



# Mountain View Manor

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

**Your New Address:** 5800 Mountain View Boulevard

Delta, BC V4K 3V6

<b>Room:</b>	<input type="text"/>
<b>Neighbourhood:</b>	<input type="text"/>
<b>Primary Nurse:</b>	<input type="text"/>
<b>Primary Care Aide:</b>	<input type="text"/>
<b>Phone Number:</b>	604-946-1121



## Words of Welcome

The residents, volunteers and staff of Mountain View Manor 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, Mountain View Manor*

## 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 Resident Care Coordinator (RCC). If, after speaking with the RCC, 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 Office can be reached at:

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

Toll Free Number: 1-877-880-8823

Fax: (604) 463-1888

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 Residential Care Home name 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. Your feedback is important to us.

### Transfer List Information

Once you have had an opportunity to settle into your new home should you wish for any reason to move, you will have to make your request in writing. The form is available from the Social Worker at your residence and must be completed in order for your name to be placed on the transfer list. This request is for transfer to another residential care home and does not include requests for specific room accommodation types. When there is an available vacancy offered to you at the residential care home of choice it is expected that you will move within 48 hours of the notification. If you refuse the vacancy when it is available your name will be removed from the transfer list.

Your request will be processed within 30 days of receipt and your waitlist date will be recorded as the date your request was received by Fraser Health.

It is also your responsibility to ensure that you have a physician who has agreed to follow your care at the new residential care home. As well, all costs associated with the transfer to the new residential care home are the responsibility of the resident/family requesting the transfer.

## *Key Contact Information*

Reception/Front Desk	604-946-1121
Manager	Ext. 783285
Resident Care Coordinator	Ext. 783299
Social Worker	Ext. 787340

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## Infection Control

You are encouraged to have yearly flu shots. 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.

## 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.

Please report unsafe situations (e.g. a spill on the floor) to the front desk.

Mountain View Manor is a secured residence. Our outdoor patios and gardens are fenced.



# Safety and Security

## Safe Movement Environment

We encourage you to join us in supporting a safe resident 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.

## 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). We have a practice of least restraint to promote autonomy and your rights for freedom of choice and movement while balancing the need for safety. If you would like additional information, please ask staff for a brochure on the Least Restraint Policy.

## Falls

Supporting freedom of movement and independence presents a risk for falls. A member of the rehabilitation team will assess your risk of falls and the potential for injury. The rehabilitation team will discuss the assessment with you and may recommend a hip protector.

Hip protectors may prevent a hip fracture as a result of a fall. You are responsible for the purchase of hip protectors if you choose to wear them. For more information, please ask staff for a brochure on Hip Protectors or speak to a member of the rehabilitation team.

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# Welcome

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## ***Introduction***

This booklet provides you and your family with general information about Mountain View Manor including an introduction to the Care Team and services available to you.

Although 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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## ***Our Vision for Residential Care***

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.

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## ***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.



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## ***Hairdressing Services***

An on-site hairdresser is available on site. Appointments are made in advance, or can be made on a regular basis. Charges are to be arranged with the Hairdresser and may be deducted from your Comfort Account.

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

Eye care is available in the community, or we can help you book an appointment with a mobile optometrist. Costs of eye exams and glasses may be partially funded under the BC Medical Services Plan.

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

Private Foot Care nurses are available at Mountain View Manor. Payments are made directly to the provider.

## Additional Services

Many of these additional services will require an Independent Service Provider Contract between the resident and provider. Please contact the Resident Care Coordinator if you wish to make arrangements for additional services. Consent forms must be signed prior to services being provided.

### ***Audiology Services***

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

### ***Companion Aides***

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***

A Dentist visits the Manor on request or you may continue to go to your own Dentist's office.

A Dental Hygienist visits the Manor and provides oral hygiene services at your request.

A Denturist is also available to visit and provide denture care and services.

Payment for all Dental Care is to be arranged directly with the provider of the service.

### *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*

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.

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## ***Monitoring and Inspection***

All residential care facilities licensed under the Hospital Act or Community Care and Assisted Living Act are regularly monitored and inspected to ensure compliance with the minimum standards as outlined in the Residential Care Regulations. Some of the areas inspected are: cleanliness; food quality; building & furniture acceptability; and documentation. Inspection reports are posted on the internet.

### **Accreditation**

Mountain View Manor is an accredited residential care home. 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.

## **Getting Involved**

We believe that you are an integral part of the care team and that your contributions are very important in planning and in providing care.

The Residential Care Program in Fraser Health promotes and provides support for participation in Resident and/or Family Councils in each of our homes. We believe that Resident and Family Councils can help to improve communication between residents, families, staff and care home leaders, by working together in the interest of the residents. Working with families as partners in care helps to support healthy living for residents. This is especially important when individuals living in Residential Care are not able to speak for themselves. Family Council provides an opportunity for family members of residents to raise issues and make suggestions regarding changes at their home. Education is offered and families are supported through sharing experiences with other families. Family Councils are not sustainable without family member participation. Make a difference....join Family Council.

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

The Residents' Council is a group of volunteer residents who meet every three months. Meetings serve as a forum for decision-making regarding future activities, outings and expenditures related to life in their home.

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### ***Family Council***

The Family Council meets every three months or at the discretion of the Family Council to discuss care, operational issues and other matters. Directed by family members, this group provides a forum to share concerns and have a voice within the Mountain View Manor community.

If you would like more information about the Residents'/Family Councils, please speak with the Recreation Therapist Supervisor.



For more information, please contact your Social Worker, or call 1-877-825-5034 or visit the following web site:  
[http://www.fraserhealth.ca/your\\_care/advance-care-planning/](http://www.fraserhealth.ca/your_care/advance-care-planning/)

## 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 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 also help you explore who your most financially responsible person should be, should the need arise.

Monthly payments for your residential stay are made in advance at the beginning of each month. 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.

Monthly rates vary depending on income and are set by the Ministry of Health. Therefore, you must complete the Income Tax Return annually. Billing inquiries should be directed to Fraser Health's Patient Accounts office by calling 604-520-4860.

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### *Comfort Fund*

Comfort funds will provide all residents with a secure method of maintaining their personal funds and promote resident independence and choice. Comfort funds provide opportunities for residents to participate in activities and purchase specified goods and services.

The authorization form is to be completed upon moving in by the family/financially responsible person.

Family will estimate the monthly expenses and are asked to fund the account through one of three options:

- Pre-approved withdrawal from bank account.
- Pre-approved charge to a credit card.
- Direct payment at the Delta Hospital cashier.

Resident and family are responsible for maintaining a positive balance not to exceed \$500. Monthly statements are mailed to you or your designated financially responsible person.

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

Additional charges may include:

- Personal cable connection and monthly fee;
- Personal telephone connection and basic services;
- 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;
- Personal transportation, ambulance, Handy Dart, taxi;
- Extra or optional craft supplies, entertainment and recreational activities that are additional to activities and supplies provided;
- Purchase or rental of equipment that is for your exclusive use, such as walker, wheelchair, 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;
- Podiatrist or your own personal Foot Care Service provider.

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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

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

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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 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) order 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 honour what is important to you. You may ask for a copy of the *My Voice Advance Care Planning Guide* to assist you and your family in working through this decision making process.

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 cannot 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 honour your previously expressed wishes. 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.

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.

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## ***Care Planning***

We invite you and your family to attend scheduled Resident Conferences to communicate your needs to the team. An initial meeting is held six to eight weeks after you move in. You will be notified of the date and time.

Following the initial meeting, we schedule Resident Conference reviews annually and any time your situation or condition changes significantly. Your 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 and your family to ask any questions you may have and voice any concerns.

## **Personal Information**

We treat all your personal information collected for our records as confidential at all times. Mountain View Manor complies with the Freedom of Information and Protection of Privacy legislation.

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## ***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 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 will be contacted and asked to visit the resident.

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.

# 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*

### Marking Clothes for Identification

Identification of clothing is important to guard against loss.

Please bring all clothing to your Nursing Station for labeling before being placed in your room. Our laundry staff labels your clothing when you move in and as new clothing arrives. The care staff will assist you to complete the appropriate forms. Please notify staff immediately if any items go missing.

Your clothing should be wash and wear and not need ironing. Durable, easily laundered clothing is recommended. 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 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.

# 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 residents. The Care Team may include the following:

- Clinical Nurse Educator
- Dietitian
- Manager
- Medical Care Coordinator
- Music Therapist
- Nursing and care staff
- Occupational Therapist
- Pharmacist
- Physician
- Physiotherapist
- Recreation Staff
- Rehabilitation Assistant
- Resident Care Coordinator
- Respiratory Therapist
- Spiritual Care Coordinator
- Social Worker
- Volunteers and Students



We require that all cigarettes and lighters be stored at the nursing station.

Programs are available to help you quit smoking.

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## ***Scent Free***

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

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## ***Pet Visits***

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.

A variety of pets live at Mountain View Manor. We also have a pet visitation program. It is important for us to know if you have any concerns regarding animals. Please discuss with the Recreation Therapy Supervisor.

## **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

## Suggested Toiletries

You and your family members are responsible for providing and replenishing the following toiletry items if needed. 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
- ribbons, pins or small combs for hair
- denture cleaning material (if required)
- shampoo and conditioner
- body lotion (unscented)
- skin cleanser
- deodorant
- manicure items
- tissues
- tooth brushes (change every 3 months), tooth paste, mouthwash
- toiletry bag to hold these articles

## *Dentures, Eye Glasses and Hearing Aids*

Eye glasses, dentures and hearing aids must be clearly marked with your name. An optometrist, dentist office and or audiologist can do this for you. Our Unit Clerk may also assist with some labeling as needed. 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.

## *Personal Visits*

Visitors are welcome and encouraged to visit anytime. Our patios are designed to provide you and your visitors with fresh air, beautiful flowers and greenery.

Our parlour and living room provide spaces for private visits with guests. A café, courtyard and gift shop are located at the main entrance to Delta Hospital and are easily reached from the Manor through connecting hallways.

We encourage families and friends to visit regularly and join activities; small children must be accompanied by an adult. Activity equipment is available for your use and our Recreation staff will assist in any way they can.

## *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.

Mountain View Manor hosts social events where alcoholic beverages are available for purchase by residents. Due to provincial laws, no alcohol will be available to visiting family and friends.

## *Smoking*

Due to fire and safety regulations, smoking is not permitted on the facility property. All visitors and staff are to refrain from smoking either inside or outside the building. However an outside gazebo is available for residents only.

You must be able to smoke independently and in a safe manner as our staff and volunteers are unable to assist you due to WorkSafe BC regulations.

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

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## *Mail*

Our staff will deliver mail to your room. Outgoing mail may be left at your Nursing Station 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.

We have a computer station where you may access your personal email and the internet. Our recreation staff is happy to help you use this service.

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## *Newspaper*

Newspaper delivery can be arranged. Subscriptions should be ordered or arranged by yourself or your family directly from the newspaper circulation department.

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## *Telephone*

Thanks to the generosity of the Delta Hospital Auxiliary, telephone wiring and jacks have been installed at every bedside. To have a private phone installed, you can contact Telus with the information provided in the welcome package. All costs, including installation, are your responsibility. If you need further assistance, our Social Worker can help.

You may also use the public pay phone located at the front entrance.

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## *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.

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

Some herbal remedies and alternative medications may interfere with your prescriptions. Your physician must approve and write prescription orders before nursing staff can administer these medications. There are policies in place to support the residents' right to access the therapy of their choice. Please speak to the Resident Care Coordinator if you are using alternative health products.

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## *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.

Mountain View Manor 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 into a Comfort Account at the Cashier's Office.

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

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## ***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 a member of the Care Team know.

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 CD player with earphones, and your favorite 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 Resident Care Coordinator.

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## ***Television, Radio and Internet Services***

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

You are welcome to bring in your own television when you move in provided it:

- Fits the space and layout of the accommodation.
- Can be wall mounted if that is the standard in the Home or securely fastened to a suitable portable TV stand. The placement and size of this stand must accommodate safe, free movement for staff and equipment.
- It is CSA-approved and has been checked for safety by our maintenance staff before installation.

providers in the community. If you have premium assistance with Medical Services of BC, the charges may be waived.

All costs for transportation are the responsibility of you and your family.

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## ***Family and Visitor Parking***

Onsite parking is free. Public Transit stops at Harvest Drive and at the Ladner Exchange which is adjacent to Mountain View Manor.

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## ***Going Out from Mountain View Manor***

You are welcome to spend time away from Mountain View Manor with your doctor's approval. When leaving, please be sure to complete the pass book at your Nursing Station and pick up a card with contact information for Mountain View Manor, and, to sign in on your return.

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.

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## ***Overnight Absence from Mountain View Manor***

The Care Team can help plan for overnight visits away from Mountain View Manor. 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 Mountain View Manor for up to 30 consecutive days in a calendar year. Daily charges will continue to apply.



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## ***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.

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## ***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, enjoying the gardens or watching television and we encourage you to participate in our scheduled activities.

We post monthly activity calendars showing upcoming events and activities. Friends and family are welcome to join in the activities at any time. Suggestions are welcome; please speak to a member of the Recreation staff.

A small fee may apply to special bus trips or events.

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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. Wheelchair taxis are specially-equipped cabs available for the same price as a regular taxi. Our Social Worker is pleased to provide you with information about these services.

### **Ambulance Charges**

Please note that you are responsible for ambulance or alternative transfer charges incurred between the residence, the hospital and other care

All costs for private television sets, related equipment and costs to install/remove, including damage, are a resident/family responsibility. You may be asked to remove or replace your TV if it is deemed to be too large or unsafe for your room. There is a detailed information sheet on televisions and television stands included in the welcome package. Please discuss the TV policy with the Nurse-in Charge before making any new purchases to ensure your selection is appropriate for your room. Information about setting up your cable service is also included in the welcome package or you can ask the Social Worker.

A computer with internet access is available in the recreation activity room.

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## ***Personal Equipment Aids***

Should the need arise; our Occupational Therapist can help you choose specialized equipment that best suits your needs; purchase costs are your responsibility as is the purchase or rental of equipment that is for your exclusive use, such as a walker, wheelchair, crutches, canes or other devices.

Our Social Worker can help if you have questions about 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. Mountain View Manor is not responsible for the cost of maintenance, repair or replacement of these items.

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## ***Electrical Equipment***

Please leave all personal electrical appliances at the front desk for a safety check by our maintenance staff prior to use in your room. For safety reasons, we do not permit the use of heating pads, electric blankets, electric kettles or extension cords; power bars with built-in circuit breakers are a suitable alternative.

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 Unit Clerk to arrange a safety check.

## Electric Razors

All male residents are encouraged to use electric razors.

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## *Personal Furnishings*

As space and storage are limited, and to ensure a safe environment, we request you speak to a member of your Care Team before bringing in additional furniture.

Feel free to bring a lamp, plants and special mementos to help make you feel at home. Speak to a staff member to arrange for our maintenance staff to hang pictures in your room.

We cannot assume responsibility for loss, damage or repair of any personal belongings. We suggest you label all items.

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## *Housekeeping*

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

Please feel free when visiting to assist with tidying drawers or cupboards as a shared activity.

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## *Maintenance*

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

# Daily Life

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## *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 as well as snacks, and accommodate special diets. Our Dietitian is available to review your nutritional needs and to discuss your questions and concerns.

Family and friends are welcome to bring food for you. Any food stored in your room needs to be in a sealed container. 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. Due to Food Safe reasons, stored food will be removed after 24 hours.

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## *Laundry*

We provide laundry service for your personal items. Our staff picks up clothing items from special hampers, and washes and returns them to your room.

Any linens brought by families are to be labeled with the resident's name. 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.