one, you can obtain this information from the Registered Nurse on the home area. It will be the POA on file that will be contacted if your loved one has a change in their medical condition or if they require any changes in medication.

**20. Is palliative care available at the John Noble Home for end of life?**

The John Noble Home offers palliative care for our residents. We pride ourselves on our ability to provide end of life care for our residents in keeping with their goals and wishes. The home utilizes photos of butterflies at the entrance to home areas to communicate to all staff and visitors that palliation is being provided to a resident. Through the Home's Palliative Care Committee, comfortable chairs, snacks, drinks and a variety of other supplies are available to family members who wish to remain at the bedside. Following the passing of a resident, the Home encourages all staff, residents, visitors and volunteers to participate in an Honor Guard to say final their goodbyes to the resident. Other ways in which the home honors residents who have passed include: a rose on the dining table to notify other residents on the home area and a lamp lit on the home area in tribute to the resident. Throughout the year, the JNH also holds Memorial Services in remembrance of residents who have passed.