

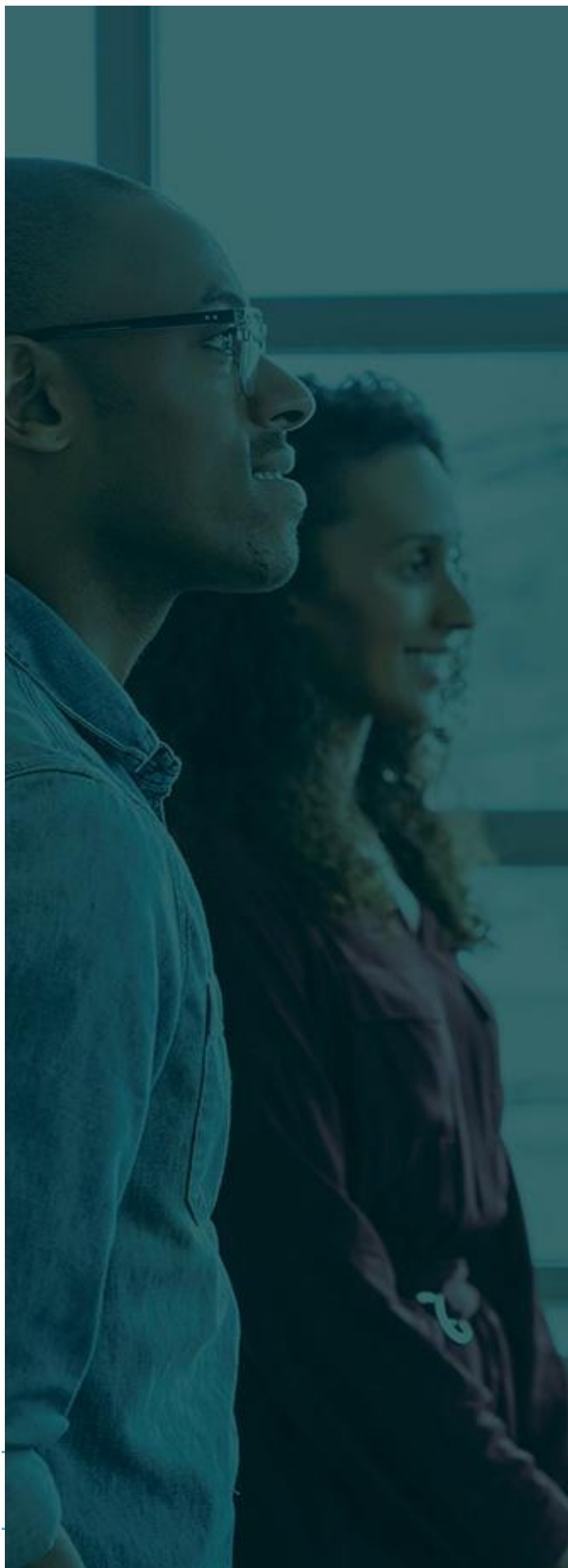


COZY NEST CARE HOME

Resident/Family Information Booklet

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CONTACT INFORMATION

Address: 304534,350 Township Road, R M of Dundurn, SK, S7C 0E2

Web site: www.cozynestcare.ca

Main phone number: 306 978 6266. **Direct extensions are listed below.**

Main fax number: 306 978 6425

Position/Department	Contact Info	Areas of Responsibility
Administrative Office	Ext: 267	General Inquiries
Hospitality Services Manager	Ext: 286	Oversees Kitchen, Laundry, Maintenance and Housekeeping operations.
Resident Care Coordinator	Ext: 285	Oversight for the Nursing and Care team and coordinates all aspects of resident care.
Director of Care	Ext: 273	Overall responsibility for all operations in the Home.
Accounting	Ext: 268	Accounts receivable and payable.
Nurse On Duty	Ext: 274	Overseeing resident care during their shift.
Human Resources	Ext: 282	Manages employee recruitment.
Lakeview Neighborhood	Ext: 261	Lakeview Neighborhood.
Sunrise Neighborhood	Ext: 262	Sunrise Neighborhood.
Meadows Neighborhood	Ext: 263	Meadows Neighborhood.
Poplar Neighborhood	Ext: 264	Poplar Neighborhood.
Lifestyle Coordinator	Recreation@cozynestcare.ca	Residents' Recreation and Activities.
Hair Salon	Tanyanjess12@gmail.com	Haircuts/sets etc.

Cozy Nest Care Home will email updates to any family member who provides an email address. These communications may include Board Highlights, meeting minutes, and other relevant updates.

VISION / MISSION / VALUES

Vision

Our vision is to be a leading long-term care home renowned for exceptional care, innovative services, and a vibrant community atmosphere. We aspire to set the standard for elder care by fostering a culture of kindness, respect, and continuous improvement.

Mission

At Cozy Nest Care Home, our mission is to provide compassionate, personalized, and high-quality care that enhances the lives of our residents. We are committed to creating a warm, safe, and nurturing environment where individuals can thrive physically, emotionally, and socially. Our dedicated team works tirelessly to ensure that each resident feels respected, valued, and at home.

Values (C.A.R.E.E)

Compassion: We approach our residents with empathy and kindness, understanding their unique backgrounds and needs.

Accountability: We take responsibility for our actions and decisions, ensuring accountability in the delivery of care and the stewardship of resources.

Respect: We honour the individuality, dignity, and autonomy of each resident and always treat them with the utmost respect.

Excellence: We strive for excellence in everything we do, and in return, we continuously seek opportunities for improvement and innovation in senior care.

Empowerment: We empower our residents to maintain independence and choices in their daily lives. Thus, supporting their autonomy and decision-making.

COZY NEST CARE HOME

Cozy Nest Care Home, nestled in the tranquil setting of the Rural Municipality of Dundurn, offers a compassionate and welcoming environment for elderly residents in need of care and support. Located just outside of Saskatoon, this care home combines the serenity of rural living with the conveniences of nearby urban amenities, creating an ideal atmosphere for individuals looking for a safe, nurturing place to call home. The home is operated in partnership with Saskatchewan Health Authority.

At Cozy Nest Care Home, the focus is on providing personalized care that emphasizes the dignity, comfort, and well-being of each resident. The facility offers a range of services designed to meet the unique needs of seniors, from basic assistance with daily activities to specialized care for those with mobility challenges or cognitive impairments such as dementia.

The home features private rooms that are thoughtfully designed to foster a homelike environment, equipped with all the comforts and safety features needed to ensure residents feel at ease. The decor is warm and inviting, with a focus on creating a space that promotes both independence and relaxation. The spacious common areas encourage socialization and engagement, with comfortable seating and spaces for activities like games, crafts, and entertainment.

Cozy Nest Care Home values the close relationships it builds with both residents and their families. Open communication, regular updates, and a collaborative approach to care ensure that families are always involved in the well-being of their loved ones. The team at Cozy Nest is dedicated to creating a safe and supportive environment where residents are treated with the utmost respect and kindness.

Cozy Nest Care Home is a place where seniors can feel truly at home, receiving the care they need in a setting that promotes comfort, independence, and well-being

INFORMATION FOR RESIDENTS AND FAMILY

Building Layout

You will find maps of the home at the back of this booklet. Resident accommodations are organized into four neighbourhoods: Lakeview, Meadows, Sunrise, and Poplar.

All common areas of the home are available for use by residents and their families. If you wish to use a space for a private event, please book in advance through the administrative/Front Office/ Reception staff to ensure availability. (Please note: rental charges may apply.)

Communication

Effective communication is key to ensuring satisfaction for both residents and families. We encourage you to ask questions and share any concerns you may have with staff at any time.

If a concern cannot be resolved by staff, it will be referred to the appropriate manager—whether related to care or other matters.

A designated staff member will keep the resident's **identified primary contact** informed of any significant changes in health status or treatment plans. We ask that this primary contact take responsibility for sharing updates with other family members as needed.

Please inform the Nurse in Charge if your contact information changes. Also, let nursing staff know if the designated contact will be unavailable for an extended period.

Resident and family memos, along with meeting minutes, are available in the Resident/Family Information Binders located in our office.

Still Have Concerns?

If you feel your concern has not been resolved within the home, you may contact a Client Representative with the Saskatchewan Health Authority (SHA). They are available to assist you and connect you with the right people or information.

Contact Information:

- Phone: 306-655-0250
 - Toll-Free: 1-866-655-5066
 - Fax: 306-655-2820
-

- Mail: Box 110, 103 Hospital Drive, Saskatoon, SK S7N 0W8
- Email: client.rep@saskatoonhealthregion.ca

Discharge

We kindly ask that all resident belongings be removed within 48 hours of discharge (moving out, passing). If additional time is needed, please speak with the Resident Care Coordinator to make arrangements.

FINANCIAL INFORMATION

Monthly Statements

Monthly statements are issued at the end of each month to the individual responsible for managing the resident's financial affairs. All payments must be made via direct debit. **A VOID cheque** is required at the time of admission to set up this payment method.

If any errors or omissions occur on the monthly statement, they will be corrected on the following month's statement. Receipts for all payments will be included with the following month's statement.

Regular Expenses

- The basic monthly resident charge is determined by Saskatchewan Health and may be adjusted quarterly in February, May, August, and November.
- If the resident's income changes at any point during the year, a written request for a reassessment of charges can be submitted to Saskatchewan Health.
- A monthly sundry charge of \$25.75 will be applied to cover routine personal care items such as:
 - Soap
 - Toothbrushes & toothpaste
 - Lotions
 - Deodorant
 - Shampoo
 - Facial tissues (Kleenex)

The Saskatchewan Health Authority establishes this sundry rate and may be subject to change.

Additional Expenses

Saskatchewan Health does not cover the following items and services and will appear as additional charges on the resident's monthly statement:

- Incontinence products
 - Prescription medications and supplies
 - Provided by Cheetham's Pharmacy and billed directly to the resident or their financial representative.
 - Special foot care services
 - The resident or their designate must complete a consent form before receiving this service.
 - Personal hygiene items not included in the standard sundry package.
 - Transportation costs, including Access Transit and taxi services.
 - Hair stylist services
 - Available every Monday; consent form must be signed in advance.
 - Cable television – \$50 per month
-

Other Expenses – Mailed Directly

Certain expenses are not included in the home's monthly statement and will be billed separately by external providers:

▪ Ambulance Services

Ambulance bills are sent directly by the ambulance service to the resident or the individual responsible for financial affairs. These charges will not appear on the monthly statement from the home.

▪ SaskTel Telephone Service

If the resident has a SaskTel phone line, the monthly bill will be mailed directly from SaskTel to the resident or their financial representative.

RESIDENT CARE PRIORITIES

Quality of Life

Our home was designed to provide a safe, comfortable environment for seniors who require personal and nursing care that may not be available in the broader community. While we recognize the nature of our setting, we strive to make it feel as homelike as possible and are committed to promoting a high quality of life for all residents.

We consider several key areas essential to supporting quality of life:

- Comfort and Security
- Spiritual Care, Social Activities, and Relationships
- Accessibility
- Privacy and Dignity
- Autonomy, Choice, and Personal Preference
- Food and Nutrition

We continue to plan and invest in improvements to our environment and operations so we can enhance the quality of care and support we provide.

Resident Safety

Resident safety is a top priority and includes everything from protection from abuse to creating a safe, supportive physical environment. To ensure safety, we implement the following:

- Staff receive both general and specialized safety training.
 - The facility complies with all regulatory and licensing requirements.
 - Regular fire drills and evacuation exercises are conducted.
 - Emergency Preparedness Plans (EPP) are developed and practiced by staff.
 - Safe and appropriate care equipment and safety devices are provided based on the resident needs.
 - Policies and procedures are in place to guide safe and respectful care.
-

Use of Restraints

Our home follows the Saskatchewan Health Authority's "Least Restraint" policy. Restraints are only used when absolutely necessary, and only after all alternatives have been considered. The three types of restraints that may be used include:

- Bedside rails
- Wheelchair safety belts
- Wheelchair tray attachments

Note: A device is considered a restraint if the resident is unable to remove it on their own.

While residents or family members sometimes request restraints for safety, it's important to understand that restraints can pose greater risks, including injury, loss of mobility, emotional distress and in some cases, even death.

Before any restraint is implemented

- All possible alternatives must be exhausted.
- A physician's order must be obtained.
- Written consent must be obtained from the resident, family member, or legal representative.

Staff will monitor the resident regularly and assist with repositioning to ensure comfort and safety

If you have questions or concerns about restraints, or suggestions for improving your loved one's quality of life, please speak with a staff member.

What is Not Considered a Restraint?

Some devices are used to support resident mobility or safety and are not considered restraints when:

- The resident willingly uses them (e.g., walkers, canes)
 - The resident can remove the device independently or ask for it to be removed.
 - Bed rails are used only to assist movement, not to restrict it.
 - Wheelchair seat belts have a front-opening clasp the resident can operate.
-

Impact of Restraints on Quality of Life

Use of restraints can negatively affect a resident's physical and emotional well-being, including:

- Loss of independence and self-esteem.
 - Feelings of helplessness, isolation, or depression.
 - Increased risk of aggression, confusion, or emotional distress.
 - Incontinence, constipation, or skin breakdown.
 - Decreased bone and muscle strength.
 - Reduced social contact and greater dependence on nursing care.
-

Alternatives to Restraints

Whenever possible, we use non-restrictive and less invasive approaches to promote safety and well-being:

- Social interaction and companionship from staff, family, volunteers, or guardians.
 - Individualized activity programs.
 - Monitoring tools such as door alarms or bed alert systems.
 - Use of low-height beds and specialized floor mats and hip protector garments.
 - Regular physical activity.
 - Medication adjustments.
 - Careful observation and proactive attention to resident needs.
-

Skin Care

Maintaining healthy skin is an important part of ensuring a resident's comfort, safety, and overall well-being. Skin integrity plays a key role in quality of life and is a priority in the care we provide.

Several factors can increase the risk of skin breakdown, including:

- Limited mobility or being confined to bed or a wheelchair.
 - Inability to feel pressure or pain (reduced sensation).
 - Frequent sliding or repositioning in bed or chair.
 - Incontinence (urine or bowel).
 - Excessive drowsiness or lack of awareness of discomfort.
-

- Heavy sweating or dehydration.
- Poor nutrition.
- Smoking.
- Being significantly over- or underweight.

If any of these risk factors apply to your loved one, please inform our staff so we can provide the most appropriate care and preventative measures.

While our team is committed to preserving skin health through regular monitoring, repositioning, and proper skincare routines, it's important to understand that:

In some cases, skin breakdown may still occur—particularly when influenced by complex health conditions, age-related changes, or personal and family choices that may increase risk.

We will always do our best to minimize these risks and maintain your loved one's comfort and dignity.

RESIDENT'S RIGHTS & RESPONSIBILITIES

At our home, we believe that residents, their families or supporters, and staff each play an important role in creating a safe, respectful, and compassionate environment. These rights and responsibilities reflect the values of both our home and the Saskatchewan Health Authority. We recognize and respect the rich diversity of our community. Our staff, residents, and families represent a variety of cultures, races, and spiritual beliefs. These shared values guide us as we work together in partnership.

Our Core Values

- Compassionate Care.
 - Respect for the Individual and for Diversity.
 - Shared Responsibility for Health and Well-being.
 - Innovation and Continuous Learning.
 - Quality, Integrity, and Stewardship.
 - Respectful and Considerate Interactions among residents, families, and staff.
 - A Safe Environment for both receiving and providing care.
-

Your Rights

As a resident, you have the right:

- To receive clear and reasonable explanations about your care and treatment.
- To agree to or refuse any procedure or medical treatment, except as required by law.
- To designate someone to speak or make decisions on your behalf if you become unable to do so.
- To know the identity of the people involved in your care.
- To request a second medical opinion.
- To access your personal health records and the information they contain.
- To have your personal health information kept confidential.

- To receive healthcare services without cost for those covered under Saskatchewan Health.
-

Your Responsibilities

As a resident, you play an essential role in your care. You have the responsibility:

- To actively participate in decisions about your care and do as much for yourself as you are able.
 - To provide accurate and complete information to help your care team plan effectively.
 - To ask questions when you do not understand your care or the information provided.
 - To contribute to your own safety and the safety of others around you.
 - To follow the agreed-upon treatment plan, and to notify your care provider if you are unable to do so.
 - To understand that, at times, the needs of others may take priority.
 - To recognize how your daily choices and lifestyle impact your overall health.
 - To sign and honour the terms outlined in your care agreement.
-

Our Commitment to You

We are dedicated to providing compassionate, respectful care. As part of our commitment, we pledge to:

- Involve you and/or your family in decisions about your care and treatment plan.
- Provide care in a way that respects your privacy, dignity, and individual preferences.
- Keep you and/or your family informed about other available services and options.
- Answer any questions you may have about your care.
- Collect only the personal information necessary to support your health and care needs.
- Share information only when it is required to provide safe and effective care.
- Obtain your consent and protect your identity if your personal health information is used for research purposes.
- Respect and follow your Advance Care Directive or Living Will in the event of **Saskatchewan Medical Order for Scope of Treatment (SMOST)**.
- Uphold the highest standards of care and professional conduct.
- Sign and uphold the terms of this agreement, *just as you do*.

GENERAL INFORMATION

Ambulance Transports

If a resident requires transportation to a hospital or treatment center, the responsible family member will be contacted. Ambulance services bill the resident or family member directly for all costs.

Booking Rooms

Residents and their families may reserve rooms for private events through the Administration Office. Charges will apply.

Immunization

Residents are offered annual influenza immunization each fall and Pneumovax if they have not previously received it.

Leave of Absence

Overnight visits, outings, shopping trips, and other excursions are encouraged as they support social and emotional well-being. Staff must be notified at the nursing station before a resident leaves, and a leave of absence form must be completed.

Mail

Incoming mail can be picked up during business hours at the front desk by family members. Outgoing mail is processed through the Administration Office. Larger packages should be mailed by family members.

Meals

Meals are served in each of the four neighbourhood dining rooms at the following times:

- Breakfast: 7:30 a.m. – 10:00 a.m. **(Relaxed Breakfast)**
- Lunch: 11:30 a.m. – 12:30 p.m.
- Supper: 4:30 p.m. – 5:30 p.m.

Special diets or nutritional concerns should be discussed with Nursing or the Food Service Supervisor. Snacks are routinely provided, and residents may request additional snacks by notifying Nursing or Food Services staff.

Visitors are welcome to dine with residents. Arrangements and payment (charged at the front desk) must be made through Food Services. Please consult the Nurse in Charge before bringing snacks or treats, as dietary restrictions may apply.

Special Events

Residents and families will be notified about special occasions such as annual Christmas and monthly birthday parties. Family members and visitors are welcome to attend; advance notice to the home may be required.

Overnight Guests

A cot can be set up in a resident's room for family members of residents who are terminally ill or at the end of life. Additionally, an Airbnb is available nearby and can be booked through the Airbnb website. For more information, please contact the Administration Office.

Parking

Visitor parking is available on-site. Overnight parking is only permitted for guests staying at the facility.

Telephones

Residents may install telephones in their rooms. Installation and monthly charges are the responsibility of the resident or family. Telephone bills are sent directly from SaskTel.

Television

Televisions are available in resident lounges and individual rooms. A monthly fee for television service will be added to the resident's statement.

Transfer Requests

Residents wishing to transfer to another facility may do so by submitting a request to Client Patient Access Services (CPAS) at 306-655-4346.

Valuables

While staff take every precaution to safeguard belongings, loss or damage may occur. It is recommended not to keep large amounts of cash in resident rooms. Cash for outings may be provided through the Administration Office with prior family/proxy approval. The home is not responsible for lost or damaged items. We advise against bringing highly valuable or irreplaceable items.

Visiting

Visitors of all ages are encouraged and always welcome. Children must be supervised. Pets are welcome with current vaccinations and must be leashed.

Front doors are locked for security and accessed by a code provided to families upon admission. Staff may ask visitors to identify themselves and whom they are visiting for safety reasons.

Quiet Hours/ Restricted Visiting– 1130pm to 0530am.

GENERAL POLICIES

Concern Process

Our staff will make every effort to resolve concerns promptly and effectively. If a concern is not resolved to your satisfaction, please contact the appropriate manager:

- **Nursing Care:** Resident Care Coordinator.
- **Housekeeping/Laundry:** Hospitality Services Manager.
- **Recreation:** Lifestyle Coordinator.
- **Food Services:** Hospitality Services Manager.
- **Maintenance:** Hospitality Services Manager.
- **Financial Matters:** Accounting Department.

If the designated manager is unavailable, you may reach out to any other member of the management team.

Your concern will be addressed promptly, and an action plan will be developed to resolve the issue.

If further assistance is needed, please escalate your concern to the **Director of Care**, who oversees all concerns.

Harassment Policy

We are committed to fostering an environment of mutual respect and dignity. Any form of inappropriate conduct or abusive behaviour—whether physical or verbal—toward residents, families, visitors, physicians, volunteers, or staff will not be tolerated. Courtesy and respect are expected from everyone.

Scent-Free Environment

To protect residents and staff with allergies, our facility maintains a scent-free policy. This includes perfumes, personal care products, and heavily scented plants such as Easter Lilies. If

strongly scented flowers are brought in, staff may temporarily bag them during shifts when allergy-sensitive staff are present. The flowers will be unbagged after the shift ends.

Smoking Policy

Smoking is permitted only in designated areas. Residents who smoke will be regularly assessed to ensure they can do so safely. Smoking cessation support and tools are available upon request. Cigarettes and lighters are stored securely and distributed by staff.

Alcohol

Residents may consume alcoholic beverages purchased at their own expense. Alcohol is stored in the medication room at the nursing station and dispensed only by a registered nurse (RN) or licensed practical nurse (LPN).

Map

Please refer to the attached home maps for detailed layouts and locations.

Meetings

Care Conferences

Care Conferences take place about one month after a resident moves into the HOME and then at least once a year thereafter. We kindly ask family members to provide their availability to help schedule these meetings. During the conference, staff meet with the resident and family to discuss the resident's current care and any preferences for future care. Minutes are recorded to summarize the discussions and outline plans and goals.

Nutrition and Menu Review Meetings

Twice a year, residents, interested family members, and staff come together to review menu options, suggest new recipes, and discuss food-related feedback. We appreciate family members sharing their availability to participate in these Quality-of-Life meetings.

Quality-of-Life Meetings

Regular meetings are held with residents, interested families, and staff to explore ways to enhance residents' quality of life. Feedback gathered helps improve care and services for everyone.

Resident Council

Residents meet regularly to discuss issues and topics of interest with the goal of improving living conditions and the overall experience within the HOME.

Resident/Family Council Meetings

Two to three times annually, meetings are scheduled to share updates about events and activities, as well as to address questions from residents and families. We appreciate family members providing their availability to help plan these sessions.

MOVING IN

All admissions are managed through the Saskatchewan Health Authority (SHA). Once we receive the referral via fax or email, we will begin planning for the resident's admission and discuss who will oversee their medical care.

When moving into Cozy Nest Care, we encourage all residents to be under the care of our dedicated LTC physician to ensure consistent and high-quality care. While you may choose to retain your family physician, please note that they may opt not to provide services while you or your loved one reside here. If you still choose to keep your family physician, please inform the nurse on duty or Resident Care Coordinator to discuss the plan of care. Rooms are typically prepared before arrival, with move-in usually scheduled before noon. If this time is not convenient, please contact the Resident Care Coordinator to arrange an alternative.

Family members are responsible for making travel arrangements to Cozy Nest Care Home.

Before Moving In

To prepare for a smooth transition, the following information is required prior to admission:

- Updated Health Assessment:

Depending on the resident's previous location, health assessments can be obtained from

their physician, hospital nursing staff, home care providers, or Client Patient Access Services (CPAS) staff.

- **Physician Choice:**

The resident must choose a physician to manage their medical care. Our staff will confirm the physician's agreement to provide care to the new resident.

- **Medications and Treatments:**

Please provide a list of current medications and any specific treatments needed. If medications are required upon admission, fax the prescriptions directly to Cheetham Pharmacy to coordinate medication orders and delivery to the HOME.

Benefit and Coverage Cards

In compliance with government regulations, the following cards must be presented during the intake process:

- Saskatchewan Health Services card.
 - Supplementary Insurance (e.g., Blue Cross).
 - Old Age Security card or number.
 - Social Insurance card or number.
 - Department of Veterans Affairs (DVA) card or number.
-

Furnishings

Cozy Nest Care Home provides residents with:

- Bed, bedside table, and dresser.
- Television with wireless internet.
- Bedding, towels, and facecloths.
- Bedspreads are provided, but residents may bring their own if preferred. Personal belongings should be clearly marked.

Residents are welcome to bring additional personal furnishings, provided they do not interfere with the staff's ability to provide safe care. Families are encouraged to check with staff if unsure about what is appropriate.

Please Note: Residents and families are responsible for private insurance coverage to protect valuables such as dentures, hearing aids, and glasses.

Suggested Personal Items

- Family photos or artwork (wall-mounted using picture hangers).
- Easy chair suited to the resident's needs.
- Radio.
- Clock.
- Reading lamps (table or floor lamps).
- Washable quilts or bedspreads.

Assistance with moving or hanging furniture is available through the Maintenance Department.

Electrical Safety

The Maintenance Department might inspect all electrical equipment (e.g., radios) before use. Extension cords are not allowed; power bars are required if additional outlets are needed.

Clothing

Maintaining residents' independence in daily activities is a priority. Each resident is asked to bring and keep an adequate supply of suitable clothing and personal items.

- **Labelling:**
All clothing will be labelled by Cozy Nest staff upon admission or when new items are brought in.
- **Laundry Requirements:**
Clothing should be color-fast, permanent press, and durable enough to withstand institutional laundry facilities. Cozy Nest does not provide special laundry services such as ironing or dry cleaning and is not responsible for damage to items requiring such care if accidentally laundered. Dry cleaning remains the responsibility of the resident or family.
- **Unsuitable items:**
Items not suitable for laundering, such as woollens, feather pillows, silks, and similar delicate fabrics, are discouraged. Cozy Nest is not liable for damage to these items.
- **Clothing Drop-Off:**
All clothing should be left at the front desk for labeling before being placed in the resident's room. Because many people access the home daily, unmarked clothing is

at risk of being lost, and Cozy Nest cannot be held responsible for lost items. If clothing is missing, please contact the Admin Department.

Laundry Services

Laundry services are available at Cozy Nest. If families prefer to launder clothing themselves, please notify the Admin Department.

Adaptive Clothing

Residents with special mobility needs may require adaptive clothing, such as open-backed or wheelchair-friendly designs, typically a size larger for easier dressing. Families may consider purchasing these specialized garments from retailers like Easy Living or Silverts.

Suggested Personal Clothing and Items

The following is a recommended list to help families prepare for admission. Quantities can be adjusted based on personal preference and needs.

Ladies:

- 4 to 6 dresses or pantsuits
- 4 to 6 slips
- 4 to 6 sleeveless undershirts or 2 to 3 bras
- 4 to 6 panties
- 4 to 6 nightgowns
- 4 to 6 stockings, socks, or pantyhose
- Dressing gown
- 2 sweaters
- 2 pairs of washable, non-slip slippers
- Shoes (if worn)
- Coat and hat for outdoor use
- Brush, comb, hairpins, and preferred toiletry items
- Makeup (if used)
- Electric razor - if using a razor

Men:

- 4 to 6 pairs of pants
- 4 to 6 shirts
- 4 to 6 sets of underwear (two-piece)
- 4 to 6 sets of nightwear
- 4 to 6 pairs of socks
- Dressing gown
- 2 sweaters

- 2 pairs of washable, non-slip slippers
- Shoes (if worn)
- Coat and hat for outdoor use
- Electric razor, brush, comb, unscented aftershave, and personal toiletry items

PROGRAMS AND SERVICES

Foot Care Services

Specialized foot care is available upon request. A consent form must be completed before receiving this service. Charges are billed directly to the resident or their supporter by the foot care provider.

Hairdressing Services

Hairdressing services are offered to residents by appointment, which can be made in person or by contacting the hairdresser via email. Regular appointments can be scheduled as needed. Payment is made directly to the hairstylist. Cozy Nest is not responsible for any damages incurred during hairdressing. Families may use the salon with prior approval from admin staff but must bring their own supplies and clean the area after use.

Dietitian and Speech-Language Pathology

These services are provided through Saskatchewan Health Authority (SHA) if required.

Oxygen Services

Residents needing oxygen may select their preferred oxygen supplier. The Resident Care Coordinator will collaborate with the chosen company to arrange necessary equipment and supplies.

Pharmacy Services

Cheetham's Pharmacy is the contracted provider for medication services. Prescriptions are fulfilled directly by the pharmacy, and families should coordinate payment arrangements with them. All medications are managed electronically and administered by nursing staff. Medications must not be stored in residents' rooms.

Physician Services

Cozy Nest has a LTC home physician available for residents.

Residents may retain their family physician if the physician agrees to comply with Cozy Nest Care Home's medical staff policies. Arranging eye, dental, and hearing appointments is the responsibility of the resident or their family.

Occupational and Physiotherapy Services

If physiotherapy services are not available through the Saskatchewan Health Authority (SHA), residents may choose to arrange private physiotherapy at their own expense.

Recreation Programs

The Recreation Department coordinates a variety of programs designed to support physical, mental, emotional, and social well-being. Activities include:

- Exercise sessions
- Music and entertainment
- Social games
- Gardening
- Seasonal and holiday events
- Arts and crafts

Suggestions for new programs are always welcome! Monthly activity calendars are displayed on bulletin boards and TVs throughout the home. Families are encouraged to join and participate in events alongside their loved ones.

Spiritual Care Services

Residents who wish to receive spiritual or religious support may contact their own minister or spiritual care worker directly. If assistance is needed arranging a visit, staff are available to help.

Volunteer Services

Volunteers play an important role in enhancing residents' daily lives through meaningful interactions. Cozy Nest Care Home welcomes both youth and adult volunteers.

- Interested individuals can schedule an appointment with our HR Coordinator to explore available opportunities.
- All volunteers must complete an application form.

- Volunteers aged 18 and over are required to provide a Criminal Record Check from their local police service.

Saskatchewan Medical Order for Scope of Treatment (SMOST)

What is the difference between a Health Care Directive (HCD) and a SMOST? The Saskatchewan Medical Order for Scope of Treatment (SMOST) is a medical order signed by a physician or nurse practitioner. Unlike a Health Care Directive, it is not signed by the patient.

The SMOST is developed through shared decision-making between the health care team and the patient or Substitute Decision Maker (SDM). Other support individuals may be included in this process if the patient or SDM wishes.

If you have any questions or would like clarification about care options, advance planning, or services, please don't hesitate to speak with our nursing staff.

This is your home, and our goal is to make it as comfortable, respectful, and caring as possible. Our team continuously looks for ways to improve by asking, *"This works well—but could it work even better?"*

We welcome you and your family to Cozy Nest Care Home.

