



fraserhealth

Better health. Best in health care.

The Residence in Mission

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

Your new address: _____

Your room: _____

Your neighbourhood: _____

Phone number: _____



Words of welcome

The residents, volunteers, and staff of The Residence in Mission extend a warm welcome to you and your family.

Our goal is to support you in enjoying your life in our Care community. 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 to the best of our ability. By being an active participant in your life and care, your transition may be easier.

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

~ The Health Care Team, The Residence in Mission



Key Contact Information

Reception/Front Desk 604-814-6707

Managers

1st and 3rd floor 604-814-5185

2nd floor 604-814-5168

Resident Care Coordinator 604-814-6707

Extension 626598 or 626595

Cedar / Cherry Extension 626506

Fern / Hatzic Extension: 626581

Dewdney / Deroche BSTN Extension: 626521

Silver / Stave / Respite Extension: 626536

Social Workers

Dewdney / Deroche / Silver / Stave 604-814-5182

Extension 626574

Cedar / Cherry / Fern / Hatzic 604-814-5130

Extension 626512



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Introduction

This booklet provides you and your family with general information about The Residence in Mission (or as we call it – “TRIM”), including an introduction to the Care Team and services available to you.

Although we offer a wide range of services and programs which are included in the cost for your stay, we also encourage you to maintain connections with your community and continue with any added services which may benefit you, at your own cost.

We hope this booklet answers your questions about moving in and becoming part of our care community. For more information, please speak to a Care Team member.



Our vision

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

- To support, honour, and celebrate the wisdom and diversity of our residents in a person and family focused, caring environment.
- To support our residents to feel safe, honoured and comfortable in understanding the trajectory of their illness.

Each person has the opportunity to discuss their goals of physical, spiritual, and emotional care to best support their highest quality of living and dying. We achieve this by honouring and respecting you and your family to receive clear, honest, and supportive information and care throughout the rest of your life.



About our care home

The residence has capacity for 200 individuals to live here. Ten of our beds are designated to Respite, 48 beds are designated to the Behavioural Support Transition Neighbourhood (BSTN), 6 beds are Peritoneal Dialysis, 4 beds are bariatric, and the remainder of the beds are for long term complex care.

Our staffing model meets the Ministry of Health standard of 3.36 direct care hours per resident per day. This means that you or your loved one will have the approximate access to 3 hours of direct care and 36 minutes of support service care and supervision throughout each 24-hour period.

For more information please see the Ministry of health website for Long Term Care.

Residents' Bill of Rights

The Residents' Bill of Rights from Community Care and Assisted Living Act of B.C. 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 the 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;

Right 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 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 and 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 the 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



Licensing and accreditation

The Residence in Mission is a licensed care community under the Community Care and Assisted Living Act. It receives regular monitoring and inspection to ensure that the minimum standards are met. These standards include cleanliness, food quality, building, furniture acceptability, and documentation.

The Residence in Mission is an accredited through Accreditation Canada. Accreditation is an external peer review process to assess and improve the services health care organizations provide to their Residents, based on standards of excellence set by Accreditation Canada.



Financial Information

Managing finances

We encourage you and your family to continue managing your personal finances independently. If you require support, the Social Worker can provide information that will help you decide who your most financially responsible person could be.

Monthly payments for your stay are made in advance at the beginning of each month. The total current charges are in the bottom right hand corner of the last page of your Statement of Account.

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

Monthly rates vary depending on income and are set by the Ministry of

Health. Monthly rate inquiries should be directed to Long Term Care Contracts and Services Department by calling 604-542-3159

Billing inquiries, including statements for tax purposes, can be directed to Fraser Health's Accounts Receivable Department by calling 604-520-4389.



Comfort fund

Comfort funds provide opportunities for residents to participate in activities and purchase specified goods and services. The authorization form is to be completed upon move the resident or financially responsible person.


You will be asked to maintain a positive balance, the account, not to exceed \$500.

Deposits can be made through one of three options:

- Pre-approved withdrawal from a bank account.
- Pre-approved charge to a credit card.
- Direct cash or cheque payment at Trim reception or Mission Memorial Hospital cashier.

If you do not have a comfort fund or funds available in your comfort fund, you will not be able to access some activities and purchase specified goods and services.

Monthly statements are mailed to the designated financially responsible person.



Added costs (charged extra)

Here are examples of services and supplies that are not covered by your monthly rate.

For personal care, nutrition, safety, and mobility:

- Nutrition supplements, if you request a specific commercial brand rather than the brand provided
- Hearing aids and batteries, including replacement batteries
- Personal hygiene and grooming supplies that you choose to use instead of general supplies provided
- Added snacks outside of what the kitchen provides
- Hip protectors, head gear, and adaptive clothing
- Purchase or rental, as well as maintenance as needed, of mobility equipment that is for your exclusive use, such as wheelchair, walker, crutches, canes or other devices

For general services:

- Telephone connection and basic service
- Personal cable connection and monthly fee
- Personal newspaper, magazines and periodicals
- Personal transportation
- Companion services and care services above the 3.36 direct care hours per person per day
- An escort for a hospital, dental, or doctor visit you may wish or be required to have with you
- Personal dry cleaning or laundry services for items requiring special attention



Transportation options

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

HandyDART is a door-to-door shared-ride service. Their vehicles are specially-equipped to carry people with disabilities who need help using public transit.


You must be registered which can take up to a month. Get a “HandyDART Application Form” online at bctransit.com/central-fraser-valley/riderinfo/handydart/register or call 604-855-0080.

Wheelchair taxis are specially equipped taxi cabs available for the same price as a regular taxi.

Arrange for a wheelchair taxi by calling Central Valley Taxi at 604-859-1111.

SN Transport is a specialized transfer services for those who need extra help from trained professionals. They are used to transfer a resident to and from community care, medical appointments, the hospital, and long-term care facilities. Stretcher and wheelchair options are available.

Contact: 1 800 768 0044. They only accept payment by credit card at the time of booking. TRIM staff will contact your family to arrange transport and payment.



St. John Non-Emergency Resident Transfer is a non-emergency transfer service for residents who require transportation to and from care community and hospital. Stretchers and wheelchair options are available. Contact 604-630-1228.

Payment can be made at time of booking by credit card. If this is not possible, an invoice can be sent to TRIM and paid for from the resident comfort fund as approved by the resident and or family. TRIM staff will contact family to arrange transport and payment.

Friendly Driver Program is offered through Mission Community Service and provides rides for individuals able to independently get in and out of a vehicle. The program requires a minimum of 48 hours' notice for local trips and one week for longer distances. Cost for this service is income and distance based.

Contact 604-826-3634 to register for the program, book a ride, and receive a quote.



Ambulance Charges

Please note that you are responsible for ambulance or alternative transfer charges incurred between The Residence in Mission, the hospital, and other care providers in the community. If you are in receipt of or eligible for MSP Supplementary Benefits, the charges may be waived.

Note: Premium assistance no longer exists as of January 2020 due to the cancellation of MSP premiums. Individuals formally eligible for Premium Assistance will now be in receipt of the MSP Supplementary Benefits program. To find out if you are eligible for this service, visit gov.bc.ca/gov/content/health/health-drug-coverage/msp or speak to your Social Worker.

Life enrichment fund

Voluntary monthly contributions to The Residence in Mission Life Enrichment Fund provides resources for activities such as musical entertainers, socials with food, holiday celebrations, and gardening group activities.

If you wish to contribute you must sign a consent form. Funds will be deducted from your Comfort Fund.



Medical coverage

In Canada, public health insurance is available to eligible residents. Canadian citizens and permanent residents can apply for provincial health insurance.

In B.C., public health insurance is called the Medical Services Plan (MSP). It covers the cost of medically-necessary insured doctor services.

If you have a Care Card or BC Services Card, you are already enrolled in the Medical Services Plan and in receipt of coverage for the cost of medically necessary insured doctor services.

Health Insurance BC administers MSP on behalf of the Ministry of Health and can answer your questions about medical coverage.

For more information:

Lower Mainland

604 683-7151

Elsewhere in B.C.

1 800 663-7100 (toll-free)

www2.gov.bc.ca

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, guide you through the process, and support you in getting settled.

The nurse will conduct a thorough interview to help us understand the routines of your loved ones. We also encourage your participation in creating a care plan that will help during this transition.

What to bring

We understand that you will want to wear your own clothes. Your clothing should be durable and easily laundered, not requiring ironing or special laundering. All clothing must go to TRIM laundry for labelling. Staff can assist you in choosing adaptive clothing, should the need arise. If you require a ceiling lift for transfers, then we recommend you wear adapted clothing, for ease and comfort. Closet space is limited; seasonally appropriate clothing is best. Family are encouraged to keep alternate seasonal clothing off TRIM premises.

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



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. The Residence in Mission assumes no responsibility for loss or damage of personal items as the result of loss, negligence, or theft.

Special care fabrics - Dry cleaning of special care clothing such as silk or wool is not offered by in house laundry, and therefore is the responsibility of resident or family.

Marking clothes for identification - Identification of clothing is important to guard against loss. As previously noted, upon arrival all clothing must go to TRIM laundry for labelling. This will also apply to any new articles of clothing.

Suggested clothing for men

- 5 to 6 pairs of pants and shirts like 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 shoes that are non-slip, comfortable, easy to put on such as running shoes or flat walking shoes
- 2 pairs washable, non-slip, comfortable slippers
- 3 pairs pajamas
- 1 house coat
- gloves, cap, scarf, and coat


Suggested clothing for women

- 5 to 6 dresses or blouses and slacks like 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 that are non-slip, comfortable, easy to put on such as running shoes or flat walking shoes
- 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

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

Dentures, eye glasses, hearing aids



You and your family members are responsible for providing and replenishing your toiletry items. Please have the items labelled with your name and, with products, please write the date the item was opened.

Dentures, eye glasses, hearing aids

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

Hearing aid batteries are the responsibility of the resident and or the 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. Upon move in, please give this information 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 residents' right to access the therapy of their choice. Please speak to the Resident Care Coordinator on your neighborhood 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 PharmaCare; payment and filling these prescriptions is your responsibility.



Valuables

We advise you to keep any jewellery, 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.

The Residence in Mission 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. If you choose to keep valuable items of any kind with you at the Residence in Mission, the care team must be notified and have the items logged in the individuals chart.

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 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 tape deck with earphones or head phones to respect the living environment of others, and your favourite music or taped books. Bed throws or blankets (Twin sized), small pictures, plants, and special mementos help make you feel at ease. 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. Items not permitted are any heat generating devices or appliances such as fridge, microwave, and coffee maker. You and your family are responsible for care and cleaning of personal items.

Prior to bringing in larger items such as furniture, please check with the Resident Care Coordinator for your neighborhood. It is important that enough space is available in the room in cases of emergency.



Television, radio, internet

Radios and televisions can 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. Our TV brackets will not hold more than a 40" TV. TVs must be mounted to the wall for safety purposes.
- Is CSA-approved and has been checked for safety by Facilities Maintenance Services staff before installation.

The Residence in Mission provides the wall mount for the installation of the television. All costs for private television sets, related equipment, including damage, are your responsibility. Please discuss the television policy with the Resident Care Coordinator for your neighborhood before making any new purchases, to ensure your selection is appropriate for your room. The Unit Clerk or Receptionist can provide information about setting up your cable service. Personal internet services can be set up at the same time as personal cable and /or phone services.

The Residence in Mission has free Wi-Fi is available. The network name is "Fraser Health Guest". There is no password required.



Personal equipment aids


The **Occupational Therapist** can provide an assessment to help you choose specialized equipment that best suits your needs

The Residence in Mission does not provide specialty or customized wheelchairs. A basic, nonspecific wheelchair will be provided as required.

Should you require a specialty wheelchair and or seat cushion, this will be assessed by the Occupational Therapist and a quote provided to you. It is your responsibility to purchase or rent the equipment you may require beyond the basic provided. The Residence in Mission will not provide a basic wheelchair to any resident for whom a basic wheelchair would not be safe.

The **Physiotherapist** can provide an assessment to help choose the mobility equipment that best suits your needs. The care community provides transfer poles in the rooms if required. The provision of a walker is your responsibility.

There are multiple avenues for purchasing or renting personal equipment such as, extended benefits, Veterans Affairs Canada and non- insured health benefits through Indigenous and Northern Affairs Canada, the Ministry of Social Development and Poverty Reduction.



Speak with your social worker to determine qualification for these programs. These processes are lengthy and take a significant amount of time to access the required equipment. The Occupational therapist is available to assist you with the application.

We request that you have your personal assistive equipment inspected and serviced regularly by a technician. The Residence in Mission is not responsible for the cost of maintenance, repair, or replacement of these items.

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 purposes, please speak to the Resident Care Coordinator prior to bringing any electrical items, such as fans, for approval.

Replacement and repair of your electrical appliances is your responsibility.

Our maintenance staff must check the units for safety prior to use. Speak to your Unit Clerk to arrange a safety check.



Personal furnishings

As space and storage are limited, and to ensure a safe environment, we request you speak to the Resident Care Coordinator for your neighbourhood before bringing additional furniture.

Additional furniture and items include a lamp, a chair, a table, plants, and special mementos to help make you feel at ease. Speak to a staff member about arranging for our Maintenance and Operations to hang pictures in your room.

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

Housekeeping

Our housekeeping staff will clean your room daily and on an “as-needed” basis between the hours of 7:00 a.m. and 3:00 p.m. Bed linens are changed weekly.

After 3:00 p.m., we have limited housekeeping staff that are designated to clean the common areas such as the dining room.

Maintenance

Our maintenance staff members ensure that the Care Community is safe by keeping equipment in good operating condition and the outside areas groomed.



Daily Life

Meals

All meals are provided by the Fraser Health contracted organization Marquise. Meals are served in the dining room. However, there may be occasions when you may wish to take meals in your room.

Three regular and varied meals are served daily and meet the Canada Food Guide regulations and Fraser Health food regulations for daily nutritional needs. Our Dietitian is available to review your nutritional needs, discuss special diets, and answer any questions.

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 resident kitchen area. Staff in accordance with Food Safe regulations are not permitted to reheat serve or assist you to eat items not provided by a Fraser Health food service partner, however, microwaves are provided in the country kitchens for your personal use.

In adherence to the Fraser Health Nutrition Standard, the addition of salt is minimized in food preparation. Please bring your own seasonings to enhance your dining experience.



Laundry

Personal laundry service is provided by the contracted organization Marquise staff picks up clothing items, including personal linens, from special hampers every second day, then washes and returns them to your room. Should you have missing items, please report it to your care staff team. We will do our best to locate them.

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

Bathing

A personalized bathing care plan will be developed for you. One bathing slot per week is designated just for you. There is the option of a bath with or without jets or a shower.

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. We encourage you to participate in our scheduled activities too.

There is a library program that brings an assortment of books to each neighbourhood monthly. We are also able to loan audiobooks upon request. Please connect with an activity worker or the Recreation Therapist for special requests.

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.

Most activities are provided at no cost to residents. Some purchases, such as those made during bus outings into the community, and order-in food from local restaurants, are charged to resident comfort accounts.

Family and visitor parking

Family and visitor parking is available in front of the Residence in Mission or in the rear of the building and is free of charge. Parking is at your own risk.



Going out from The Residence in Mission

You are welcome to spend time away from The Residence in Mission. Please be sure to sign out on the sign out sheet provided in each nursing hub and indicate the anticipated time of 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. Kindly inform the nursing staff in the neighborhood upon your return to be able to attend to your needs.

Overnight absence from The Residence in Mission

We can help plan for overnight visits away from The Residence in Mission. We will work with your family or friends to ensure overnight visits are safe and enjoyable.

When you plan to be away for a period of 24 hours to 4 days, please let us know 48 hours in advance so we can arrange with the Pharmacy to prepare a supply of medication to take with you.

You may be away from The Residence in Mission 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 your mail to your room. It is the responsibility of family/friends to assist you to read and understand any mail correspondence.

Outgoing mail can 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.

We suggest changing your address for all mail related to your affairs to the address of your most financially responsible person and or Power of Attorney managing your affairs. Examples: Service Canada, Canada Revenue, Ministry of Social Development, Telus, Shaw

Newspaper

Newspaper delivery can be arranged. Subscriptions can be ordered, and/or arranged by the resident and or family, directly from the circulation department. All costs and subscription are at the expense of the resident or family.

Telephone

You can contact an independent service provider to have a private phone installed. All costs, provisions, including installation, are your responsibility.



Visitors

Please speak with a care team member for the most up to date visiting guidelines in relation to any restrictions from Fraser Health or Public Health.

Visitors are welcome and encouraged. Our courtyards and sun decks are designed to provide you and visitors with fresh air, beautiful flowers, and greenery.

We encourage families and friends to visit regularly between the hours of 8:00 a.m. and 8:00 p.m.; an adult must accompany small children.

Alcohol

You may enjoy a social drink provided we have obtained your doctor's consent. Please label all personal alcoholic beverages and leave them with staff to store in a secured location.

Alcohol will be limited to one 750ml bottle or a 6 pack of alcohol beverages per week.

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



Smoking

Fraser Health is a smoke-free organization.

Smoking and other uses of tobacco, marijuana, and related products (including e-cigarettes) is prohibited in or on all Fraser Health owned and operated premises, facilities and grounds, owned or leased premises.

The focus of smoke-free in the care community is a resident centered approach, enhanced nicotine replacement therapy, and ongoing cessation support. A process is also in place to ensure all people who smoke are given the opportunity to stop smoking and receive smoking cessation support.

Due to fire and safety regulations, all visitors and staff are to refrain from smoking either inside or outside the building.

Scent Free and other Allergens

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

Individuals have allergies or medical conditions triggered by shellfish and ask that residents and families refrain from bringing shellfish of any kind into the building.



Pet Visits

Healthy, immunized, and well-behaved dogs are welcome to visit and must always be leashed and supervised by their owners. Other pets must be kept in an appropriate carrier.

Pets are not to be left unattended with residents. Please, no animals in the kitchen or dining areas.



Your Care

What to Expect


Your daily care plan is developed to best meet your personal and medical related 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 skills to benefit our residents.

The Care Team may include the following:

- Medical Director
- Physician
- Manager
- Resident Care Coordinator
- Clinical Nurse Educator
- Nursing and Care Staff
- Recreation Therapist and Activity Workers
- Occupational Therapist, Physiotherapist, and Rehabilitation Assistants
- Registered Dietitian
- Pharmacist
- Volunteers
- Spiritual Health Practitioner
- Social Worker
- Licensing Officer
- Clerical




Medical Director supports nursing staff and family doctors with complex clinical decisions and ethical challenges.

Physician is your family doctor. Should your doctor not be available for immediate issues then you will have the service of our doctor of the day

Manager provides oversight, leadership, and financial stewardship for our residents, staff, and organization by working in partnership to achieve that goal.

Resident Care Coordinator (RCC) provides team leadership and operational oversight for their neighborhoods. RCC's coordinate care on the neighborhoods and collaborate with residents and families to work on complex issues that may arise. RCC's are also available to support and address any concerns.

Clinical Nurse Educator (CNE) is devoted to teaching the members of the care team the skills and knowledge needed to provide the best possible care to all residents. The CNE team at TRIM strives to provide ongoing professional development, and mentorship to all staff, residents, and resident family.




Nursing and Care Staff can include a Registered Nurse (RN), Registered Psychiatric Nurse (RPN), Licensed Practical Nurse (LPN) and Health Care Assistant (HCA), Health Care Support Worker (Student Health Care Aid), and Nursing students

Registered Dietitian will assess each resident within 30 days of admission, annually, and by referral to determine their nutritional status and implement the most appropriate nutrition care plan

Pharmacist will be available to provide insight and answer questions to any of your medication questions during your annual care conference.

Spiritual Health Practitioner provides care to the whole person, focusing on their spiritual and cultural values and beliefs. They offer person-centred spiritual care, counselling, and emotional support to residents and their families.

Recreation Therapist and Activity Workers use a variety of modalities, including arts and crafts; drama, seasonal and birthday socials, one to one visits, music, exercise class; cooking and games; and community outings to help maintain or improve a resident's physical, social, and emotional well-being




Volunteers are important members of the health care team. They offer service and support to our residents while enhancing the overall experience at The Residence in Mission.

Occupational Therapist (OT) focuses on partnering with resident and family to explore options for meeting specialized equipment needs to maximize quality of life and support loss of function.

Physiotherapist (PT) focus on helping residents maintain their current physical abilities. They look for ways to keep residents safe while staying active. They provide equipment support for loss of mobility and reassess needs as mobility changes.

For any added physiotherapy services, which fall outside of what has been listed, you may wish to be hire PT services privately. All costs, provisions, and contracts are the resident or family's responsibility to uphold and manage.

Rehabilitation Assistants support the residents through the walking program and the Passive Range of Motion program for those individuals assessed as appropriate by the PT.



Social Worker (SW) is dedicated to supporting the health and well being of residents and their families by:

- Assessing your strengths and needs
- Linking you with professionals and services to address your needs
- Helping you manage health, social, and relationship changes
- Focusing on your rights to participate in decisions that impact you
- Providing education and support Can we keep the same all the way through

You can talk to a social worker about:

- Family/friend relationships
- Cultural beliefs
- Adjustment to life in residential care
- Adjustment to chronic conditions
- Separation and loss
- End of Life
- Advance Care Planning
- Managing grief
- Finances and personal affairs
- Other personal issues you may be concerned about



Care planning

We invite residents and families to attend scheduled Care Conferences to communicate your needs to the Care Team. An initial meeting is held four to six weeks after you move in. Administration will notify you of the date and time.

Following the initial meeting, we schedule Care Conference 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 and voice any concerns.

Personal information

We treat all residents personal information collected for our records as confidential at all times. The Residence in Mission complies with the Freedom of Information and Protection of Privacy legislation.



Spiritual health

Spiritual Health is an important part of our person-centred model of care. Spiritual Health provides care to the whole person, focusing on their spiritual and cultural values and beliefs. The personal dignity and worth of each resident is supported by the provision of planned spiritual programs, as well as by one-on-one visits by referral or if requested by a family member or a resident.

Through partnerships with community faith groups, a variety of inclusive spiritual services are offered reflecting the demographic needs of the residents and respecting freedom of choice.

Trained Spiritual Health Volunteers are also available to offer a listening ear or support with other spiritual health practices such as prayer, meditation, and sacred text readings.

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.

A visit by the Spiritual Health Practitioner can be arranged by speaking with the nurse-in-charge or Resident Care Coordinator.

A Celebration of Life is held every 3 months. We gather with residents, family, staff, and volunteers to honour residents who have passed away.




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 fluctuate in their 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 provider's honour what is important to you. We encourage you to complete a *'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 can not provide consent. It is important that you talk with this person so they know about the care you want. Under the law, they must honour your previously expressed wishes.



The Health Care (Consent) and Care Facility (Admissions) Act is a section of BC legislation that has specific criteria regarding residents rights to make decisions and the rights surrounding the ability to have others make decisions for health related matter on your behalf.

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

For more information, please contact your Social Worker, or connect with the Advance Care Planning team by calling 1-877- 825-5034 or visiting their web page: fraserhealth.ca/acp



Getting Involved

We believe that you are an integral part of the care team and that your contributions are very important in planning and providing care. We believe that Resident and Family Councils can help to improve communication between residents, families, staff, and care community 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 long term care are not able to speak for themselves.

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 the care community.



Family Council

Family Council provides an opportunity for family members of residents to raise issues and make suggestions regarding changes at their care community.

Education is offered and families are supported through sharing experiences with other families. Family Councils are not sustainable without family member participation.

The Family Council meets once a month or at the discretion of the Family

Council to discuss care, operational issues, and other matters. The Social Worker facilitates the meeting with direction from family members, this group provides a forum to share concerns and have a voice within The Residence in Mission community.

If you would like more information about the Residents'/Family Council, please speak with the Social Worker or the Manager. Make a difference....join Family Council.



Added Services

Many of these added services will require an Independent Service Provider Contract between the resident and the provider. Please contact the Resident Care Coordinator if you wish to make arrangements for additional services.

The following services are an added expense and it is the responsibility of resident or family to organize the service and payment.

Audiology (hearing) services

Hearing assessments and services are available at audiology clinics in the community

Companion aides

You may wish to hire the services of a trained, insured, and bonded Companion Aide through a local community 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

Currently at the Residence in Mission, we are supported by a dental hygienist. The dental hygienist will complete a basic dental assessment of all residents shortly after moving into TRIM and then annually thereafter. There is no cost for this assessment. After receiving a dental assessment, any dental treatment needed such as hygiene services to clean teeth, dental extractions by the dentist or denture work by the denturist will be billed to the resident and or their Power Of Attorney. Treatment will only be provided after consent for payment is given by the resident and or their Power Of Attorney. Those with private Dental Insurance will receive claim forms to submit for reimbursement for the amount covered.

At this time there is no ability to provide fillings, caps, or dental X-rays on premise at TRIM. These services can only be provided at a local dentist office. The resident or their Power Of Attorney is responsible for arranging the appointment and transportation to a local dentist for these services.

For further inquiries, you may contact your respective neighbourhood or our dental hygienist.



Hairdressing services

A hairdresser is available on the premises. The salon is located past the main reception desk on the left side of the hallway. Appointments are made in advance, or can be made on a regular basis.

A price list is posted in the salon and payment can be made through the resident Comfort Fund. Resident and or family will be asked to complete a Hairdresser Authorization form with options for service.

Optometry (eye care) services

Eye care is available in the community. Costs of eye exams and glasses may be partially funded through the BC Medical Services Plan Supplementary Benefits.

Podiatry (foot care) services

You may wish to hire the services of a trained, insured, and bonded foot care specialist. A list of those servicing the local area is available upon request and arrangements are coordinated by family or resident.



Safety and Security

Living at risk

At The Residence in Mission, we support the right for you to live at risk if you choose. Living at risk is defined as living in a manner where one is at risk of suffering illness, injury, or death based on the choices they choose to make. Two examples of this include eating foods which may not align with any therapeutic diet recommended for you or choosing to mobilize freely knowing that you may fall.

In the event you choose this as an option for yourself, you can expect the following support from the care team.

- Care plans for you will be consistent with your expressed values, while will possibly lead to and improved quality of life for you.
- The entire interdisciplinary team will use the “Living at Risk” algorithm when you express that you wish to engage in activities, which present you with significant risk.
- You will be non-judgmentally honoured in the process of your decision making to live with maximal integrity.
- If you choose this path and engage in behaviour’s that involve significant risk, we will have a plan to minimize risks for you, staff, and other residents.



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.

Falls reduction and injury prevention

Fall and injury reduction is an important resident safety and injury prevention initiative that applies throughout the entire health authority including all service areas and age groups.

All people live at risk of falling and sustaining a fall-related injury. Residents receiving Fraser Health services can have added risk factors associated with acute and chronic conditions which may increase their likelihood of a fall with or without an injury. The goal is to promote safety through the prevention and reduction of falls and fall-related injuries while maximizing freedom of movement, autonomy, dignity, independence, and quality of life.

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- All staff who provide direct care will implement applicable interventions to reduce individual risk factors related to falls and injuries.
 - All clinical care staff will implement Universal Falls Precaution interventions for all residents at move-in and throughout ongoing care.
 - We provide multiple devices to reduce the risk of falls and injuries including transfer poles, bed alarms, wheelchair alarms, and fall mats.
 - 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. Your care team can assist you in the ordering of hip protectors.



Least restraint policy

A restraint is anything that restricts a person's movement or access to his or her own body. Examples include bed rails, seatbelts, tilted recliner chair, locked doors, and medicines that manage behaviours. 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.

When do we use restraints?

We use restraints:

- To help you, and others, to be safe
- When other ways of helping have not worked
- Only for a short time and try to remove it as soon as possible

We try other ways to keep you safe before we use restraints.

Are restraints harmful?

Restraints can cause harm, such as:

- increased agitation or confusion
- muscle weakness
- skin problems
- injury from falls
- depression
- loss of dignity



What is done to avoid using restraints?

We will:


- Review your medicines for interactions and side effects.
- Keep your walker or wheelchair within reach Take you to the bathroom regularly.
- Use mats at the bedside, hip protectors, or bed alarms.
- Change the lighting or noise level if needed,
- Provide meaningful things to do,
- Look for early signs of agitation,

Infection control

Please speak with a health care team member upon entering TRIM for the most up to date infection prevention control measures that might be in effect.

You are encouraged to have yearly viral respiratory illness booster shots.

We also believe that “clean hands are caring hands”. We ask that you and your family use the hand sanitizer products (gels) installed throughout the building.



We ask your family members and visitors to remain at home until symptom free for 48 hours in these situations:

- if they have a cold or other acute respiratory illness
- if they are experiencing symptoms of diarrhea or vomiting

If there is an outbreak declared in the neighbourhood, signage will be placed in the reception area with pertinent information. To prevent spread of infection, we discourage traffic to the affected area. If possible, you may postpone your visit to another day. If delaying the visit is not an option, please ensure you follow the required precautions.

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:

- Sound the nearest alarm.
There is an alarm at every exit.
- Report the location of the fire to a staff member.



Protection of people and property

The Residence at Mission provides an enhanced environment with keypad access to elevators, neighbourhoods, and service corridors. Our residents can feel comfortable knowing that there are surveillance cameras in reception, stairwells, and periphery areas.

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

The Residence in Mission has a WanderGuard system for use as required.

WanderGuard has been installed at the Residence in Mission to ensure your safety should you require it. These bracelets, when worn by the resident, trigger an alarm system at the doorways alerting care staff that a resident is near the exit doors.

When entering and leaving a neighbourhood, please ensure you are aware of who is leaving when you open the doors. Speak with staff if you are unsure or have questions about this system.



Medical Coverage

The Residence in Mission has access to medical personal 24 hours a day 7 days a week. If you require a physician, every effort is made to connect and request your own Most Responsible Physician (MRP) attend to your needs. If this is not possible in a timely manner or you require more urgent attention, the team can request the Resident Care Physician (RCP), who is our rotating on-call Dr to see you.

If you require an alternate level of care because of assessed medical need, and this meets your pre-described wishes for care, in consultation with the team and doctor, you can be transferred to the acute care.

In the event of an emergency, the care team can transfer you to the Emergency without consultation with your doctor or your substitute decision maker (SDM). The team would inform your SDM after your safe transfer has occurred and maintain communication with Acute Care. A resident's return to their Long Term Care community is one of our top priorities and we will work with the emergency department to facilitate a return as soon as identified.



Closing Note

Your comfort and wellbeing is our primary focus. 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.


Compliments, Questions, and Concerns

We welcome compliments, questions, and suggestions. We strive to resolve any concerns as quickly as possible.

Contact details for all departments within TRIM are located on Main Street.

Compliments are a wonderful way to provide feedback. When possible, please take a moment to share your positive comments with the person or team involved, or the Manager. You may also send your compliments to the Patient Care Quality Office, and your feedback will be shared appropriately.

Suggestions are a way of improving the quality of care and building stronger partnerships to shape the future of The Residence in Mission.



If there are concerns 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 (HCA), Licensed Practical Nurse (LPN), Team Leader, or Registered Nurse (RN). 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 care community level, and you want to make a formal care quality complaint, please contact our Patient Care Quality Office.

The Patient Care Quality Office will do each of these:

- 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.

Patient Care Quality Office

Toll Free Number: 1-877-880-8823

32900 Marshall Road

Abbotsford, B.C. V2S 0C2

E-mail: pcqoffice@fraserhealth.ca

Community Care Facilities Licensing Office

Main Switchboard number: 604-870-6000

102 - 34194 Marshall Road

Abbotsford, B.C. V2S 5E4

www.fraserhealth.ca

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

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