

2014

Welcome to Camp Hill Veterans' Memorial Building



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



Capital Health

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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 is committed to providing care and services which promote quality of life and respect for veterans' rights.

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

How does a veteran apply to be a resident at Camp Hill?

Veterans Affairs Canada decides who is eligible to live at Camp Hill. Questions about admission to Camp Hill should go to:

Veterans Affairs Canada
Halifax District Office
P. O. Box 8063
Halifax, NS
B3K 5L8
1-866-522-2122

Coming to live at Camp Hill

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

What do I need to bring?

1. Clothing – enough for 2-3 weeks, including pyjamas and outdoor clothing. Clothing needs to be labelled with the initials “VMB”, your room number, and your name. Please make sure clothing that is going to be sent out for washing 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. Capital Health is scent-free. Please do not use scented products.
3. All wheelchairs, walkers, or any other piece of equipment that you use to get around.
4. Blanket with your name and “VMB” labelled on it.
5. Your living will, personal directive, or advance directive if you have one.
6. Your veteran’s card and health card. These are 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.

NOTE:

All belongings need to be marked with the veteran’s name and the initials “VMB”.

Other items you may want to bring:

- › A comforter for the bed (please label with name and VMB). Light institutional bedspreads are provided.
- › Pictures, mementoes, TV, radio, writing paper, pens, some furniture (see next page).
- › Reading or other hobby materials.
- › Electrical things such as lamps must be CSA-approved.
- › An electric toothbrush if you have natural teeth.

NOTE:

Please label all belongings with the name (veteran’s) and the initials “VMB”.

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.

Clothing, furniture, personal belongings, toiletries, and valuables

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 so staff can easily provide care to you.

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

Please feel free to bring photos, books, pictures for the walls, and other familiar things.

Items such as dentures, hearing aids, and glasses should be labelled if possible. At times, veterans will misplace items – sometimes in another veteran's room, in the garbage, or in other places at Camp Hill. It is very important to lock all valuables (money, jewelry, papers, etc.) in the locked drawer in the desk to keep them safe.

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 costs of dry cleaning. There is a washer and dryer on each floor for you or your family to do your laundry.

Inside Camp Hill

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

A veteran who has Alzheimer's disease or other type of dementia may live on any of the floors. Many veterans who come here to live have these conditions. Wandering is a part of dementia and because of this, some veterans may wander into other veteran's rooms.

Veterans are assigned their room based on availability and need. Specific requests are taken into consideration and, if possible, are provided. A veteran may be asked to change or transfer rooms (on the same unit, a different unit, or another floor within Veterans' Services) based on changes in their care needs or those of other veterans.

The bedrooms are single rooms with a bed, closet, and desk. Each room has either a private or shared washroom.

There is a large living room area 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 is a physiotherapy gym 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 to enjoy gardening and being outside.

What will happen on the first day?

If possible, please arrive by 11 a.m. 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

Veterans' rights and responsibilities

Veterans' rights

You have:

- 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.

Veterans' responsibilities

A veteran who is a resident at the 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 his/her rights and responsibilities.
- The resident has the responsibility to account for his/her actions and consequences that might arise.
- The resident has the responsibility to respect the people around him/her, 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 his/her personal health needs and cooperation with the staff of the VMB to promote his/her treatment and well being and seek to enhance his/her state of health.
- The resident, insofar as he/she is physically and mentally able, has the responsibility to maintain his/her personal dignity, hygiene, and appearance, requesting assistance as needed.
- The resident has the responsibility to manage and administer his/her personal assets and to carry out civic duties as his/her condition permits.
- The resident is responsible, insofar as he/she is able, for general care and appearance of his/her quarters.

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

General information

Announcements

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

If your family wishes to receive email notification of special events and newsletters, they can give their email address to the unit clerk on the floor where you live.

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 on Robie Street and Summer Street.

Cashier's services (Monthly services, income tax receipts)

The cashier's office is located at room 4314 on the 4th floor of the Camp Hill Veterans' Memorial Building. It is open 7 a.m. to noon, Monday to Friday. The telephone number of the veterans' cashier is 902-473-8653.

To use the banking services:

- Set up an account to deposit money into.
- Cash withdrawals from this account are at your request.
- You can charge things such as hairdressing, hair cuts, bus trips, dry-cleaning, etc., to your account as long as there is enough money to cover the charges. A fund form (chit) needs to be filled out to do this. The chits are available on all units and in the Recreation Therapy Department.

When you leave Camp Hill, any money left over in the account is returned to you, your family, or the executor of your estate.

If you are not able to look after your own money, you can sign a consent form with the health services manager on their floor to approve the payment of charges from your account. A nurse or social worker can get the form for you. The form has to be signed by you, the veteran, or the person who is responsible for making decisions for you (such as family, next of kin, or a legal guardian).

If you have any questions, please feel free to contact the cashier directly.

Chapel

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

The veterans' 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. It is open 3 days a week from 2–4 p.m. The schedule is posted on the door. Veterans are responsible for paying for any beverage that is ordered. A billing system with chits is available for those who are unable or do not want to carry cash.

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

Some veterans may have limitations on alcohol consumption. A copy of the veteran alcohol policy can be provided upon request.

Committees and planning teams

Veterans and family members participate on some of the committees and teams at Camp Hill. Membership on a committee or team stops when you are no longer living at Camp Hill. Veterans and families are also asked for ideas and input through Veterans' Council, Veterans' Executive Committee, family meetings, surveys, focus groups, and more.

Compliments

If you have a compliment, please feel free to share it with us. We will make sure the right person receives this 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 veterans and their family members. Please feel free to bring your concern to the manager of your unit. (Her/his name is listed in the back of this booklet.)

Computers and Internet

You are welcome to bring in a computer. 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

A dentist gives dental care at Camp Hill several times a month. Veterans are booked by priority of need – there can be some wait time to be seen. The dentist does examinations, fillings, and denture fittings. If you need to have a tooth removed, you will be referred to the oral surgeon by the dentist and the doctor. The costs for dental care are billed to the veteran's Blue Cross number. You can also continue to see your dentist in the community.

Medical care

Medical care is given by a group of family doctors 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 coverage. The medical director's office is on the 2nd floor of Camp Hill in suite #2631.

Fire drills

Each month there is a fire drill. 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 understand that the fire alarm causes noise and may upset some veterans, so we will work to keep the fire drills as short as possible.

The elevators do not work during a fire alarm. Visitors are required to stay on the ground floor or on the veterans' 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 she/he is not able to deal with a problem, a referral will be made to a staff member who has taken advanced education in foot care. If needed, a podiatrist (foot doctor) will be consulted.

Gift shop

There is a gift shop in the lobby of the Camp Hill Veterans' Memorial Building. It has gift items, candy, soft drinks, stamps, books and magazines, personal care items, lottery tickets, and much more.

The gift shop is generally open 7 days a week. Hours are 9:30 a.m.–6:30 p.m. (weekdays) and noon–4 p.m. (weekends and holidays). These times may change based on availability of staff and volunteers.

Garden – Camp Hill Veterans' Memorial Garden

The garden officially opened in 2000 as a safe refuge for the veterans to enjoy an improved quality of life through gardening activities and relaxation in this private sanctuary. 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 – veterans, veterans' families, Camp Hill staff, and military, veterans and community organizations.

The garden is sited around 2 sides of the Camp Hill Veterans' Memorial Building, parts of it on the roof of the underground parkade and on what was once a parking lot. The garden is open to all veterans 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

The hair salon is in the Abbie J. Lane Building. The hairdresser works in the shop or will go to the veteran on the unit. There is a fee for hairdressing and barber services. You are billed through the cashier for haircuts and other hair care services.

Health and care planning

A form called Pathways of Care will be discussed with you or your family/guardian when you arrive at Camp Hill. The 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 speak with your family about what you want. This will prepare you to have these discussions with the doctor and other staff.

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

Income tax receipts

Receipts for income taxes are to be picked up from the cashier. Upon request, a letter explaining the type of care provided at Camp Hill is available for income tax purposes.

“K card”

Veterans Affairs Canada requires that your veteran “K card” be held by Camp Hill staff while you live here. Please give the card to the unit clerk upon admission to Camp Hill.

Leaving the unit and passes

Veterans 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.

We ask that veterans do not leave the special care area on the 3rd floor unless she/he is with a family member, staff, or a volunteer.

You can go out for day, overnight, or weekly passes if you are able. 24 hours notice 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 Veterans' Memorial Building 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 a.m.–9:30 a.m.
Lunch	11:30 a.m.–12:30 p.m.
Supper	4:30 p.m.–5:30 p.m.

Drinks and light snacks are available for you between meals. These supplies are kept in each unit kitchen and are only for use by the veterans 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 all veterans get the right diet and that they 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 who live here. Family members who wish to have a party on site will need to make arrangements with the catering staff in Restaurant Services who can be called/reached by phone at 902-473-4261.
2. If a family member wishes to eat with a veteran, they must wait until all the other veterans have been served and there is a seat open at the table. Do not take a veteran's seat unless they have had their meal and have left the dining room. The veteran and his or her family member may also take their meal to the veteran's room or to the solarium.
3. Food that is not prepared by Food & Nutrition Services can only be reheated and served by a family member due to liability issues.

4. Food items brought in for a specific veteran by a family member cannot be shared with other veterans due to diet restrictions and choking risks.
5. Family and guests can only help their veteran family member with their meal. Do not give food to or help other veterans with their meal due to possible restrictions in diet or safety concerns.
6. Pets may only be in the dining rooms when meals are not being served.

Medications

Medications are delivered at specific times during the day. Your doctor, nurses, and the pharmacist 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.

Newsletter – Veterans and Family Update Bulletin

This newsletter is created 3 to 4 times a year. It is posted in the veterans' rooms or on the unit bulletin boards. It can also be emailed out to a family member. If your family wishes to receive the bulletin electronically, please give their email address to the unit clerk on your floor.

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

Occasionally an outbreak of flu or other communicable illness can happen which may cause a unit to be closed for general visiting. Information signs will be put up in the lobby and at floor entrances. There is also an information and event line that family and friends can call to find out more. The number to call is 902-473-7171, then select the option for outbreak information. The message is updated on a regular basis.

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 with advanced illness and their families. This care is provided by all staff and trained volunteers and offers comfort, and emotional and spiritual support to veterans and their family.

Bereavement follow-up is offered to next of kin following the death of a veteran.

Family rooms are available on several units. They have couches that will convert into a bed. A cot that can go in the veteran's room is also available.

Parking (pick-up, drop-off)

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

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

The driver will get a ticket from the machine inside the garage entrance. Payment for parking is done at the exit. The payment machine takes coins, bills, and credit cards.

One family member per veteran can get a permit for unlimited free parking in the parking garage under the Camp Hill Veterans' Memorial Building. To apply for this parking, you family member must:

- › Get an application form from the clerk on the floor.
- › Take the completed application to the parking office in the Robie Street parking garage (directly across from the Robie Street entrance to the Halifax Infirmary). This office is open 24 hours a day, 7 days a week.
- › Fill out a permit and an access card will be given.

To enter the parking garage under the Camp Hill Veterans' Memorial Building with the access card:

1. Put the access card into the slot (follow the arrow on the card) of the ticket machine just inside the garage door. The gate will open.
2. To access the special veterans' family parking area on the P1 (upper) level of the parking garage, place the card near the card reader at the entry/exit of this area. The gate will then open.
3. When leaving, this same gate will open automatically when the car gets close to it.
4. To exit the parking garage, put the access card in the slot marked #1 on the pay machine, located just inside the exit garage door. The exit gate will open. Remember to take the card out of the machine.

Family parking permits

All members of a veteran's family are eligible to get a permit which will let them use the pick-up/drop-off spots near the front doors of the Camp Hill Veterans' Memorial Building. This area is not to be used for parking for regular visiting. This permit is not for use in the parking garage.

To get this permit, the family member must:

- › Go to the parking office in the Robie Street parking garage (directly across from the Robie Street entrance to the Halifax Infirmary) and give the parking office their name.
- › Display the permit on the dashboard of their car while they are parking in this area in front of the Camp Hill Veterans' Memorial Building.
- › She/he may be issued a parking ticket if the permit is not displayed on the dashboard.

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 1-855-799-0990, or by e-mail at healthcareexperience@cdha.nshealth.ca.

Monthly payments

The cashier accepts monthly payments and tracks the amounts paid. Cheques are payable to Capital Health and can be sent to or dropped off at the cashier's office, room 4315, 4th floor, Camp Hill Veterans' Memorial Building, 5955 Veterans' Memorial Lane, Halifax, Nova Scotia, B3H 2E1.

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 and they give comfort and companionship to veterans. Therapy dogs and their handlers are identified by wearing Capital 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 for veterans and families. 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 veterans' activities, special events, and weather forecasts.

Veterans' families and friends are encouraged to support the veteran to participate in activities whenever possible. In the event of a change in a scheduled event, the unit boards and electronic bulletin board will be updated.

Religious, spiritual programs, and activities

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

As part of the Palliative Care Program, a memorial service is held on the last Monday of most months in remembrance of those who have died. The December service will be held on an alternate date depending on when Christmas falls.

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 veterans' chapel on the main level. Please contact the Spiritual Care Department for more details.

Chaplains are available for urgent matters 24 hours a day through an on-call system.

Removal of personal belongings

Personal belongings must be removed within 24 hours when a veteran leaves Camp Hill to allow a new veteran to move in as soon as possible. Staff will pack the veteran's belongings if families are unable to do this.

Restaurants

The restaurant/cafeteria at Camp Hill is open 7:30 a.m.–2:30 p.m. Monday to Friday. The voucher system can be used in the restaurant. Please arrange this with the health services manager on your floor.

There is also a cafeteria on the 2nd floor of the Halifax Infirmary. A Tim Hortons is on the 4th floor at the Robie Street entrance of the Halifax Infirmary.

Royal Canadian Legion - Nova Scotia/Nunavut Command

Legion branches host social events for veterans both at Camp Hill and at their branch throughout the year. Music, singing, games, beverages, and a meal are usually provided. Please contact Recreation Therapy staff for more information.

The Legion and Camp Hill staff also plans commemorative events such as the Battle of the Atlantic, Battle of Britain, and Remembrance Day.

Safety

Safety is everyone's responsibility. You will get information and a booklet on safety when you arrive. Please read this information and talk to staff if you have 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 the room with too much furniture.

- › Keep extension cords along the wall.
 - › Do not bring in an easy lift chair until the 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, even if they ask you, as you and they may get hurt.
- Bring in only CSA-approved appliances, power bars, and personal care items such as electric razors.
 - On a regular basis the staff will assess your ability to get up and down safely. There are lifting devices to help staff with lifting as required. These devices protect not only the staff from injury but also you. 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 doctor.
 - Wash your hands frequently and encourage your family to do so as well, especially when they arrive and before they leave. Soap and water is best and scrub hands for at least 1 minute. There are also disinfectant handwashing bottles throughout Camp Hill.
 - For food that can spoil easily, keep it in your fridge until you eat it. Check frequently 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.
 - Family and other visitors who are feeling unwell 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.

Scent-reduction policy

Scents can cause breathing problems for veterans and staff. The scent-reduction policy states that only unscented soap, deodorant, hand/body lotion and after-shave can be used.

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. 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.

There are pay phones on each floor.

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 for 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.

Veterans' Council

The Veterans' Council is for all resident veterans and their families. The council meets every Friday at 10:30 a.m. in the Garrison 5 Lounge. It is on your left as you come off the elevator.

Visiting times

Family and friends are welcome to visit at any time.

Visiting other veterans in their rooms

If you or your family members wish to visit with other veterans in their rooms, please check with unit staff first to make sure it is a good time for the veteran to see visitors. Staff will be able to let you know 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 enhance their visibility to veterans, family members, and staff.

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

Website

Camp Hill Veterans' Services has a website through Capital Health. The site can be accessed through the following address:

› www.cdha.nshealth.ca/veterans-services

Wheelchairs and other veteran equipment

Wheelchairs and walkers that you bring with you or that are purchased for you by Veterans Affairs Canada are your property. When you leave Camp Hill, you, your family, or your executor need to remove equipment within 24 hours. If the equipment is not wanted, arrangements can be made to donate the item(s) to Camp Hill for use by another veteran.

If changes are made to a piece of your equipment using Camp Hill supplies, those supplies remain the property of Camp Hill when you no longer require them.

Please speak to the occupational therapist on your floor if you have any questions.

Wi-Fi (wireless Internet)

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

Phone directory

Programs & staff

	Name	Phone
Desk on the unit		
Family doctor		
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	Elsie Rolls	902-473-6359

Looking for more health information?

Contact your local public library for books, videos, magazines, and other resources.
For more information go to <http://library.novascotia.ca>

*Capital Health promotes a smoke-free, vape-free, and scent-free environment.
Please do not use perfumed products. Thank you!*

Capital Health, Nova Scotia
www.cdha.nshealth.ca

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If you have any questions, please ask your healthcare provider.