

# **P.A.T.H. Unit**

## **Patient Assessment and Transition to Home**

### **CareLife Fleetwood**



This booklet belongs to: \_\_\_\_\_

My Room Number: \_\_\_\_\_

Address: 8265 159 Street  
Surrey, BC  
V4N 5T5

604-598-7200 Extension # 767210

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## Words of Welcome

We extend a warm welcome to you and your family. Our goal is for you to lead an active and normal life in a home-like environment during your stay.

It is our personal pleasure to welcome you, your family, and friends to the P.A.T.H. Unit at CareLife Fleetwood.



*~ The Management and Staff*

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### Key Contact Information

**604-598-7200**

#### Extension Numbers:

Reception/Front Desk	# 767202
Manager	# 767234
Team Leader	# 766482
Patient Care Coordinator – PATH	# 766480
Social Worker – PATH	# 766470
Quick Response Professional – PATH	# 766475
Occupational Therapist	# 766472
Physiotherapist	# 766476

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# Welcome!

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## Introduction

This booklet provides you and your family with general information about our Patient Assessment and Transition to Home (P.A.T.H.) Unit including an introduction to the care team and services available to you.

Although we offer a range of services and programs, we also encourage you to maintain connections with your community.

We hope this guide will answer your questions about moving in and your stay here. For more information, please speak to a care team member.

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## Our Vision for the P.A.T.H. Unit

A caring place to stay... a great place to work.

To support, honor and celebrate the wisdom and diversity of our clients in a person focused, caring environment.

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## Monitoring and Inspection

CareLife Fleetwood is licensed under the Community Care and Assisted Living Act and is regularly monitored and inspected to ensure compliance with the standards as outlined in the Licensing Regulations. Inspection reports are posted on the internet or are available for viewing through our reception desk.

# Financial Information

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## Managing Finances

We encourage you and your family to continue managing your personal finances independently. If you need support, our Social Workers are happy to provide information about accessing financial options available to you. The Social Workers can also help you decide who your most financially responsible person should be.

If you are charged for your stay, you will be invoiced by Fraser Health Accounts Receivable. An invoice is sent to the address listed on your file. Payments for your stay are made to Fraser Health Accounts Receivable and charges are based on current stay rates set by the Ministry of Health. The total current charges are shown in the bottom right hand corner of the last page of your Statement of Account.

Payment can be made by cheque or credit card; or through direct debit from your bank account.

For information on when to anticipate start of billing, please refer to the Accounts Payable information sheet in this package.

Billing inquiries should be directed to  
**Fraser Health Patient Accounts office**



**604-520-4860**

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## Comfort Fund

Comfort funds provide all clients with a secure method of maintaining their personal funds.

At this time, the P.A.T.H unit does not offer the comfort funds services.

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## Not Provided by the P.A.T.H. Unit

These are arranged by you or your family. Additional charges to be paid by you may include:

- transportation such as Handy Dart, Taxi, Special Need Transfer
- purchase or rental of equipment that is for your exclusive use, such as walker, wheelchair, crutches, canes or other devices
- maintenance or repair of personal equipment
- nutritional supplements (if you request a specific commercial brand rather than the brand provided)
- extra or optional craft supplies, entertainment and recreational activities that are additional to activities and supplies provided
- companion services
- personal dry cleaning or laundry services for items requiring special attention
- personal hygiene and grooming supplies that you choose in preference to general supplies provided

# Moving In

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## What to Expect

On your move-in day, our staff greets you and guides you through the process to support you in getting settled.

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## What to Bring – Clothing and Personal Care Items

Clothing must be wash and wear. We recommend durable clothing.

Closet space is limited. Seasonally appropriate clothing is best, so your alternate season clothing should be kept by family.



Shoes should be comfortable, provide adequate support, and have non-slip soles.

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## Personal Grooming Items

You and your family members are responsible for providing and replacing the following toiletry items.



- electric shaver
- make-up, curlers, brush, comb
- ribbons, pins or small combs for hair
- denture cleaning material (if required)
- deodorant
- toiletry bag to hold these articles

Please label all items, including personal products, with your name. Label personal products with the date the item was opened.



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## Dentures, Eye Glasses and Hearing Aids

Eye glasses, dentures, and hearing aids must be clearly marked with your name. Your optometry, dental, and/or hearing aid professional can do this for you. You and your family are responsible for any repairs and/or replacement of these items.



Although we make every effort to safeguard these items, **we recommend you obtain insurance** to cover the cost of replacing them should they get broken, lost, or stolen.

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## Medication

New prescriptions will be ordered and provided to you. We will notify you if your doctor prescribes medication not covered by PharmaCare; filling these prescriptions is your responsibility.



Some herbal remedies and alternative medications may interfere with your prescriptions. Your doctor must approve and write prescription orders before we can give these medications to you. One of our policies is to support your right to access the therapy of your choice. Please speak to your Registered Nurse if you are using alternative health products and/or herbal remedies.

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## Valuables

We assume no responsibility for the loss or damage of valuables or personal items as the result of negligence or theft. Please consider this when bringing items of value.



Cash for hairdressing can be deposited at the Receptionist Desk between 8:00<sub>AM</sub> and 9:00<sub>PM</sub> and will be placed in a 'Valuables in Safekeeping' envelope.

Please report missing valuable or personal items to us right away.

For more information, please refer to the 'Waiver of Responsibility'.

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## Your Room

There are TVs available in all the lounges for your use. There is also a TV located in each client room. Cable services are available for a nominal fee.



Currently, we do not have wireless internet access.

Feel free to bring your own audio devices with earphones along with your favorite music or talking books. Bed throws or blankets, small pictures, plants, and special mementos help make you feel at home. You may want to bring your own craft supplies and writing materials. Please make sure all items are clearly marked with your name.



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## Personal Equipment Aids

If needed, our Occupational Therapist can help you choose specialized equipment that best suits your needs. You are responsible for buying or renting the equipment. Our Social Worker can help find out if you are eligible for financial support through extended health or third party payer benefits.



We request that you have your personal assistive equipment (such as wheelchairs, walkers, etc.) inspected and serviced regularly by a private company. We are not responsible for the cost of maintaining, repairing, or replacing these items.

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## Electrical Equipment

Please do not use personal electrical appliances until they have been checked by our maintenance staff. Please notify Nursing staff about items you bring in so safety checks can be initiated. For safety reasons, we do not permit the use of heating pads, electric blankets, electric kettles, or extension cords.



Replacement and repair of your electrical appliances is your responsibility.

### Fans

CSA-approved fans (24" or less) are permitted. Our maintenance staff must check the units for safety prior to use. Speak to your Nurse to arrange a safety check.

### Electric Razors

All male clients are encouraged to use electric razors.

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## Personal Furnishings

Feel free to bring a lamp, plants, and special mementos to help make you feel at home. We suggest you label all items.



We are not responsible for loss, damage, or repair of any personal belongings.

We are not able to store any items for clients when they have left the Centre. Any items left behind will be thrown away.

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## Housekeeping

Our trained housekeeping staff clean and sanitize your room daily and on an as-needed basis. They also change your bed linens weekly.



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## Maintenance

Our maintenance staff makes sure your stay is safe by keeping equipment in good operating condition and maintaining the outside areas.

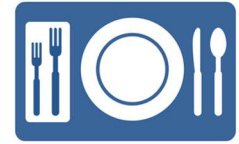


# Daily Life

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## Meals

All meals are served in the dining room. Even though there might be times when you take meals in your room, we encourage you to eat your meals in the dining room.



We serve 3 regular and varied meals along with two snacks each day. We can accommodate special diets. Our Dietitian is available to review your nutritional needs and talk with you about any questions and concerns.

Family and friends are welcome to bring food for you. We request that family and other visitors check with your Nurse first to make sure your dietary needs are consistently met.

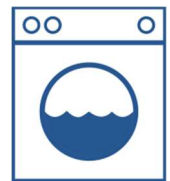
Please label and date leftover perishable foods and drinks. Store them in the refrigerator located in the server area.

We need advanced notice if you have family and friends wishing to dine with you. Please speak with staff at the Nurses' station to make the necessary arrangements.

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## Laundry

We provide on-site laundry services for your personal items. Staff pick up personal items from special hampers, wash the items, and return them to your room.



Clothing must be clearly labelled to guard against loss. All items are labelled when you arrive and as new items are added. Labelling is available through our laundry at no charge. Expect a 24 to 48 hour turnaround for items sent to laundry for labelling.

Family members are responsible for dry cleaning, alterations, and mending.

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## Bathing

We work with you to create a personalized bathing care plan that is based on your bathing preference. You are welcome to use your own grooming products if you prefer.



Our bathing room is equipped with appropriate lifts and equipment so that your bathing experience is both enjoyable and safe.

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## Recreation

We offer a variety of group programs and one-to-one visits every day. Recreational Therapy focuses on leisure activities that interest you.



You are welcome to pursue your own interests such as reading, visiting, walking in the gardens, or watching television. Some activity equipment is available through Recreation Therapy. For more information, please refer to the activity calendars posted on each floor or speak with Recreation staff.

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## Mail

Our staff will deliver mail to your room. Outgoing mail can be left at reception. You do need to provide your own postage.



Family and friends can send mail to you at the address listed in the front of this booklet.

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## Transportation Information

You and/or your family are responsible for paying for any transportation costs for non-emergency situations. If you have premium assistance with BC Medical, charges might be waived.



Several options available to you include:

- HandyDART – a public transit service with special equipment for carrying people who are not able to use the regular transit system
- Wheelchair taxi – specially-equipped taxicabs available for the same price as a regular taxi
- SN Transport – a more specialized transfer service for those who are medically stable but need help extra help from trained professionals
- BC Ambulance – used only when a person urgently needs medical care in a hospital.

Our Social Worker is pleased to help you access these services.

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## Outings with Family and Friends

You are welcome to spend time away from the P.A.T.H. Unit with your doctor's approval. Please be sure to tell us when you are leaving and when you expect to return.



If you plan to be out over a meal-time, please give us at least 24 hours' notice so we can make sure we have any medications ready that you might need as well as so we can cancel your meal service.

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## Overnight Absence from the P.A.T.H. Unit

The care team can help plan for a safe, enjoyable overnight visit away from the P.A.T.H. Unit.



We can:

- arrange for up to 3 days' supply of medication from our pharmacy
- make recommendations on dietary considerations
- make recommendations on other care requirements
- help with booking transportation

It is best to talk with your Nurse about your plans at least 72 hours before your overnight absence.

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## Smoking

We have a Smoke-Free Policy. This means smoking is not allowed in our building or on surrounding property, except in the 'client only' smoking area. This area is located in the courtyard. Please ask us to show you where it is.



You must be able to smoke safely on your own. Our staff cannot help you to smoke or go with you to the smoking area.

Visitors are not allowed to smoke including on the surrounding property of CareLife Fleetwood.

Use of electronic cigarettes, cannabis products or illegal substances are not allowed anywhere on our property.



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## Scent-Free

Many individuals have allergies or medical conditions triggered by perfumes or aftershaves, lotions, etc. We maintain a scent-free environment. We ask that you to join us not using any scented products.



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## Personal Visits

Visitors are welcome and encouraged to visit anytime. We suggest your visitors come between 8:00<sup>AM</sup> and 8:00<sup>PM</sup>. We have a garden available for use by you and your family. Our Dogwood Room is available for small gatherings and can be reserved by contacting staff at the Receptionist desk.



We encourage families and friends to visit regularly. Small children must be accompanied by an adult.

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## Family and Visitor Parking

Free parking is available in the lot attached to the building. Street parking is also available.



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## Pet Visits

Healthy, immunized, well-behaved dogs are welcome to visit. They must be leashed and supervised by their owners at all times and are not to be left unattended with clients or staff.



Other pets must be kept in an appropriate carrier. Pets are not allowed in the dining areas.

# Your Care

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## What to Expect

We work with you and your family to create a daily care plan that best meets your personal needs using the resources we can provide. Our goal is to help you and your family to create a plan of care that balances activity with your need for rest.

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## Your Care Team

Your care team works with you and your family to plan and review appropriate care and services. Each member offers their own particular expertise to benefit our clients.

Your care team **might** include:

- Nurses and Care staff
- Recreational Therapy staff
- Dietitian
- Doctor
- Pharmacist
- Social Worker
- Rehabilitation Assistant
- Physiotherapist
- Occupational Therapist
- Speech Language Pathologist
- Quick Response Professional
- Unit Clerk
- Receptionist
- Kitchen staff
- Team Leader
- Patient Care Coordinator
- Clinical Nurse Educator
- Manager
- Medical Director
- Maintenance worker

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## Spiritual Health

Spiritual health is part of caring for the whole person.

We have a Spiritual Health Practitioner who comes to our site 2 times a week. They provide support and care to the whole person, focussing on spiritual and cultural beliefs. They are not volunteers and do not represent a specific religion or faith group. They can work with you to contact your own spiritual or religious advisor.

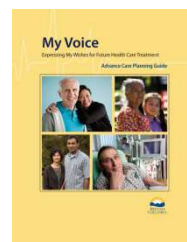



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## Personal Health Care Decisions

As a capable adult, you make your own health care decisions. There might come a time when you are not able to express your treatment wishes to your family or care team. It is good to talk with family, friends, and your care team now about the care you want or do not want in the future. Should you not be able to make decisions for yourself, this guides them in making decisions.

Once you have talked with family, friends, and care providers, we suggest you have an Advance Care Plan. To help guide you through this process, ask for a copy of the '*My Voice: Advance Care Planning Guide*'. After your doctor explores with you and your family your values, goals, and options for treatment, the doctor records your wishes on a **Medical Order for Scope of Treatment (MOST)** form. This information helps care providers honour what is important to you.



If there is a time when you are not capable of consenting to care and treatment and you have not legally named someone to make decisions for you, we choose a 'temporary substitute decision-maker'. This can be a spouse, family member, or close friend (there is a specific order we must follow and listed in the *My Voice* booklet). This person has the legal right to make health care decisions on your behalf and they are legally required to respect your expressed wishes. So it is important that you talk with your substitute decision maker so they know your wishes.

If you want a specific person to make decisions for you or you want to tell care providers directly ahead of time what you want, you have options.

- You can make a **Representation Agreement** which allows you to name a person to make personal care decisions and some health care decisions, including decisions to accept or refuse life support or life-prolonging medical treatments.
- You can write an **Advance Directive** which allows you to state your decisions about accepting or refusing health care treatments directly to a health care provider. It must be followed when it relates to the health issue at the time. No one is asked to make decisions for you.

**Please note:** A **Power of Attorney** only allows you to appoint someone to make financial and legal decisions on your behalf. This does not allow that person to make health care decisions.

If you wish to appoint a specific person or write directly what you want, your Social Worker can give you more information on how to do this.

For more information about **Advance Care Planning**, you can:

- Ask your doctor
- Ask your social worker
- Call our Advance Care Planning office at 1-877-825-5034
- Email [advancecareplanning@fraserhealth.ca](mailto:advancecareplanning@fraserhealth.ca)
- Search 'Advance Care Planning' at [www.fraserhealth.ca](http://www.fraserhealth.ca)

# Additional Services

The following is a list of additional services not provided by the P.A.T.H. Unit that you can arrange for on your own. Please contact the Patient Care Coordinator or Team Leader for more information.

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## Audiology Services

Hearing assessments are available at audiology clinics in the community.

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## Companion Aides

You may wish to hire a trained, insured, and bonded Companion Aide through a local home support agency. Companions can visit, read, take you on outings, or do crafts with you.

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## Dental Services

If you need dental care, we can help you to make an appointment. Your family will need to arrange a way of getting you to your appointment and pay any related costs.

Mobile dental care is also available. Please see the brochure in this package.

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## **Hairdressing Services**

We have a hairdressing service through a private provider. Appointments are made in advance and can be made on a recurring basis. These services are provided on a cash only basis.

Please see reception to book your service.

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## **Eye Care (Optometry Services)**

If you have problems with your vision or need your eyes checked, we can help you to make an appointment. Your family will need to arrange a way of getting you to your appointment and pay any related costs.

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## **Foot Care (Podiatry Services)**

If you need special foot care from a Podiatrist or a Foot Care Nurse, we can help you to make an appointment. Your family will need to arrange a way of getting you to your appointment and pay any related costs.

Private foot care is available on site. Please see the brochure in this package.

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## **Holistic Services**

We do allow private alternative or holistic practitioners to provide services to our clients. Please speak with your Nurse before arranging for this.

# Safety and Security

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## Safe Movement Environment

Please join us in supporting a safe client environment. We encourage you to be as mobile and independent as possible and whenever practical.

If there are concerns about your mobility and safety, we do a complete assessment to see what kind of equipment or aids you need to help you, and help us help you, move safely.

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## Least Restraint Policy

A restraint is anything used to limit or restrict a person's freedom of movement. We only use restraints when other ways to help you have not worked. If you would like more information, please see the pamphlet on *'Using Restraints in Residential Care'* in this package.

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## Falls (Injury Reduction)

All clients are at risk for falls and injuries.



We assess your risk when you arrive. We discuss our findings with you and recommend ways to help prevent falls while allowing you to be as mobile as possible.

One way to lower your chances of breaking a hip should you fall is to wear hip protectors. If you choose to wear them, we can give you information as to where to buy them. For more information, see the pamphlet *'Hip Protectors: Always on your side'* in this package.

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## Infection Control

The simplest way to prevent the spread of germs is to clean your hands often. Cover any coughs or sneezes by using your sleeve or a tissue. We encourage you to get a flu shot each year.



Ask visitors to clean their hands when entering the building and again when leaving using hand sanitizer stations at the entrance.

We ask people not to visit if they are sick or not feeling well. Anyone who has a cold, cough, fever, stomach illness, or diarrhea should not visit. For more information, see the pamphlet '*Preventing Infections in Residential Care*' in your package.

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## Fire Safety

Every effort is made to protect against fire. Open flames such as candles are not permitted in the building.

We schedule regular fire drills and staff training sessions. In the event of a fire drill or a fire, move away from any doorway and await instructions from staff.

If you discover a fire, please sound the nearest fire alarm. Report the location to a staff member.

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## Protection of People

Your room and bathroom are equipped with emergency call bells if you need help.

Please report unsafe situations (such as a spill on the floor) to a staff member.



## Closing Note

Your comfort and well-being is our primary concern. We want to foster a close and positive relationship with you and your family during your stay. We welcome your feedback about the care you or your loved one is receiving. Quality health care is important to all of us. Your feedback is our chance to improve our care or services.

Please feel free to share compliments with the person who provided the care or with the client care coordinator and/or manager.

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### Complaints Process

If you have concerns about the care we are giving, we want to work with you to address your concerns.

- The first step is to talk with the person as soon as possible who provided the care or service.
- If you feel your concern has not been addressed, contact the Patient Care Coordinator or Team Leader. If they cannot help you, contact the Manager.
- If you are not happy about how your concern was handled, please contact either of these 2 offices:

#### Patient Care Quality Office



1-877-880-8823



[pcqoffice@fraserhealth.ca](mailto:pcqoffice@fraserhealth.ca)



11762 Laity Street, 4<sup>th</sup> Floor  
Maple Ridge, BC, V2X 5A3

#### Community Care Facilities Licensing Program



604-930-5405

## Notes

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

This information does not replace the advice given to you by your healthcare provider.

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To order: [patienteduc.fraserhealth.ca](http://patienteduc.fraserhealth.ca)

