

# Welcome to Camp Hill Veterans' Memorial Building



Camp Hill Veterans' Memorial Building  
5955 Veterans' Memorial Lane  
Halifax, Nova Scotia  
B3H 2E1



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# Welcome to Camp Hill Veterans' Memorial Building

We are looking forward to meeting you and getting to know you and your family.

Camp Hill Veterans' Memorial Building (VMB) is located at the corner of Robie Street and Veterans' Memorial Lane (formerly the end of Jubilee Road) in Halifax.

Moving can be a stressful time. The staff at Camp Hill will strive to make this move as comfortable as possible for you and your family.

The staff in all departments of Camp Hill Veterans' Services are committed to providing care and services which promote quality of life and respect for residents' rights.

Information in this guide will help you prepare for moving to Camp Hill and answer some of your questions.

**What are your questions?**

**Please ask. We are here to help you.**

## Coming to stay at Camp Hill

The first part of this guide will give you some information that will help you get ready for your move. There is also some general information.

### What do I need to bring?

**NOTE:** All belongings need to be marked with your name.

1. Clothing – enough for 2 to 3 weeks, including pyjamas and outdoor clothing. Clothing needs to be labelled with the initials “VMB” and your name. Please make sure clothing is machine-washable.
2. Personal care items such as a toothbrush, toothpaste, electric razor, unscented deodorant/antiperspirant, unscented creams or lotions, hair comb/brush, etc. Nova Scotia Health is scent-free. Please do not use scented products. Please label your items.
3. All wheelchairs, walkers, or any other equipment that you use to get around.
4. Blanket with your name labelled on it.
5. Your living will, and personal directive or advance directive, if you have them.
6. Your health card, to be given to the unit clerk.
7. List of medications and current medication supplies.
8. A written list of interests/activities that you have been involved in.

### What else might I want to bring?

**NOTE:** All belongings need to be marked with your name.

- › A comforter for your bed. Light hospital bedspreads are provided.
- › Pictures or photos, familiar mementoes, books, TV, radio, writing paper, pens, some furniture (see next page).
- › Reading or other hobby materials.
- › Electrical items (such as lamps) must be CSA-approved.
- › Items such as dentures, hearing aids, and glasses should be labelled, if possible.
- › Any valuables (money, jewelry, papers, etc.) should be locked in the locked drawer in the desk to keep them safe.

## **Furniture**

You may bring in some of your own furniture (such as a TV, TV stand, or easy chair). Furniture has to meet safety standards and fit safely into the room. The health services manager on the floor will decide what furniture can be brought in, based on if there is enough space for staff to easily provide care to you.

Upholstered furniture **MUST** be flame-retardant.

## **Clothing**

Clothing can be washed or dry cleaned either by a family member or by the laundry service used by Camp Hill. You or your family are responsible for the cost of dry cleaning. There is a washer and dryer on each floor for you or your family to do your laundry.

## **Please DO NOT bring:**

- › Sharp objects (such as knives) or things made of glass that you do not want broken.
- › Items of value, as they may get lost or broken.

## **Inside Camp Hill**

Camp Hill has 175 rooms, mostly for veterans. There are 7 units, each with 25 resident rooms. The unit on the 3rd floor is a secure unit. This gives an added level of safety for veterans or residents who may try to leave Camp Hill by themselves.

A person who has Alzheimer's disease or another type of dementia may live on any of the floors. Wandering is a part of dementia and because of this, some residents may wander into others' rooms.

The bedrooms are single rooms with a bed and closet, and may have a desk (not all rooms have desks). Each room has either a private or shared washroom.

There are large living room areas on the 4th, 5th, and 6th floors to your left as you come off the elevator. They are used for recreation and visiting. There are TVs, video players, and pianos in these areas. Each unit has a kitchen in the dining room area. There are physiotherapy gyms on the 4th, 5th, and 6th floors. Tubs and showers are available on each floor.

The Veterans' Garden can be reached from the main level of the building. The Garden is a secure area for veterans and residents to enjoy gardening and being outside.

## **What will happen on the first day?**

The staff will show you your room and get some information from you or your family member(s), as well as have you sign consent forms. You will be able to unpack your things and set up your room.

Staff will meet you and your family member(s) and begin their assessments. It may take up to 2 weeks for all of the different team members to meet and talk with you to learn more about you. This will help you and staff plan your care together.

## **Our philosophy**

We believe in holistic care that is veteran-driven, supportive of family, and is based on best practice.

Our philosophy is supported by the following statements:

1. We understand care means working together to provide comfort, relieve suffering, and improve quality of life for veterans. Care also means to provide support for veterans' families.
2. We value care that is veteran-driven and centred on the whole person.
3. We engage the veteran and the family in developing care goals.
4. We value care that is compassionate and sensitive to the veteran's and family's personal, cultural, religious and spiritual values, beliefs, and needs.
5. We provide care that is individualized for each veteran.
6. We encourage veterans to do what they can for themselves and provide support when needed through timely and responsive care.
7. We recognize that we have a role in advocating for veterans and their families.
8. We support each other while providing care.
9. We build and maintain positive relationships with other organizations to support veterans' care goals.
10. We believe in open discussions between ourselves, veterans, and family.

**“To cure sometimes, to relieve often, to comfort always.”**

**-Anonymous**

## Residents' rights

All residents at Camp Hill Veterans Memorial Building (VMB) have the following rights:

- The right to live with sufficient means for decency and self respect.
- The right to move about freely, reasonably, and conveniently.
- The right to pursue a career or interest without penalty of age.
- The right to be heard on all matters of general public interest.
- The right to maintain health and well being through preventive care and education.
- The right to receive assistance in times of illness or need or other emergency.
- The right to participate in decisions which affect you such as to choose alternative courses of action.
- The right to obtain from your physician complete current information concerning diagnosis, treatment, and prognosis in terms that can be understood.
- The right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such action.
- The right to peace and privacy as well as participation.
- The right to protection and safety amid the hazards of daily life.
- The right to act together and seek redress of grievances.
- The right to live fully and with honour — not for your age but for your humanity.

Prepared and approved by Veterans' Council 1994; reviewed 2007.



## Residents' responsibilities

Every resident at Camp Hill Veterans' Memorial Building (VMB) has the following responsibilities:

- The resident is responsible for respecting the policies and regulations of the VMB.
- The resident is responsible for familiarization with both their rights and responsibilities.
- The resident has the responsibility to account for their actions and consequences that might arise.
- The resident has the responsibility to respect the people around them, the environment of the VMB, the rights, and property of other residents, of staff and of others with access to the VMB.
- The resident is responsible for consideration of their personal health needs and cooperation with the staff of the VMB to promote their treatment and well being and seek to enhance their state of health.
- The resident, insofar as they are physically and mentally able, has the responsibility to maintain their personal dignity, hygiene, and appearance, requesting assistance as needed.
- The resident has the responsibility to manage and administer their personal assets and to carry out civic duties as their condition permits.
- The resident is responsible, insofar as they are able, for general care and appearance of their quarters.

Prepared and approved by Veterans' Council 1994; reviewed 2007.

## Safety

Safety is everyone's responsibility. You will be given information and a booklet on safety when you arrive. Please read this information and talk with staff if you have any questions.

The following will help to keep you, your family, volunteers, and staff safe while you are at Camp Hill:

- To prevent falls:
  - › Please refer to our Veterans' Falls Management Program brochure which is located at all the centre area desks.
  - › Wear well-fitting supportive shoes.
  - › Keep your room neat and tidy.
  - › Avoid filling your room with too much furniture.
  - › Keep extension cords along the wall.
  - › **Do not bring in an easy-lift chair until an occupational therapist can assess your ability to safely use one.**
  - › Ask your family member(s) to talk to nursing staff so they can teach them how to safely help you to stand or move.
  - › **Do not try to help another veteran or resident, even if they ask you, as you both may get hurt.**
- Bring in only CSA-approved appliances, power bars, and personal care items (such as electric razors).
- Staff will assess your ability to get up and down safely on a regular basis. There are devices to help staff with lifting, as needed. These devices protect you and the staff from injury. If a lifting device is the safest way to move you, it will be used for each move or transfer.
- Ask questions about your medications. If you have any concerns about your medication, please talk with the nursing staff or your primary health care provider.
- Wash your hands often and encourage your family to do so as well, especially when they arrive and before they leave. Scrubbing your hands with soap and water for at least 1 minute is best. There are also many automatic hand sanitizer pumps throughout Camp Hill.
- Keep food that can go bad easily in your fridge. Check often and throw out any food past its expiry date or that shows signs of spoilage. If you do not have a personal fridge, only have food brought in for that day. Food should be in leak-proof containers. You are responsible for cleaning out your own fridge.

- **Family and other visitors who are not feeling well should not visit until they feel better.**
- **Do not** place items on or near heaters or lamps as this can be a fire risk.
- There is a designated smoking area for veterans in the smoking room. **Visitors are not permitted to smoke at Camp Hill.**

## **General information**

### **Announcements**

There is an electronic bulletin board on each unit. Announcements about upcoming events or cancellations, as well as other important information, can be found on these boards.

### **Banking machine**

There is a banking machine in the lobby on the main level.

### **Buses (Halifax Transit)**

Several Halifax Transit buses stop near the Camp Hill Veterans' Memorial Building (VMB) on Robie Street and Summer Street.

### **Chapel**

The chapel is on the main level behind the security desk. It is open to all residents, veterans, and families. There is a schedule of services located outside the chapel.

The chapel is always open as a quiet place for prayer and meditation.

### **Club 29 Veterans' Pub**

Club 29 is on the 2nd floor of Camp Hill. The schedule is posted on the door. Residents are responsible for paying for any beverage that is ordered.

Both alcoholic and non-alcoholic beverages are available at the pub. Residents may keep personal supplies of alcohol in their rooms, but cannot give or sell alcohol to other residents at Camp Hill.

Some residents may have limitations on alcohol consumption. A copy of the Veterans' Services alcohol protocol can be provided upon request.

## **Compliments**

If you have a compliment, please feel free to share it with us. We will make sure the right person receives recognition, whether it's a staff member, a volunteer or a particular service.

## **Complaints**

If you have a concern, we also need to hear from you. This information helps us to improve our services for you and other residents, veterans, and their family members. Please feel free to bring your concern to the manager of your unit – their name is listed in the back of this guide.

## **Computers and Internet**

You are welcome to bring a computer with you for your room. There is Wi-Fi in the building. If you wish to use your own wired Internet connection, you or your family must contact the unit clerk to book a service call with Bell for an Internet hook-up. You are responsible to pay for installation, the monthly bills, and for disconnecting the service.

## **Dental care**

Dalhousie Hygiene students visit once a month to provide cleaning and dental hygiene that can be done in your room at no cost. If you have a dental need that cannot be managed by the Hygiene students, a referral will be sent for a dentist outside of Camp Hill. You can also keep seeing your dentist in the community if you choose.

## **Medical care**

Medical care is given by a group of primary health care providers who have a special interest in care of the elderly. There is also an on-call system to give 24 hour, 7 day a week medical care. The medical director's office is on the 2nd floor of Camp Hill in suite #2631.

## **Fire drills**

There is a fire drill each month. Practicing what to do in case of fire helps to make sure veterans, visitors, and staff are safe. You will see staff checking to find all veterans and their visitors, closing all windows and doors, and making preparations to keep everyone on the unit safe.

During a fire drill, you will be asked to go to the safe areas or stay in your room. Your visitors may be asked to help by staying with you in the safe area or holding the door open to help other veterans pass into the safe area. We do our best to keep fire drills as short as possible since we know that the alarm is loud and can be upsetting to some residents.

The elevators do not work during a fire alarm. Visitors are required to stay on the ground floor or on the unit unless given other instructions by staff. **Do not use the stairs unless told to do so.** At the end of the fire drill, once the “ALL CLEAR” announcement has been made, you may use the stairs and elevators.

### **Foot care**

The nursing staff gives basic foot care as part of daily care. If nursing staff are not able to deal with a problem, a referral will be made to a staff member who has taken advanced education in foot care.

### **Garden – Camp Hill Veterans’ Memorial Garden**

The garden officially opened in 2000 as a safe place for veterans and residents. Gardening activities and relaxation in this garden give veterans and residents an improved quality of life. It is also a place to commemorate and honour the sacrifices of all Canadian military members, past and present.

The garden was created and built through community generosity from veterans, veterans’ families, Camp Hill staff, and military, and veterans’ and community organizations.

The garden is located around 2 sides of the Camp Hill VMB. The garden is open to all veterans, residents, and their families to enjoy every day. During the winter, the weather will determine if people can use the garden. Planned social events and commemorative ceremonies happen in the garden when the weather permits.

The garden continues to grow and develop thanks to fundraising activities and the ongoing generous donations of funds and time by many people and organizations. Donations for the ongoing maintenance and care of the garden can be made to the Camp Hill Veterans’ Memorial Garden Fund through the QEII Foundation.

## **Hairdresser/barber**

Services are available on the unit upon request. There is a fee for hairdressing and barber services, which is to be paid at the time services are given.

## **Health and care planning**

A form called Pathways of Care will be discussed with you or your family member and/or guardian when you arrive at Camp Hill. Pathways of Care is a process to help you talk about what kinds of care you would like to have if you get sick. Please talk with your family about what you want. This will prepare you to have these discussions with the health care providers and other staff.

A substitute decision-maker form is also required to be filled out on admission.

If you have a living will, personal directive or an advance directive, please give a copy to the staff caring for you. This will help them honour your wishes.

## **Leaving the unit and passes**

Residents are able to move throughout Camp Hill on their own if they are able to. Please tell staff when you go off the floor so we know where to find you in case there is an emergency. Please sign the “Sign Out” sheet before leaving the unit.

You can go out for day, overnight, or weekly passes if you are able. 1 day’s notice (24 hours) is needed to make sure that you get a supply of required medications. Please complete the Sign Out/In sheet at the team station before you leave.

## **Meals and snacks**

Meals are served in each unit’s dining room. The food is prepared in the kitchen located in the lower level of the Camp Hill VMB and delivered to each unit’s kitchen. If you are not able to come to the dining room, your meal will be served in your room.

### **Meal hours:**

Breakfast	7:45 to 9:30 a.m.
Lunch	11:30 a.m. to 12:30 p.m.
Supper	4:30 to 5:30 p.m.

Drinks and light snacks are available between meals. These supplies are kept in each unit's kitchen and are only for use by the veterans and residents who live here.

The menu runs on a 4-week cycle to provide a variety of food and drink choices at each meal. Two main entrée options are available at lunch and supper. If you do not want to have the main meal, you are welcome to ask for something else. Special occasion menus are planned for holidays and celebrations.

Dining room seating is limited. If a family member wishes to share a meal with you, please ask the nursing staff and alternate arrangements can be made.

Our priority is to make sure that you get the right healthy foods and that you are safe when eating. Posters in each dining room outline the dining room rules. Some of the points include:

1. All food and drinks in the fridge and cupboards are only for the veterans and residents who live here. Family members who wish to have a party onsite will need to make arrangements with the catering staff in Restaurant Services who can be reached by phone at 902-473-4261.
2. Food that is not prepared by Nutrition and Food Services can only be reheated and served by a family member due to liability issues.
3. Food items brought in for a specific resident by a family member cannot be shared with other veterans or residents due to food restrictions and choking risks.
4. Family and guests can only help their family member with their meal.  
**Do not give food to or help other veterans or residents with their meals due to possible diet restrictions or safety concerns.**

## **Medications**

Medications are delivered at specific times during the day. Your health care team will work with you or your family to make sure that you get the right medications.

Please feel free to ask questions about your medications and why you are taking them.

## **Newspaper subscriptions**

If you would like a newspaper delivered to your room, please make the payment and delivery arrangements with the newspaper company. If you need a newspaper slot for the wall outside your room, check with the unit clerk who will make arrangements to have it installed.

## **Outbreak information and event line**

Sometimes an outbreak of seasonal flu or another communicable (easily spread) illness may reach the building. If this happens, a unit may be closed for general visiting to help lower the spread of the illness. Information signs will be put up on the lobby and at floor entrances.

Family members and friends can call the outbreak and event line at 902-473-7171 for current information. The message is updated regularly. If visiting to the units is restricted due to illness, the event line also gives up-to-date information about events and outings.

## **Palliative Care Program**

Palliative Care is a philosophy of care and services that aims to relieve suffering and improve quality of life for veterans and residents with advanced illness and their families. This care is provided by all staff and trained volunteers. Palliative Care offers comfort and emotional and spiritual support to veterans, residents, and their families.

When needed, family rooms are available on several units. They have couches that will convert into a bed. A cot that can go in the resident's room is also available.



## **Parking (pick-up, drop-off)**

There is an underground parking garage under the Camp Hill VMB. The entrance is off Veterans' Memorial Lane, at the end of the building closest to Robie Street.

The exit is at the far end of the parking garage and comes out on Summer Street.

As you enter the garage, take a parking ticket from the machine on the driver's side of the vehicle. Pay for parking as you exit the lot. The payment machine takes coins, bills, and credit cards.

Discounted parking for long stay residents may be available for families. Please ask the unit clerk for information.

## **Patient representative**

The patient representative is here to help you with concerns or questions that have not been resolved by other staff. They will work with all departments on your behalf. The patient representative can be reached at 902-473-2133, toll-free at 1-844-884-4177, or by e-mail at [healthcareexperience@nshealth.ca](mailto:healthcareexperience@nshealth.ca).

## **Pets**

Make arrangements with staff from Recreation Therapy Services for family pets to visit.

Volunteer Services, along with Recreation Therapy, coordinates a Therapy Dog Visitation Program. These dogs are trained to visit with residents in long term care facilities to give comfort and companionship. Therapy dogs and their handlers are identified by their Nova Scotia Health volunteer IDs.

## **Recreation programs and activities**

Some of the regular programs include social events, commemorative events, trivia, a library program, music, bingo, gardening, children's daycare visits, physical games, and much more. A monthly calendar is posted on each unit. Programs vary by unit. Each unit has an event board which outlines the programs happening each day. There is also an electronic bulletin board on each floor. Information that scrolls through on the boards highlights activities, special events, and weather forecasts.

Families and friends are encouraged to support the residents and veterans to participate in activities whenever possible. In the event of a change in a scheduled event, the unit boards and electronic bulletin boards will be updated.

## **Religious and spiritual programs and activities**

Church services happen in the chapel on the main level. There are also other spiritual activities such as singing and on-unit services.

Family members are always welcome to attend the services. The times and places are posted on the electronic bulletin boards and on the bulletin board outside the chapel on the main level. Please contact the Spiritual Care Department for more details.

Chaplains are also available for on-call urgent matters:

- › Weekdays: 4 p.m. to midnight
- › Weekends: 8 a.m. to midnight

## **Removal of personal belongings**

Personal belongings must be removed within 24 hours (1 day) when a resident leaves Camp Hill to allow a new veteran to move in as soon as possible.

## **Restaurants**

The restaurant/cafeteria at Camp Hill is open from 7:30 a.m. to 2:30 p.m., Monday to Friday. There is also a cafeteria on the 2nd floor of the Halifax Infirmary.

## **Scent-free policy**

Scents can cause breathing problems for veterans, residents, and staff. The scent-reduced policy states that only unscented soap, deodorant, hand and/or body lotion and after-shave can be used at Nova Scotia Health.

Please do not bring in strongly scented flowers such as Easter lilies, lilacs, etc. You may choose green plants, silk flower arrangements, or contact your local florist for their suggestions for no-odour or low-odour arrangements.

## **Smoking policy**

There is a smoking room on the 5th floor for veterans and residents only. **Visitors and family are not allowed to smoke in this room, on the property, or in the building.**

## **Telephones**

You may have a telephone connected in your room. You or your family must speak with the unit clerk to book a service call and to arrange for billing. You are responsible to pay for the installation and monthly charges.

## **Cable TV**

In order to have cable connected to your TV, please speak with the unit clerk to book a service call with Eastlink or Bell and to arrange billing. You are responsible to pay for installation, monthly bills, and disconnecting cable service. If you must be moved to another room, Veterans' Services will cover the costs of moving the cable service. Please contact the unit clerk for more information.

## **Visiting times**

Family and friends are welcome to visit at any time.

## **Visiting other residents or veterans in their rooms**

If you or your family members wish to visit with other residents or veterans in their rooms, please check with unit staff first to make sure it is a good time for them to see visitors. Staff will be able to tell you if there are any concerns with the visit.

## **Volunteers**

Volunteers give support to social events and activities scheduled throughout the year. Volunteers share their talents and skills with the veterans while giving companionship and a friendly presence. Along with their volunteer ID, volunteers wear red vests to make it easier for the residents, veterans, family members, and staff to recognize them.

The Volunteer Services Department is on the main floor of Camp Hill, room 1523. It is open from 8 a.m. to 4 p.m., Monday to Friday. For more information, please call 902-473-2457.

## **Website**

Camp Hill Veterans' Services has a website through Nova Scotia Health:  
› [www.cdha.nshealth.ca/nsha-veterans-services-divisions](http://www.cdha.nshealth.ca/nsha-veterans-services-divisions)

## **Wi-Fi (wireless Internet)**

There is Wi-Fi on all the units, as well as in common areas such as the lobby, and restaurant.

## Phone directory

### Programs and staff

	Name	Phone
Desk on the unit		
Primary health care provider		
Charge nurse		
Health services manager (nursing)		
Centre desk – unit clerk		
Unit aide		
Chaplain		
Dietitian		
Music Therapist		
Occupational Therapist		
Patient Representative		902-473-2133
Pharmacist		
Physiotherapist		
Psychologist		
Recreation Therapist		
Social worker		
Director, Veterans' Services	Heather White	902-473-6359



**Looking for more health information?**

Find this pamphlet and all our patient resources here: <https://library.nshealth.ca/PatientEducation>

Contact your local public library for books, videos, magazines, and other resources.

For more information, go to <http://library.novascotia.ca>

Connect with a registered nurse in Nova Scotia any time: call 811 or visit <https://811.novascotia.ca>

Learn about other programs and services in your community: call 211 or visit <http://ns.211.ca>

*Nova Scotia Health Authority promotes a smoke-free, vape-free, and scent-free environment.*

*Please do not use perfumed products. Thank you!*

[www.nshealth.ca](http://www.nshealth.ca)

*Prepared by: Veterans' Services*

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The information in this brochure is for informational and educational purposes only.

The information is not intended to be and does not constitute health care or medical advice.

If you have any questions, please ask your health care provider.