

## Licensing Information

Langley Long Term Care Services is licensed under the Hospital Act and receives regular monitoring and inspection to ensure that the minimum standards are being met. These standards include cleanliness, food quality, building and furniture acceptability and documentation.

## Accreditation

Langley Long Term Care Services is accredited. Accreditation is an external peer review process to assess and improve the services health care organizations provide to their patients and clients, based on standards of excellence set by Accreditation Canada.



# Langley Long Term Care

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

**Address:** 22051 Fraser Highway

Langley, BC V3A 4H4

**Room:** \_\_\_\_\_

**Neighbourhood:** \_\_\_\_\_

**Unit Phone Number:** \_\_\_\_\_

**Your Physician/Nurse Practitioner is:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Initial Monthly Rate:** \_\_\_\_\_



## Words of Welcome

The residents and staff of [Langley Long Term Care](#) 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. To achieve this we involve staff, family, friends and community organizations to provide care and activities to help meet your physical, mental, social and spiritual needs. By taking an active role, you will adapt to your new home more easily.

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

~ The Management and Staff, [Langley Long Term Care](#)

3. An adult person in care has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following:
  - (a) To participate in the development and implementation of his or her care plan;
  - (b) To establish and participate in a resident or family council to represent the interests of persons in care;
  - (c) To have his or her family or representative participate on a resident or family council on their own behalf;
  - (d) To have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
  - (e) To be informed as to how to make a complaint to an authority outside the facility;
  - (f) To have his or her family or representative exercise the rights under this clause on his or her behalf.

### *Rights to transparency and accountability*

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:
  - (a) To have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
  - (b) To have ready access to a copy of the most recent routine inspection record made under the Act;
  - (c) To be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;
  - (d) If any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;
  - (e) To have his or her family or representative informed of the matters described in this clause.

### *Scope of rights*

5. The rights set out in clauses 2, 3 and 4 are subject to:
  - (a) What is reasonably practical given the physical, mental and emotional circumstances of the person in care?
  - (b) The need to protect and promote the health or safety of the person in care or another person in care, and
  - (c) The rights of other persons in care.

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 facility name when submitting your complaint in writing.

---

## Vision

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

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

---

## Residents’ Bill of Rights

The Residents’ Bill of Rights as drafted by the Ministry of Health states the following:

*Commitment to care*

1. An adult person in care has the right to a care plan developed:
  - (a) Specifically for him or her, and
  - (b) On the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

*Rights to health, safety and dignity*

2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
  - (a) To be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity;
  - (b) To be protected from abuse and neglect;
  - (c) To have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
  - (d) To have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces;
  - (e) To receive visitors and to communicate with visitors in private;
  - (f) To keep and display personal possessions, pictures and furnishings in his or her bedroom.

*Rights to participation and freedom of expression*

---

## Key Contact Information

**Please dial 604-534-4121 and then the Extension**

**Nursing Stations:**

Marwood South: 604-514-6024

Rosewood: 604-514-6026

Marwood Centre: 604-514-6024

Maple Hill: 604-514-6095

Cedar Hill: 604-533-6413

**Managers:**

Rosewood/ Marwood Centre/ Cedar: 746192

Maple/ Marwood South: 746190

**Care Coordinators:**

Rosewood/ Marwood Centre: 746186

Maple Hill/ Marwood South: 745293

Cedar Hill: 745389

**Social Workers:**

Maple Hill/Cedar Hill: 745294

Rosewood/Marwood: 746137

# Table of Contents

Welcome .....  
    Introduction.....  
Financial Information .....  
    Managing Finances .....  
    Comfort Fund .....  
    Additional Costs .....  
    Medical Coverage .....  
Moving In .....  
    What to Expect .....  
    What to Bring.....  
    Dentures, Eye Glasses, Hearing Aids.....  
    Medication .....  
    Valuables.....  
    Your Room .....  
    Television, Radio and Internet.....  
    Personal Equipment Aids .....  
    Electrical Equipment.....  
    Housekeeping .....  
    Maintenance.....  
Daily Life .....  
    Meals .....  
    Laundry .....  
    Bathing .....  
    Recreation .....  
    Transportation Information .....  
    Family/Visitor Parking.....  
    Going Out.....  
    Overnight Absence.....  
    Mail.....  
    Newspaper .....  
    Telephone .....  
    Personal Visits.....  
    Alcohol.....  
    Smoking .....  
    Scent Free.....  
    Pet Visits .....  
Your Care .....

# Complaints Process

If there are concerns or questions about the care you or your family members are receiving, it is best to raise them at the time and place the concern arises. This includes addressing concerns directly with the Health Care Assistant or Nurse. Most concerns addressed in this way are resolved quickly and can contribute to strengthening staff, resident and family relationships.

If the Health Care Assistant or Nurse is unable to resolve the issue please speak with the Care Coordinator. If, after speaking with the Care Coordinator, you feel a satisfactory resolution has not been found please contact the Manager.

If your care concern has not been addressed at a facility level, and you want to make a formal care quality complaint, you are encouraged to contact the Patient Care Quality Office (PCQO) of Fraser Health.

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 Fraser Health Patient Care Quality Office is centrally located at Ridge Meadows Hospital in Maple Ridge:

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

Toll free: 1-877-880-8823  
Fax: 604.463.1888  
Email: [pcqoffice@fraserhealth.ca](mailto:pcqoffice@fraserhealth.ca)



**Infection Control**

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

We ask your family members and visitors to remain at home until symptom free for 48 hours if they have a cold or other acute respiratory illness, or are experiencing symptoms of diarrhea or vomiting related to a viral infection. Please follow all Public Health Guidelines for any viral related illnesses.

**Fire Safety**

Every effort is made to protect against fire. The building is equipped with sprinklers and electronically-monitored heat and smoke detectors. 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 alarm (there is an alarm at every exit) and report the location of the fire to a staff member.

**Protection of People and Property**

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

What to Expect .....  
Your Care Team .....  
Care Conference .....  
Spiritual Care.....  
Personal Health Care Decisions .....  
Getting Involved .....  
    Resident Council .....  
Additional Services.....  
    Audiology Services.....  
    Companion .....  
    Dental .....  
    Hairdressing .....  
    Optometry.....  
    Podiatry .....  
Safety and Security .....  
    Safe Movement Environment .....  
    Least Restraint Policy.....  
    Falls.....  
    Infection Control .....  
    Fire Safety .....  
    Protection of People and Property .....  
Complaints Process .....  
Misc .....  
    Vision.....  
    Residents’ Rights and Responsibilities .....  
    Licensing Information .....

# Welcome

## Introduction

This booklet provides you and your family with general information about [Langley Long Term Services](#), including an introduction to the Care Team and services available to you.

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 creating a home here. For more information, please speak to a Care Coordinator.

# Financial Information

## Managing Finances

We encourage you and your family to continue managing your personal finances independently. If you need support, our Social Worker is happy to provide information about accessing financial options available to you, including the Provincial Office of the Public Guardian and Trustee. The Social Worker can provide information that will help you decide who your most financially responsible person could be, should the need arise.

Monthly payments for your long term stay are made in advance at the beginning of each month, by the 5<sup>th</sup> at the latest. The total current charges are shown in the bottom right hand corner of the last page of your Statement of Account, which will be mailed to you from finance. These are tax deductible so please keep your statements as we do not provide duplicates.

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

# Safety and Security

## Occupational Therapy (OT)

### Activities of Daily Living:

OTs assess your performance of daily tasks such as, grooming, bathing, and toileting. In collaboration with your family, OTs develop person-centered care plans to ensure you get the right help throughout the day.

### Mealtime Management:

If you are having difficulties with swallowing or eating, the OT is available to assess and make recommendations to improve independence, function and reduce the risks of choking or aspiration. Recommendations may include removing certain foods, or changing the texture of foods and fluids. OTs can also provide advice on adaptive cutlery at mealtimes to keep you as independent as possible.

### Mobility and Seating:

If you require a wheelchair, the OT will complete an assessment and make recommendations on the type of wheelchair that will be needed. The facility will provide a dedicated basic manual wheelchair and basic foam cushion for your use if available. If we do not have one in the inventory, you or your family member may need to temporarily rent one.

For any specialty equipment such as pressure relieving cushions, ultra-low or lightweight wheelchairs, tilt in space wheelchairs, power wheelchairs etc., OT will assess and prescribe the correct equipment for rental or purchase. Prior to purchasing any equipment we recommend that you try before you buy. The OT can assist with arranging a trial of the recommended equipment to ensure that it meets your needs.

### Skin and Pressure Management:

OTs provide ideas and recommendations to help reduce the risk of you getting a pressure sore. This may include recommending different positions for sleeping and assessing if you will need speciality items such as low air loss mattresses, booties, cushions and padded arm/leg sleeves etc. Speciality items will need to be purchased by you or your family member.

### Other services provided:

During your stay, a Doctor may request a cognitive assessment such as the Mini Mental State Exam or Montreal Cognitive Exam.

---

## ***Hairdressing Services***

An on-site hairdresser is available; the salon is located in each building. The hairdresser will visit your unit once a week. Appointments are made in advance, or can be made on a regular basis. A price list is posted and charges are deducted from your Comfort Fund or you may pay by cheque to Smartset Hairdressing. Please ensure a Comfort Fund is set up and a consent form is signed.

---

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

Eye care is available in the community, or you can book an appointment with a mobile service: OutReach Optometry: 1-250-591-1072 at which you would pay \$120 for this appointment. Costs of eye exams and glasses may be partially funded under the BC Medical Services Plan.

---

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

Family/resident can choose their own foot care services. If you wish to use our usual service please contact Advanced Footcare at 604-533-3829.

Monthly rates vary depending on income and are set by the Ministry of Health based on your net income as reported on your last income tax return. Billing inquiries including refunds should be directed to Fraser Health's Patient Accounts office by calling 604-520-4860. Please ask for your Long Term Care Liaison

---

## **Comfort Fund**

Comfort funds provide opportunities for residents to participate in voluntary recreational activities and specified services. Comfort funds will provide all residents with a secure method of maintaining their personal funds and promote resident independence and choice. The authorization form is to be completed upon moving in by the resident or financially responsible person. Monthly statements will be mailed to you directly from the cashier. The Cashier phone number is 604-534-4121 extension 746077.

You will be asked to maintain a positive balance in the account through one of three options:

- Pre-approved withdrawal from a bank account by void cheque
- Pre-approved charge to a credit card.
- Direct payment at the Long Term Care Home or hospital cashier by money or cheque made payable to Fraser Health Authority.

### **A comfort fund covers the cost of:**

- Hairdressing services
- Personal cable in your room(Television set and cables not provided)
- Special recreation led meals and outings

---

## **Additional Costs (chargeable extras)**

Additional charges that are not covered by comfort fund or your monthly payment:

- Personal telephone connection;
- Nutrition supplements, if you request a specific commercial brand rather than the brand provided;
- Personal newspaper, magazines and periodicals;
- Hearing aids and batteries, including replacement batteries;
- Glasses;
- Personal transportation;
- Extra or optional craft supplies, entertainment and recreational activities that are additional to activities and supplies provided;

- Purchase or rental of equipment that is not provided for such as power wheelchairs, specialty mattresses, crutches, canes or other devices, and maintenance as required;
- 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.
- Dental Care
- Foot Care
- Hip Protectors ( recommended 5 hip protectors/resident)

---

## 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 coverage; assistance may range from 20 to 100 per cent depending upon your income.

The Social Worker is pleased to assist you with this process.

## Additional Services

All of these additional services will require an Independent Service Provider Contract between the resident and provider if the provider is coming into the facility. **Please contact the Care Coordinator if you wish to make arrangements for additional services or notify us of any impending appointments.**

---

### *Audiology Services*

Hearing assessments and services are available at audiology clinics in the community. You need to make your own arrangements.

---

### *Companion*

You may wish to hire the services of a trained, insured and bonded Companion Aide through a local home support agency. Companions may visit, read, take you on outings, or do crafts with you. Your Social Worker can help you with this process.

---

### *Dental Services*

Resident/family is responsible for choosing the dental services. All costs are up to the resident and family to pay. If you wish to use a mobile service please contact:

Dental: Silver's Valet Dental Care 604-770-4701

Denturist: 778-987-2273





## Getting Involved

---

### ***Residents' Council***

The Residents' Council is a group comprised of volunteer residents who meet once a month. Meetings serve as a forum for decision-making regarding future activities, outings, and expenditures related to life in their home. The council is led by the Recreation Department. Please ask to speak with them if you are interested.



## Moving In

---

### ***What to Expect***

On your move-in day, staff will greet you and guide you through the process to support you in getting settled.

---

### ***What to Bring – Clothing and Personal Care Items***

We understand that you will want to wear your own clothes. Your clothing should be washed, not need ironing, durable, and appropriate for the season. We will send your clothing to be labelled in our laundry department. Staff can assist you in choosing 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.

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

#### **Special Care Fabrics**

Dry cleaning of special care clothing such as silk or wool is a family responsibility.

#### **Marking Clothes for Identification**

Identification of clothing is important to guard against loss.

Please be sure to ask staff to send out clothing to be labelled, and as new items are added.

## 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 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

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.

Please note that in BC, someone who has Power of Attorney does not have decision-making powers for medical decisions; only financial and/or legal decision making power. If it is your wish to appoint a specific individual to speak on your behalf for your medical decisions, your Social Worker can provide you with information on Representation Agreements and Advance Directives

For more information, please contact your Social Worker, or call 1-877-TALK-034 (1-877-825-5034) or email [advancecareplanning@fraserhealth.ca](mailto:advancecareplanning@fraserhealth.ca) or visit the following web site: <http://www.fraserhealth.ca/health-info/health-topics/advance-care-planning/advance-care-planning>

---

## Spiritual Care

Spiritual and religious care is an important part of our person centred model of care. The personal dignity and worth of each resident is supported by the provision of planned spiritual programs. Through partnerships with community faith groups a variety of inclusive religious services are offered reflecting the demographic needs of the residents and respecting freedom of choice.

Trained Spiritual Care volunteers are also available to offer a listening ear or support with devotional practices such as prayer, meditation, or reading from sacred scriptures.

If requested by the resident or family members, the resident's own spiritual advisor, pastor, priest, imam or rabbi can be contacted and asked to visit the resident.

For further information or spiritual support, a visit by the Spiritual Care Coordinator can be arranged by speaking with the nurse-in-charge or Care Coordinator.

---

## 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 do 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 they become very ill. If you cannot provide consent for health care decisions, the Medical Order for Scope of Treatment (MOST) can guide your care. The MOST is a doctor's order based on advance care planning conversations which explore your values, goals and the range of treatments available. The MOST helps care providers honor what is important to you. Please contact your physician/nurse practitioner noted on the first page to have these discussions.

In B.C., a substitute decision-maker is a family member or close friend who has the legal right to make health care decisions on your behalf if you can't provide consent. It is important that you talk with your substitute decision maker so they know about the care you want. Under BC law, they must honor your previously expressed wishes. British Columbia has adult guardianship laws which ensure people's rights and wishes are respected

---

## Suggested Toiletries

You and your family members are responsible for providing and replenishing the following toiletry items. Please label the items with the resident's name and, with products, the date the item was opened.

- electric shaver
- make-up, curlers, brush, comb
- hair pins or small combs for hair
- denture cleaning material (if required)
- shampoo and conditioner (if you do not like the generic brand we provide)
- body lotion (unscented)
- deodorant
- toothbrush & toothpaste, denture cleaners
- mouthwash

---

## Dentures, Eye Glasses and Hearing Aids

Eye glasses and dentures must be clearly marked with your name. An optometrist and/or dentist office can do this for you. The repairs and/or replacement of these items are the responsibility of you and your family members.

Although we make every effort to safeguard these items we recommend you obtain insurance to cover the cost of replacing these items due to loss or breakage.

---

## Medication

Please bring a current list of all medications, including prescriptions, vitamins and laxatives you are currently taking, with proper name, dose and frequency, and give it to your nurse. An up-to-date list can be obtained from your pharmacist.

Some herbal remedies and alternative medications may interfere with your prescriptions and there are policies in place to support the residents' right to access the therapy of their choice. Please speak to the Care Coordinator if you are using alternative health products.

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

---

## Valuables

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 that you choose to bring with you.

[Langley Long Term Care Services](#) 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.

It is suggested that no more than \$20.00 be kept at your 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 Room

Moving into a four-bed, two-bed or single room depends on your needs and the accommodation available. We make every effort to ensure your comfort and compatibility with your roommates. If a problem occurs please let the Care Coordinator know. Each welcome package contains an Internal Move Request Form, please fill this out and return it to the unit so the Care Coordinator can add you to the preferred room list.

A medical priority experienced by you or another resident may necessitate a move to a different room.

Feel free to bring your own radio or tape deck with earphones, and your favourite music or taped books. Bed throws or blankets, small pictures, plants and special mementos help make you feel at home. It is also helpful to have an easy-to-read clock and calendar. You may consider bringing your own hobby materials, books and writing materials with you. Please ensure these items are marked clearly with your name.

Prior to bringing in larger items (e.g. furniture), please check with the Care Coordinator

---

## Care Conferences

We invite you and your family to attend scheduled Care Plan Conferences to communicate your needs to the Care Team. An initial meeting is held after you move in. The Unit Clerk will notify you of the date and time. The schedule is very rigid so cannot be rearranged. You will be provided with 30minutes for the first care conference. If you cannot attend the care conference you may submit your concerns in writing to the Care Coordinator to be read and followed up on in the Care Conference.

Following the initial meeting, we schedule Care Plan reviews annually and any time your situation or condition changes significantly. Your care team is present at the conferences to review all aspects of your care and to ensure we are meeting your specific needs. These meetings also provide an opportunity for you to ask any questions you may have and voice any concerns.

Staff members who attend the care conference are:

- Your doctor
- Residential Care Coordinator (RCC)
- Social Worker
- Pharmacist
- LPN and Care Aids
- Yourself and immediate family members.

Our Allied Health team will not be able to attend the meetings but will review your chart ahead of time and submit any input they have ahead of time.

---

## Personal Information

We treat all your personal information collected for our records as confidential at all times. [Langley Long Term Care Services](#) complies with the Freedom of Information and Protection of Privacy legislation.



# Your Care

## What to Expect

Your daily care is developed to best meet your personal needs. Our goal is to assist you and your family to develop an individualized plan of care, within our resource capacity, that will achieve a balance between your need for rest and activity.

## 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:

- Activity Workers
- Dietician
- Physician
- Manager
- Medical Director
- Nursing and Care staff
- Occupational Therapist
- Recreation Therapist
- Spiritual Care Coordinator
- Social Worker
- Physiotherapist
- Rehabilitation Assistant
- Care Coordinator
- Volunteers and Students

## Television, Radio and Internet Services

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

To set up personal cablevision please open a comfort fund and sign a cablevision waiver. Residents are to provide their own television set up. This includes in a 4 bed room a television no bigger than 32 inches on a wheeled cart that the TV can be mounted to, or in a single or double bed room a television no bigger than 48 inches on a wheeled cart the TV can be mounted to, or a wall mount. Please bring a power cord, three pronged extension cords, a power bar, and a long coaxial cable. Once we have all electrical components, maintenance will check electrical and clear for use (CSA-Approved).

All costs for private television sets, related equipment and costs to install/remove, including damage, are your responsibility. You may be asked to remove or replace your TV if it is deemed to be too large or unsafe for your room. Please discuss the TV policy with a staff member, before making any new purchases to ensure your selection is appropriate for your room. The Unit Clerk can provide information about setting up your cable service.

Internet services [Shaw Basic Bulk Cable](#)

## Personal Equipment Aids

The Occupational Therapist and PhysioTherapist can provide an assessment to help you choose specialized equipment that best suits 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 assistive equipment (including electric wheelchairs), inspected and serviced regularly by a private company. [Langley Long Term Care Services](#) is not responsible for the cost of maintenance, repair or replacement of personal items. All electrical equipment must be inspected by Fraser Health Facility Maintenance.

---

## *Electrical Equipment*

Please leave all personal electrical appliances at the front desk for a safety check by our Maintenance Department staff prior to use in your room. For safety reasons, **we do not permit the use** of heating pads, electric blankets, cooking appliances, electric kettles, or personal fridges.

Replacement and repair of your electrical appliances is your responsibility.

All electrical equipment has to be inspected by Facility Maintenance for safety prior to use.

### **Fans**

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

### **Electric Razors**

All male residents are encouraged to use electric razors.

---

## **Housekeeping**

Our housekeeping staff cleans your room daily and on an as-needed basis, and changes your bed linens weekly.

---

## **Maintenance**

Our maintenance staff ensure that your home is safe by keeping equipment in good operating condition and the outside areas groomed. If you note an issue please let one of the care staff know.

---

## *Pet Visits*

Upon approval and the Pet Visiting Policy being reviewed, Healthy, immunized and well-behaved dogs are welcome to visit but must be leashed and supervised by their owners at all times and are not to be left unattended with residents. Other pets must be kept in an appropriate carrier. Please, no animals in the kitchen or dining areas. Please speak with the Care Coordinator to arrange a pet visit.

---

## Personal Phone Use

Every unit has one portable phone for resident use. If you wish to provide your resident with their own personal phone you may do so. Cell phones and chargers maintained by family are welcomed if the resident is capable of using one. Landlines may also be used. Please call Telus at 604-310-2255, tell them your wish to have a wireless landline in your room (address on front of booklet), and please notify us when they are expecting to come in.

---

## Personal Visits

Our facility follows All Provincial Health Mandates for any and all visitation. Please check with your Care Coordinator if you are unsure of the current policy. **If you wish to keep updated on the policies please give your email to the unit clerk.**

---

## Alcohol

You may enjoy the occasional social drink providing we have obtained your doctor's consent.

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

Due to provincial laws, no alcohol will be available to visiting family and friends.

---

## Smoking

Fraser Health is a smoke free environment. See website: [FraserHealth.ca](http://FraserHealth.ca)

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

---

## Scent Free

We maintain a scent-free environment and ask you to join us in limiting/eliminating the use of scented products.

# Daily Life

---

## Meals

All meals are served in the dining room; however, there may be occasions when you take meals in your room.

We serve three regular and varied meals daily, and accommodate special diets. Our Dietician is available to review your nutritional needs and to discuss your questions and concerns. Please ask the care staff to put in a referral if you want to connect with the Dietician.

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

Please label and date leftover perishable items, and store them in the refrigerator in the server area.

---

## Laundry

We provide laundry service for your personal items.

Any personal linen brought by families is required to be labeled with our Laundry department. Please bring all new items to the care staff to send for labelling. Laundering of all items other than personal clothing is the responsibility of the resident or their family.

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

---

## Bathing

A personalized Bathing Care Plan will be developed for you. You are welcome to use your own grooming products if you prefer.

The bathing room is equipped with appropriate lifts and equipment to ensure a safe and enjoyable bathing experience.

---

## Recreation

We offer a variety of individual and group programs and events. 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, and we encourage you to participate in our scheduled activities, too.

We post monthly activity calendars showing upcoming events and activities. A small fee may apply to special bus trips or events. This fee will be payable only by those residents wishing to attend these special trips or events. Residents not attending will not be charged a fee. The fee will come out of the pre-existing comfort account. If you wish to set one up at any time please discuss with the unit clerk.

When a resident is on a bus trip, the cost of all personal meals and/or admission fees are the responsibility of the resident.

---

## Transportation Information

Handy DART is a public transit service with special equipment for carrying passengers unable to use the regular transit system. Wheelchair taxis are specially-equipped cabs available for the same price as a regular taxi. Our Social Worker is pleased to help you access these services.

## Ambulance Charges

Please note that you are responsible for ambulance or alternative transfer charges incurred between the residence and the hospital. If you have premium assistance with Medical Services of BC, the charges may be waived. If you are unable to take book your own ride to medical appointments, please ask the care staff to book a ride for you.

---

## Family and Visitor Parking

Please register any license plates that will be parking on hospital property with the unit clerk. The unit clerk will register the plate with ImPark. There are no physical passes needed.

---

## Going Out from [Langley Long Term Care Services](#)

You are welcome to spend time away from [Langley Long Term Care Services](#) with your doctor's approval. Please be sure to notify your nurse when and the duration you will be away.

Please give the staff at least 24 hours' notice when planning to be out over a meal-time to allow cancellation of your meal service and to prepare any medications you may require.

---

## Overnight Absence from [Langley Long Term Care Services](#)

The Care Team can help plan for overnight visits away from [Langley Long Term Care Services](#). We will work with your family to ensure overnight visits are safe and enjoyable.

When you plan to be away for a period of 24 hours to 4 days, you can make arrangements with the Pharmacy to prepare a supply of medication to take with you.

You may be away from [Langley Long Term Care Services](#) for up to 30 consecutive days in a calendar year. Daily charges will continue to apply.

We recommend you speak to your Nurse about your plans and carefully consider your dietary and other care requirements while you are away.

---

## Mail

Our staff will deliver mail to your room. Outgoing mail may be left at the Front Desk for mailing; please provide your own postage.

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

---

## Newspaper

Newspaper delivery can be arranged. Subscriptions should be ordered or arranged by yourself or your family directly.