

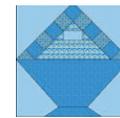
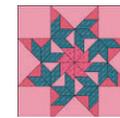
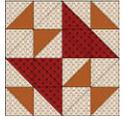
Our thanks to the members of the Fraser Health Residential Information Reference Group for their input and participation, as well as to the families and caregivers who contributed to the development of this resource planner.



*When your care needs change...*



*Moving to a Residential Care Facility*



PRINTSHOP # 253376





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## Residential Care in Fraser Health



When your ongoing health care needs become more complex, you may be asked to consider residential care. You may know residential care facilities as Intermediate Care, Extended Care, Special Care or Dementia Care.

Residential care services are for adults who can no longer live safely or independently at home because of their complex health care needs.

- Residential care offers:
- 24-hour personal care assistance and support
  - skilled nursing care
  - a safe and secure living environment
  - nutritious meals
  - basic linen and personal laundry services
  - recreational and activity programs

All residential facilities in BC are licensed to provide care and therefore, all are required to operate within specified standards. Fraser Health operates or funds the most publicly-funded residential care beds in BC. As an alternative, some people do opt to purchase services on a temporary or permanent basis from the private market.

Your Community Case Manager will be able to provide you with further information on licensed residential care facilities in Fraser Health.

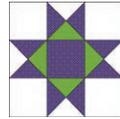


## Private pay option

*Depending upon individual needs and circumstances, private pay residential care may be a temporary or permanent option. There are many facilities to choose from, each with a variety of services and unique features. It is important that you and your family identify what is most important for your care and create a list of preferred facilities to tour, where possible.*

*Temporary or permanent admission to private pay residential care does not require an eligibility or financial assessment by Fraser Health professional staff. If you are considering the option of private pay, you will need to determine approximate care costs and overall affordability. Some facilities have both funded and private beds. Choosing to pay privately does not automatically secure a transfer to a funded bed in the same facility. Further information regarding private pay facilities may be obtained by contacting your local Home Health office or designated hospital staff.*

Notes:



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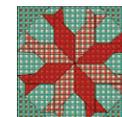
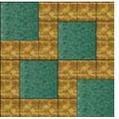
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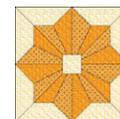
*Moving to a residential care facility may not be easy and the first available bed vacancy may occur quite quickly or suddenly following your assessment.*

*This booklet is intended to help you learn about residential care services available in Fraser Health and guide you in your choice of the best care option.*

*“I would have preferred to grow into the caregiver role rather than being plunked into it.”*



## **GETTING STARTED**



### **Is Residential Care right for you?**

When the amount of daily care is more than can be safely managed at home, or in a supportive or assisted living setting, residential care may be the most appropriate care option.

### **Entering a publicly funded residential care facility**

There is no wait listing for publicly funded residential care and an assessment is the first step to accessing residential care.

### **From home**

Once you have been assessed as eligible for residential care, your name is forwarded for the first available and appropriate vacancy in the health region. Clients will be offered vacancies according to their level of need and priority will be given to those clients with the highest need and who are at greatest risk.

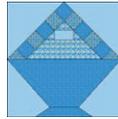
Wherever possible, you will be matched with a facility vacancy in your home or neighbouring community. However, depending on available vacancies, your specific care requirements and level of urgency, you may be asked to accept a vacancy in another area of the health region. It is expected that once you are offered a vacancy, you will move as soon as possible to the facility, i.e. usually within 48 hours.

Contact your Community Case Manager if you experience ongoing changes in your health or situation, or have questions regarding this process.

Once you have moved into a residential care facility, you can request to have your name put onto a transfer list for the facility of your choice. When a vacancy at that facility is offered to you, you may accept or decline depending on your wishes at that time.



## Important Names and Numbers



Fraser Health Home and Community Care Office:

Intake Phone number: \_\_\_\_\_

Case Manager's Name: \_\_\_\_\_

Case Manager's Phone: \_\_\_\_\_

Appointment Date: \_\_\_\_\_

Appointment Time: \_\_\_\_\_

Notes: \_\_\_\_\_

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*“Our home situation escalated to the point where my husband, my father and I would have all been in hospital!”*

## Transferring to another residential care facility



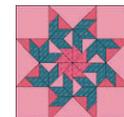
Some residents or families may still wish to transfer to another facility. This option requires serious consideration and conversation with Fraser Health Residential Services. The Residential Care Coordinator can give you information about licensed care facilities in Fraser Health and other parts of BC. You will want to know the specific care capabilities of each facility you are considering, the realistic length of time for a vacancy to become available, and whether moving may create added stress and additional costs.

An appointment to tour other facilities will be important to help with decision-making and evaluating your care options.

If you need more information or have more questions about residential care or services in Fraser Health, please do not hesitate to call:

- **In the community** - your Home Health Case Manager
- **In the hospital** - your Social Worker or Care Coordinator
- **In the care facility** - your Director of Care, Social Worker or Residential Care Coordinator

*“The decision now: Do I move her from the familiar to a strange place?”*



## Getting settled into your new surroundings



Moving into a care facility, is like moving to a new neighbourhood and can be stressful. Just remember, it will take time to feel comfortable with your new surroundings and to build trusting relationships with other residents and staff.

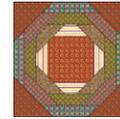
Accepting the fact you need care that is best provided in a residential facility is sometimes difficult. So it is not unusual for residents to feel anxious, sad, angry or confused. Family members, too, will need time to adjust to this major change.

Ongoing support from family and friends during the adjustment period will ease the transition. Regular visits by family and friends are always encouraged.

### Some common adjustments:

- *Separating from a spouse and significant others*
- *Losing a familiar identity; searching for a new one*
- *Adjusting to scheduled activities of daily living*
- *Learning to feel safe and secure in a new environment*
- *Routinely participating in your care planning*

*“He seems happier with other people around him.”*



## GETTING STARTED



### From hospital or a transitional care setting

The first available and appropriate bed policy applies to patients in hospital or transitional care settings who have been assessed by designated discharge planning staff as:

- No longer requiring emergency or hospital bed resources
- Unable to return home to wait for an appropriate residential care bed
- In need of residential care

Once you no longer need hospital type care, the daily client rate for residential care will be applied while you are waiting for a residential bed. This client charge applies 30 days after you have been assessed for residential care and notified, or upon admission to residential care.

If you do not agree to accept the first available residential care bed, you will have the option of:

- Returning home and accessing community home supports based on current Fraser Health service guidelines, or paying privately for support services, or a combination of both.
- Selecting a facility and paying privately for residential care.
- Assuming responsibility for the total cost of unsubsidized hospital care starting at several hundred dollars a day.

Moving from hospital to an unfamiliar place can be an anxious time but remember you may request your name be added to the transfer list of your preferred facility at any time, once you are in residential care.

Hospital Social Worker: \_\_\_\_\_

Phone: \_\_\_\_\_

OR

Hospital Care Coordinator: \_\_\_\_\_

Phone: \_\_\_\_\_

Notes: \_\_\_\_\_

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### Other important names and numbers



Facility contact person: \_\_\_\_\_

Phone # and/or extension #: \_\_\_\_\_

Residential Care Coordinator or  
facility Social Worker: \_\_\_\_\_

Phone #: \_\_\_\_\_

Notes: \_\_\_\_\_

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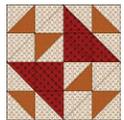
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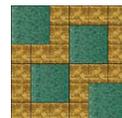
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*“Transfer to a facility was very quick. I went to visit him in the hospital and he was already moved. I was relieved for me and happy for him.”*



## GETTING SETTLED



### Expectations of living in residential care

Residents in Fraser Health residential care facilities can expect:

- 24-hour personal care assistance and support
- Skilled nursing care
- A safe and secure living environment
- Nutritious meals
- Basic linen and personal laundry services
- Recreational and activity programs
- The name of a facility contact person designated to help you with your questions and concerns
- The name and contact number of the Fraser Health designated Residential Care Coordinator or facility Social Worker

Residential care is group living and that means sharing limited staffing resources and perhaps waiting for certain care procedures. Facility staff and family care conferences are available to support you during your adjustment to facility living.

*“Participate in care conferences; the staff and your spouse will benefit from your input.”*

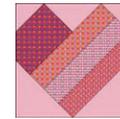


## Eligibility for publicly funded residential care



To be eligible for publicly funded (subsidized) residential care you must:

- Have a demonstrated health care need which is assessed as requiring 24 hour care and supervision
- Be over 19 years of age
- Be a Canadian citizen or permanent resident
- Meet BC residency eligibility requirements
- Agree to the assessment process including a release of financial information
- Have made reasonable attempts to have care provided at home



*“Facility care was the last place I wanted her to go but I was tired and could no longer safely care for her at home.”*



## Checklist to prepare for moving to a facility



It is important to know that the time between notification of a vacancy and moving into the facility may be very short. Here is a checklist to help you start the planning with your family, friends and doctor.

- Have you looked into eligibility for available benefits, e.g. Guaranteed Income Supplement, Veterans Affairs benefits?*
- Have you looked into Power of Attorney or a Representation Agreement?*
- Have you talked about future wishes for prolonged medical treatment with your family and doctor?*
- Have you discussed with your doctor if he or she will be able to continue to be your doctor once you are in residential care?*
- Have you made a list of where to send a change of address, e.g. BC Medical Plan, bank, insurance companies and social organizations?*
- Have you set aside funds for the first month of residential care, payable on admission and followed by monthly payments?*
- Have you made arrangements for a monthly comfort fund to cover costs of hair cuts, special therapies, such as music therapy, special outings or social events?*
- Are you aware that some facilities charge a room differential for semi and private accommodation, e.g. an additional \$6-\$15 a day over and above the assessed daily client charge?*
- Is it possible to visit a friend currently in facility care to get a feel of residency life and find out what usual personal belongings and furnishings you may bring into residential care?*



## RESIDENTIAL CARE COSTS



While Fraser Health pays for the care provided in publicly funded residential care facilities, residents are expected to pay towards the daily costs of food and accommodation. The amount you will pay will depend on your annual income. Your accommodation rate will be calculated and determined according to the current rate schedule, available through your Case Manager or Hospital contact.

### Typical residential care costs

The costs of living in residential care are very similar to those costs of living independently at home. Typical costs you may be expected to pay include:

- Telephone, television cable or Internet charges
- Personal hygiene and grooming products
- Medications not covered by PharmaCare
- Personal needs such as dry cleaning, labeling, clothes repairs or alterations, newspaper and magazines
- Health equipment not covered by extended health benefits, or Veterans Affairs Canada, e.g. wheel-chairs, walkers, Geri-chairs, specialized seating equipment and supplies
- Health services not covered by extended health benefits e.g. ambulance service, optometry, podiatry, physiotherapy, massage therapy, dental care
- Security items, e.g. identification bracelets, bed or chair alarms
- Personal insurance for lost or damaged personal items, i.e. hearing aids, dentures, glasses
- Physician charges for completion of medical forms

*“My Case Manager told me how much it would cost and showed me how the daily rate was calculated.”*