



fraserhealth

Better health. Best in health care.

# Resident Handbook

*Welcome to Your New Home*

Dr. Al Hogg Pavilion





## Complaints Process

If there are concerns or questions about the care you or your family members are receiving, please speak directly with a member of the Care Team or the Resident Care Coordinator. You can expect your complaint to be dealt with promptly and fairly.

If you or your family members are dissatisfied with the resolution of your concern, you may contact the Patient Care Quality Office (PCQO) of Fraser Health to share your complaint.

The Patient Care Quality Office will:

- formally register your complaint
- work with you to identify a reasonable resolution to your concern
- provide you with a response to your complaint and an explanation about any decisions and actions taken as a result of your complaint

The Office can be reached at:

### **Fraser Health Patient Care Quality Office**

32900 Marshall Road  
Abbotsford, BC V2S 0C2

Toll Free Number: 1-877-880-8823  
Fax: (604) 854-2120

E-mail: [pcqoffice@fraserhealth.ca](mailto:pcqoffice@fraserhealth.ca)

Office Hours: Monday to Friday from 8:30 a.m. – 4:30 p.m.

Closed on weekends and statutory holidays.

Complaints may be made verbally (in person or by phone) or in writing (by letter, fax or email). Remember to mention the site or program when submitting your complaint in writing.





## 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 encourage your suggestions to improve the quality of care and the quality of life of our residents.

Please discuss any suggestions, compliments or concerns with a member of your Care Team, or follow the process on the next page for serious concerns.

Your feedback is important to us.



## Peace Arch Hospital Dr. Al Hogg Pavilion

“A caring place to live . . . a great place to work.”

<b>Your New Address:</b>	15521 Russell Avenue, White Rock, B.C. V4B 2R4
<b>Room:</b>	<hr/>
<b>Neighbourhood:</b>	<hr/>
<b>Phone Number:</b>	604-535-4500 local 757225 or 604-541-5836

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## *Word of Welcome*

Welcome to residential care at Peace Arch Hospital. Like many other health care services, the Dr. Al Hogg Pavilion is owned and operated by the Fraser Health Authority.

Our team of health care professionals holds the physical, psychological, social and spiritual well-being of each individual in high regard. We help you and your family settle into your new environment by answering your questions and discussing your needs.

It is our personal pleasure to welcome you, your family members and friends to your new home.

*~ The Management and Staff, Dr. Al Hogg Pavilion*

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## *Key Contact Information*

You will be given a list of key contact phone numbers upon moving in.

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## *Infection Control*

You are encouraged to have yearly flu shots. We also believe that “clean hands are caring hands” and encourage you and your family to use the hand hygiene products (gels) installed throughout the building.

We ask your family members and visitors to remain at home if they have a cold or other acute respiratory illness, or are experiencing symptoms of diarrhea or vomiting related to a viral infection.

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## *Fire Safety*

Every effort is made to protect against fire. The building is equipped with sprinklers and active heat and smoke detectors.

We schedule regular fire drills and staff training sessions to ensure the staff members know what to do. 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 alarm (there is an alarm at every exit) and report the location of the fire to a staff member.

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## *Protection of People and Property*

For safety reasons, the entrance doors are locked after 8 p.m. We ask you to make prior arrangements with the unit staff to gain access to the building after hours.

We will provide you with a wander alarm if you are at risk of wandering.

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

# Least Restraint Policy

A restraint is anything that restricts a person’s movement or access to his or her own body. (e.g., bed rails, seatbelts, tilted recliner chair).

We have a philosophy of least restraint that promotes your independence and rights for freedom of choice and movement while at the same time balancing the need for safety.

Restraints are a care option used to protect your safety only after other alternatives have been tried and found ineffective. You and your family are involved in discussions should this need arise.

# Falls

Supporting freedom of movement and independence presents a risk for falls. To minimize these risks, we encourage a clutter-free environment, regular exercise and frequent mobility and medication reviews.

A physiotherapist will assess your risk of falls and the potential for injury. The rehabilitation team will discuss the assessment, create an individualized fall management plan, and may recommend a hip protector.

Hip protectors may prevent a devastating hip fracture as a result of a fall. You are responsible for the purchase of hip protectors if you choose to wear one. For more information about our falls prevention initiatives or about hip protectors, please speak to the Occupational or Physiotherapist.

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# Welcome

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## *Introduction*

This booklet provides general information about residential care at Peace Arch Hospital, including an introduction to the Care Team and services available to you.

While we offer a wide 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 creating a home here. For more information, please speak to a Care Team member.

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## *Vision*

To support honour, and celebrate the wisdom and diversity of our clients and residents in a person focussed, caring environment.

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## *Residents' Rights*

All adult residents in British Columbia have the following rights:

**Commitment to care** - A resident has the right to have a care plan developed to meet their individual needs.

**Health, safety and dignity** - A resident has the right to the protection and promotion of his or her health, safety and dignity.

**Participation and freedom of expression** - A resident has the right to participate in his or her own care and to freely express his or her views.

**Transparency and accountability** - A resident has the right to transparency and accountability.

For more information about your rights, speak to your Care Manager.



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## *Podiatry Services (Foot Care)*

Routine foot care is provided. More complex foot care is available through an independent service provider. A member of your Care Team can assist you in making these arrangements. You are responsible for the costs for this service.

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## *Independent Service Providers*

You may wish to hire independent service providers for acupuncture, paid companion aides, private physiotherapy or massage therapy, for example.

All independent service providers must sign a Waiver and Liability Release Agreement and Confidentiality Agreement form. Your or a family designate must complete a Waiver and Liability Release Agreement.

Forms are available from the Unit Clerk. For more information, ask to read the brochure entitled, "Family Hired Service providers", or speak to your social Worker or Unit Manager.

# Safety and Security

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## *Safe Movement Environment*

We encourage you to join us in supporting a safe movement environment. Self-mobility and independence are encouraged whenever practical; however, we are available to help when you need assistance. If issues related to your mobility should arise, we will conduct an assessment to determine appropriate assistive equipment and repositioning aids to help you, and your caregivers, move safely.



## Additional Services

### *Audiology Services*

Hearing assessments and services are available at hearing clinics in the community. You need to make your own arrangements. Payment for these services is your responsibility.

### *Dental Services*

You may continue to visit your community dentist, or choose to access our on-site dental service onsite. For more information, or to discuss your individual oral care, please call the dental clinic at 604-535-4500 local 4595. Payment of all dental services is a family responsibility.

### *Hairdressing Services*

Our hairdressing salon is located onsite. Check the price list and book appointments for hairdressing and barber services with the Unit Clerk. You need to sign a consent form prior to accessing this service. Your Comfort Fund covers the cost of this service.

### *Optometry Services (Eye Care)*

Eye care is available in the community and is partially funded under the BC Medical Services Plan. You need to make your own arrangements. Payment for these services is your responsibility.

## Financial Information

### *Managing Finances*

We encourage you and your family to continue managing your personal finances independently. If you need support, our Social Worker can provide information about accessing financial options available to you, including the services of the Provincial Office of the Public Guardian and Trustee.

Monthly payments for your residential stay are made in advance at the beginning of each month. Payments can be made by cash, cheque or credit card, or through direct debit from your bank account. It is important to note your full name on the face of the cheque to ensure the payment is applied to the correct account.

Payments can be made in person by visiting the Cashier's Office (604-542-4416) in the front lobby of the hospital; office hours are Monday through Friday, 8:30 a.m. to 3:15 p.m.

Alternatively, you can mail your payments to:

Fraser Health  
Accounts Receivable  
P.O. Box 2348  
New Westminster, BC V3L 5B6

Daily rates vary depending on income and are set by the Ministry of Health. Direct any questions about billing to Fraser Health's Patient Accounts office. If you are experiencing financial difficulties related to your monthly payments, our Social Worker is available to explore options with you.



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## *Comfort Fund*

Your Comfort Fund is a trust account established and replenished by you and your family. Monies cover the cost of personal expenses such as hairdressing, podiatry visits and bus outings, for example.

We expect your Comfort Fund account will be kept with a positive balance not to exceed \$500.00 per the Home and Community Care Policy. To set up your Comfort Fund, and to check your account transactions and balances, please speak to the Cashier.

For more information, please speak to our Social Worker.

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## *Additional Costs*

You and your family are responsible for the purchase, maintenance and repair costs of personal items such as wheelchair equipment, hearing aids, eye glasses, dentures, razors, TV, radio, etc.

Charges may also apply to:

- Newspaper and magazine subscriptions
- Cablevision and telephone charges
- Hairdresser services
- Transportation (ambulance, HandyDART)
- Podiatry and dental services
- Items from the gift shop

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## *Medical Coverage*

If you do not have medical coverage when you move in, an application to the BC Medical Services Plan is required. If you are eligible for the federal Guaranteed Income Supplement (GIS) to the Old Age Security Pension and/or for the provincial benefits for seniors, you may apply to the BC Medical Services Plan for premium-free assistance coverage.

A member of your Care Team is pleased to assist you with this process.



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## *Pet Visits*

Clean, healthy and well-behaved pets are welcome visitors but must be leashed and supervised by their owners at all times. Please, no animals in the kitchen or dining areas.

We also have an active volunteer pet visitation program. Please contact Volunteer Services at local 757477 if you would like to receive pet visitors.

# Getting Involved

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## *Residents' Council*

We encourage you to attend the monthly Residents' Council meetings to discuss issues of importance to all residents. Minutes are posted on the unit information board.

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## *Family Council*

Your family members and regular visitors are an important part of your care team, and are encouraged to attend Family Council meetings to address issues and share support. We also encourage them to attend relevant educational events throughout the year.

Minutes are available in the Family Council binder on each floor. Please see the Family Council bulletin board in the main lobby for contact information; upcoming events and information are listed on the Family Council website at [www.pahfamilycouncil.ca](http://www.pahfamilycouncil.ca).





## House Rules

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### *Alcohol*

You may enjoy the occasional social drink providing we have obtained your doctor's consent. We will consult a doctor if a Care Team member has concerns about anyone's level of alcohol consumption.

Please label all personal alcoholic beverages and leave them with staff to store in the secured cupboard.

**No alcohol will be available to visiting family and friends.**

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### *Smoking*

Peace Arch Hospital and the Pavilion are non-smoking facilities. Due to fire and safety regulations, smoking is not permitted inside the building. A designated smoking area - for residents only - is located in the outdoor gazebo.

You must be able to smoke independently as our staff and volunteers are unable to assist you.

All visitors and staff are to refrain from smoking either inside or outside the building.

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### *Scent Free*

Many individuals have allergies or medical conditions triggered by the smell of flowers, perfumes or after shaves, etc. We maintain a scent-free environment and ask you to join us in limiting/eliminating the use of scented products.



## Moving In

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### *What to Expect*

On your move-in day, staff will greet you and guide you through the process to support you in getting settled. It is recommended that a friend or family member accompany you on your move-in day.

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### *What to Bring*

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#### *Clothing and Personal Care Items*

We understand that you will want to wear your own clothes. Your clothing should be comfortable, wash and wear, and not need ironing. Durable clothing is recommended; we cannot guarantee delicate items will be hand-washed.

Our staff is available to advise you regarding the purchase of adaptive clothing should the need arise.

Closet space is limited; seasonally appropriate clothing is best. Alternate season clothing should be kept off-site by the family.

#### *Special Care Fabrics*

Dry cleaning of special care clothing is a family responsibility.

#### *Marking Clothes for Identification*

Our laundry staff labels your personal clothing to help guard against loss. Be sure to leave new items with the nursing staff for labeling as they arrive.

## Suggested Clothing

### Men

- 5 to 6 pairs of pants and shirts (e.g., jogging suits or other loose fitting clothes with elastic waist bands)
- 2 washable sweaters
- 5 to 6 undershirts and shorts
- 6 to 8 pairs socks
- 1 pair of shoes (non-slip, comfortable, easy to put on; running shoes work well)
- 2 pairs washable, non-slip, comfortable slippers
- 3 pairs pajamas
- 1 house coat
- gloves, cap, scarf and coat

### Women

- 5 to 6 dresses or blouses and slacks (e.g., jogging suits, or other loose fitting pants with elastic waist bands)
- 2 washable sweaters/cardigans
- 2 bras (if usually worn) or 4 to 5 undershirts
- 4 to 5 panties or support hose (if usually worn)
- 6 to 8 pairs stockings and socks
- 1 slip
- 1 pair shoes (non-slip, comfortable, easy to put on; running shoes or flat walking shoes work well)
- 2 pairs washable, non-slip, comfortable slippers
- 2 to 3 pajamas or night gowns
- 1 housecoat
- sun hat, gloves, scarf and jacket or coat

Substitute decision-makers have defined roles and responsibilities under the law; namely they **must honour the previously expressed wishes** of the capable adult. Please note that someone who has Power of Attorney (legal decisions) does not automatically assume decision-making powers for medical decisions.

British Columbia has adult guardianship laws which ensure people's rights and wishes are respected even when they are unable to communicate them. The adult guardianship legislation has specific criteria about who is able to make decisions on your behalf.

For more information, please contact your Social Worker, call 1-877-825-5034 or visit the following web site:

[http://www.fraserhealth.ca/your\\_care/planning\\_for\\_your\\_care/](http://www.fraserhealth.ca/your_care/planning_for_your_care/).

### Administration of Residents' Affairs

From time to time, you may wish to complete legal documents, such as for the sale of your home, to update your will, or to assign Power of Attorney. Please contact the Social Worker if you need assistance in planning for a visit from your lawyer, realtor, Notary Public, etc.



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## Care Planning

### Personal Information

We treat all personal information collected for our records as confidential at all times. We comply with the Freedom of Information and Protection of Privacy legislation.

### Residential Care Conferences and Planning

We invite you and your family to attend a Care Conference following your move to the Pavilion. During your conference, an interdisciplinary team meets with you to develop a care plan to best meet your needs. Your care plan is then reviewed and revised annually or any time your situation or condition changes significantly.

This meeting also provides an opportunity for you to share your expectations and concerns about care issues. Your primary family contact will be notified of meeting dates and times.

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## Spiritual Care

Our Spiritual Care Coordinator is available to visit with you to discuss religious and spiritual activities, and to arrange worship services.

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## Personal Health Care Decisions

As a capable adult, you make your own health care decisions. Talking with family, friends and your healthcare team about the care you want or not want in the future will guide them if there comes a time when you are unable to make decisions for yourself.

Many people lose the ability to make decisions about their own care when a health crisis occurs. With good planning, you will appoint someone to make decisions for you based on your previously expressed wishes. This substitute decision-maker may be a close friend or family member.



## Suggested Toiletries

You and your family members are responsible for providing and replenishing the following toiletry items:

- electric shaver
- make-up, curlers, brush, comb
- ribbons, pins or small combs for hair
- denture cleaning material (if required)
- shampoo and conditioner
- body lotion (unscented)
- skin cleanser
- deodorant
- tissues
- mouthwash
- toiletry bag to hold these articles
- new hygienic manicure items (finger nail clippers) will be supplied and charged to your Comfort Fund

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## Dentures, Eye Glasses and Hearing Aids

Although our staff can assist with labeling your eye glasses, hearing aids and dentures, it is advisable to have a dentist or optometrist do this before you arrive. You and your family members are responsible for repairs 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 due to loss or breakage.



## Medication

Some herbal remedies and alternative medications interfere with prescriptions. Bring any medications, including prescriptions, vitamins and laxatives you are currently taking and give them to your Nurse. New prescriptions will be ordered by a doctor and will be provided to you without charge. Your Nurse will administer all medications.

Our Pharmacist is available to review your medications with you and answer your questions.

## Valuables

The Pavilion assumes no responsibility for loss or damage of valuables or personal items as the result of negligence or theft; please consider this when bringing items of value.

We advise you to keep jewelry, cash, credit cards or other valuables with a trusted relative or friend. It is recommended that you carry adequate insurance on any item of value you bring with you.

We caution you to keep no more than \$20 at the bedside; cash for comfort items can be deposited at the Cashier's Office.

Please report missing valuables or personal items to a member of the Care Team immediately.

# Your Care

## What to Expect

Relocation and change may cause many difficult or unexpected emotions and feelings. A Care Team member is available for you and your family to help you settle in, complete any necessary documentation and answer questions you may have.

## Your Care Team

Members of the Care Team work together with you and your family to plan and review appropriate care and services. Each member offers their own particular talents and skills to benefit our residents. The Care Team may include the following:

- dietitian
- physician
- manager
- care coordinators
- music therapist
- nursing and care staff
- occupational therapist
- physiotherapist
- recreation therapist
- recreation activity assistants
- resident care attendant
- social worker
- pharmacist
- unit clerk
- volunteers

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## *Telephone*

You may arrange for private telephone service directly with Telus by calling 604-310-2255; you will need to supply your full name, room number, building and hospital address. Invoices are to be addressed to the financially responsible person; all costs, including installation, are a family responsibility.

Family and visitors can also get in touch with you by dialing the front desk of each unit.

Public phones are located in the Family Room on each floor of the Pavilion.

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## *Personal Visits*

We encourage your family and friends to stay involved in your life. While there are no restrictions on visiting hours, the entrance doors are locked after 8 p.m. for security reasons; if you or your guests need access after this time, ask them to make arrangements with unit staff.

We ask your guests to respect the privacy of others, and remain outside the room until care and treatment are complete. We reserve the right to ask visitors to leave when necessary.

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## *Your Room*

Your room is furnished with a bed, a small bedside dresser, and a closet. There is a bathroom with a toilet and a sink in all rooms.

Moving into a shared or private room depends on your needs and the accommodation available. As there is a waitlist for a private room, we make every effort to ensure your comfort and compatibility with your roommates. For more information, speak to your Social Worker.

Moving to residential care does not need to be considered a permanent placement. If your health and ability to manage independently improves, we will discuss alternate arrangements with you and your family. When you leave the residence, we ask that you remove your belongings within 24 hours.

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## *Television and Radio*

Radios and televisions should be used with earphones to be respectful to your neighbours.

You are welcome to bring in your own television (maximum 20") provided it meets a safety check by our Maintenance Services staff. The TV must include all the hardware necessary to mount it safely on the wall. Free-standing TVs cannot be accommodated. Maintenance staff will install the TV on the wall following inspection.

All costs for private television sets, including damage, are a family responsibility.

Your Comfort Fund covers cablevision installation charges and ongoing rental costs. Please contact Shaw Cable Company to access this service.

**You may be asked to remove or replace your TV if it is deemed to be too large or unsafe for your room.**

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## *Personal Equipment Aids*

A physiotherapist or occupational therapist will check all personal assistive equipment (e.g., wheelchairs, walkers, canes, braces, splints, etc.) for safety and appropriateness for your needs. Please ensure your assistive devices are clearly labeled.

Motorized scooters cannot be accommodated inside the residence. You and your power wheelchair are subject to a safety assessment prior to use. For more information, please speak to your physiotherapist or occupational therapist.

Should the need arise, our occupational therapist can help you choose specialized equipment that best suit your needs; purchase costs are your responsibility. Our Social Worker can help determine your eligibility to access extended health or third party payer benefits.

We request that you have your personal equipment inspected and serviced regularly by a private company. The Pavilion is not responsible for the cost of maintenance, repair or replacement of personal equipment.

**Due to limited storage space, you may be asked to remove your unused equipment.**

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## *Electrical Equipment*

Only CSA-approved appliances can be used in your room. Please leave all small electrical appliances at the front desk for a safety check by our Maintenance Services staff prior to use.

For safety reasons, we do not permit the use of microwaves, electric blankets, heating pads or alternates, electric massagers (foot and back), electric recliners, extension cords or multi-plug adaptors.

### **Electric Razors**

All male residents are encouraged to use electric razors.

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## *Overnight Absence from the Pavilion*

Your Care Team can help plan for overnight visits away from the Pavilion. Your bed will be held a maximum of 30 consecutive days in any calendar year. Daily charges will continue to apply.

Please provide a minimum of 24 hours' notice so that pharmacy staff can prepare any necessary medications. For absences of less than three days, we can arrange to take your medications with you. Absences of longer than three days will require a prescription; family members are responsible for filling the order at a community pharmacy.

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## *Mail*

Our staff will deliver mail to your room. Your business mail should be redirected to a family member. Family and friends can send mail to you at the address listed in the front of this booklet.

Outgoing mail may be left at the Front Desk for mailing; please provide your own postage.

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## *Newspaper*

You can arrange for newspaper delivery by ordering services directly from the publication house. Please let the Unit Clerk know so that they may direct the delivery to you. You are responsible for ongoing payment.



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## *Transportation Information*

HandyDART is a public transit service with special equipment for carrying passengers unable to use the regular transit system; if previously registered, please be sure to update your address.

Wheelchair taxis are specially-equipped cabs available for the same price as a regular taxi. "Taxi-Savers" is a half-price taxi fare program; be sure to arrange for photo identification well in advance of outings.

Our Social Worker is pleased to help you access these services and can assist with the application process. All transportation charges are a family responsibility.

### *Ambulance Charges*

Please note that you are responsible for ambulance or alternative transfer charges incurred between the residence/hospital and other care providers in the community. If you have premium assistance with Medical Services of BC, the charges may be waived.

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## *Family and Visitor Parking*

Six month parking passes for Lots B and C are available from the Unit Clerk. You are given one parking pass which may be loaned out to visiting family members; advise them to display the pass on the dash. See the Unit Clerk for renewals.

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## *Leaving the Pavilion*

We encourage you to spend time away from the Unit with your doctor's approval. It is important for us to know your whereabouts. Be sure to complete the pass book located at the central desk when leaving and returning to the Unit.

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## *Personal Furnishings*

Space is limited in shared rooms. To ensure a safe, uncluttered environment, we can accommodate additional personal furnishings in private rooms only. Please speak to the Resident Care Coordinator before bringing additional furniture to your room.

We encourage you to bring your own favourite possessions as space allows. Some suggestions include a radio or CD player with earphones, and your favorite music or taped books. Bed throws or blankets, small framed pictures, plants and special mementos help you feel at home. It is also helpful to have an easy-to-read clock and calendar.

The Pavilion does not assume responsibility for loss, damage or repair of any personal belongings. We suggest you label all items.

**Due to limited space we are unable to accommodate large items such as furniture.**

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## *Housekeeping*

Our housekeeping staff cleans your room daily and on an as-needed basis, and changes your bed linens weekly. For more information, please speak to a Care Team member.

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## *Maintenance*

Our maintenance staff ensures the facility is safe by keeping equipment in good operating condition and the outside areas groomed.

# Daily Life

## Meals

We encourage you to join us in the dining room for all your meals; however, we understand there may be times when you feel the need to take meals in your room.

We serve three regular and varied meals daily, and accommodate special diets when possible. Our Dietitian is available to review your nutritional needs and discuss your questions and concerns. We are open to your suggestions; and encourage you to use the Suggestion Box on each unit.

Family and friends are welcome to join you at meal times, and may purchase a \$20.00 meal card from the Cashier's Office.

Guests are welcome to bring food for you; however, we request that visitors check with the front desk to ensure your dietary needs are consistently met. Date, label and store leftover items in resealable containers at the bedside or in the refrigerator.

The Family Council's Food Committee meets monthly to discuss improvements to the quality of our food service. Please contact the Social Worker if you have an interest in joining this committee.

## Cafeteria Services

The cafeteria is located on the main floor in the south east corner of the main hospital. A coffee and snack bar is located close to the main hospital entrance.

## Laundry

We provide personal laundry services twice weekly, or your family may choose to continue doing your laundry on your behalf. Let your Care Team know of your preference.

It is important that your clothing items are clearly marked with your name to reduce loss; a family member may do this for you, or you can ask our laundry staff.

Family members are responsible for special care fabrics, dry cleaning and alterations.

## Bathing

Care staff provides weekly tub baths or showers; bathing rooms are centrally located on each unit. You can request to use your own soap or shampoo if you prefer.

## Recreation

We offer a variety of individual and group programs and events; family and friends are welcome to join us. Our Recreation staff will review the activities available to you, and ask about your interests. Our focus is on your abilities and expressed desires.

You are welcome to pursue your own interests such as reading, visiting, walking in the gardens or watching television. We also encourage you to participate in our daily activities such as adapted aquatics, group fitness, social events, crafts and woodworking.

Weekly bus outings include trips to restaurants, shopping centres, the theatre, scenic drives, and special community events. There may be some specialized bus trips or events that have a small fee.