



**fraserhealth**

Better health. Best in health care.

## **Weatherby Pavillion Peace Arch Long-term Care**

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

Your new address: 15521 Russell Avenue  
White Rock, B.C. V4B 2R4

Your room: \_\_\_\_\_

Your wing: \_\_\_\_\_

Phone number: 604-538-4273  
Extension 754273



## Words of welcome

The residents, volunteers, and staff of Weatherby Pavilion 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 being 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 of Weatherby Pavilion*



## Key Contact Information

We give you a list of key contacts and their phone number when you move in.

## 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
- Physiotherapist
- Occupational Therapist
- Rehabilitation Assistants
- Volunteers and Students
- Dietitian
- Pharmacist
- Recreation Therapist
- Spiritual Health Practitioner
- Social Worker
- Unit Clerk



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## Introduction

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This booklet provides you and your family with general information about Weatherby Pavilion, 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 booklet answers your questions about moving in and creating a home here. For more information, please speak to a Care Team member.

### **Our mission**

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



## **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;

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- 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**

All long-term care homes are licensed under the Community Care and Assisted Living Act. Care homes receive regular monitoring and inspection to ensure that the minimum standards are met. These standards include cleanliness, food quality, building, furniture acceptability, and documentation.

Weatherby Pavilion is an accredited through Accreditation Canada. Accreditation is an external peer review process to assess and improve the services health care organizations provide to residents, based on standards of excellence set by Accreditation Canada.



## 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 can provide information about accessing financial options available to you, including the Provincial Office of the Public Guardian and Trustee.


Monthly payments for your 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, credit card, or through direct debit from your bank account. It is important that you not your full name on the face of the cheque to make sure the payment is applied to the correct account.

Payments can be made in person by visiting the Cashier's Office in the front lobby of the hospital. Office hours are Monday to Friday from 10:15 a.m. to 3:15 p.m.

If you prefer, you can mail payments here:

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




Monthly rates vary depending on income and are set by the Ministry of Health. Billing inquiries can be directed to Fraser Health's Accounts Receivable at 604-520-4860 or 866-844-0106 (toll free).

Should you move out before the end of the month, our Finance Department will refund you the prorated amount of the monthly rate within 6 weeks. In addition, after all expenses have been processed, any remaining balance from your comfort fund will be refunded.

## **Comfort fund**

Your Comfort fund is a trust account established and replenished by you and your family.

Comfort funds 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 resident or financially responsible person. Your Social Worker can assist with this.



Family will estimate monthly expenses and are asked to fund the account 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.

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


## **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.

## **Added costs (charged extra)**

You and your family are responsible for the purchase, maintenance, and repair cost of personal items such as specialty wheelchairs, hearing aids and batteries, eye glasses, dentures, razors, TV, and radio.



**Some extended health benefits cover specialty items. Please connect with one of our health care team members to discuss options.**

Added costs might include:

- Personal cable connection and monthly fee
- Personal telephone connection and basic services
- Hairdressing services
- Nutrition supplements, if you request a specific commercial brand rather than the brand provided
- Personal newspaper, magazines and periodicals
- Personal transportation, ambulance, Handy Dart, taxi
- Purchase or rental of equipment for your exclusive use such as walker, wheelchair, crutches, canes or other devices, and maintenance as required
- Companion services
- 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
- Music therapy
- Adapted clothing
- Hip protectors



## Medical coverage

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.

If you do not have medical coverage when you move in, an application to the B.C. Medical Services Plan is required.

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](http://www2.gov.bc.ca)

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



## Moving In

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### What to expect


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

### What to bring

We understand that you will want to wear your own clothes. Please follow these guidelines.

- Your clothing should be durable and suitable for hot temperature laundering. Avoid items that require gentle or cool cycles. To achieve thorough cleaning, the laundry machines and detergents used in health care facilities are designed to operate at higher temperatures and with greater agitation than standard domestic machines.
- Polyester, pre-shrunk cotton, or polyester-cotton blends are best.
- Do not bring delicate or dry-clean items such as silk, wool, rayon, chenille, beaded, or sequined fabrics
- Staff can assist you in choosing adaptive clothing, if appropriate. This clothing is to be purchased by you and your family.
- Closet space is limited; seasonally appropriate clothing is best. Alternate seasonal clothing should be kept by your family.



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- Residents require shoes that are comfortable, provide adequate support, and have non-slip soles. Slip-on shoes or shoes with Velcro closure are generally easier for most to manage.

**Marking clothes for identification** - Identification of clothing is important to guard against loss.

Our laundry staff labels your clothing when you move in and as new clothing arrives.

Please be sure to request labelling of all items when you arrive, and as new items are added. We cannot be held responsible for unlabelled clothing items.

### **Suggested clothing for men**

- 5 to 6 pairs of pants and shirts like sweat pants or other loose fitting clothes with elastic waist bands
- 2 to 4 washable sweaters
- 5 to 6 undershirts and underpants
- 6 to 8 pairs cotton socks
- 2 pairs of non-slip, comfortable shoes that are easy to put on such as running shoes or flat walking shoes (Velcro closures recommended)
- 4 pairs of pajamas
- 1 house coat
- gloves, hat, scarf, and coat for the season




## **Suggested clothing for women**

- 5 to 6 dresses or tops and pants like sweat pants suits or other loose fitting clothes with elastic waist bands
- 2 to 4 washable sweaters/cardigans
- 4 to 5 bras (if usually worn) or 4 to 5 undershirts
- 5 to 6 underpants
- 6 to 8 pairs cotton socks
- 2 pairs of non-slip, comfortable shoes that are easy to put on such as running shoes or flat walking shoes (Velcro closures recommended)
- 2 pairs washable, non-slip, comfortable slippers
- 4 pairs of pajamas or night gowns
- 1 housecoat
- gloves, hat, scarf, coat for the season

## **Suggested toiletries**

- electric shaver
- make-up, curlers, brush, comb
- shampoo and conditioner
- skin cleanser
- deodorant
- body lotion (unscented)
- tissues
- denture cleaning material (if required)
- mouthwash



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

A bathing basket will be provided to hold your toiletry items.

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

### **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. 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 residents' right to access the therapy of their choice. Please speak to the Resident Care Coordinator if you are using alternative health products.



## **Valuables**

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

We advise you to keep 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.

We caution you to keep no more than \$20.00 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, tape deck, or smartphone with earphones or head phones, and your favourite music or taped books.

Bed throws or blankets, 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.

Prior to bringing in larger items such as furniture, please check with the Resident Care Coordinator.

A lockable drawer is available for residents. Please speak to a Care Team member should you require a lockable drawer in your room.



## **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 ( no more than a 40").
- Is CSA-approved and has been checked for safety by Maintenance staff before installation.

All costs for private television sets and related equipment, including damage, are a family responsibility. Please discuss the TV policy with a staff member before making any new purchases to ensure your selection is appropriate for your room.

The Unit Clerk can provide information about setting up your cable service.

Internet services are also the responsibility of the resident and family.

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



## **Personal equipment aids**

Should the need arise, our **Occupational Therapist** or our **Physiotherapist** can help you choose specialized equipment that best suits your needs. The purchase costs are your responsibility.

Our Social Worker can help determine your eligibility to access extended health or third party payer benefits.

Motorized scooters cannot be accommodated inside the resident's room. We will provide basic manual wheelchairs. For more information, please speak to your occupational therapist or physiotherapist.

We request that you have your personal assistive equipment inspected and serviced regularly by a private company. Weatherby Pavilion 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 staff prior to use in your room.

For safety reasons, **we do not permit** the use of personal fridges, heating pads, electric blankets, electric kettles, or extension cords. Power bards 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.



## **Personal furnishings**

To ensure a safe environment, we request you speak to a member of your Care Team before bringing additional furniture. Too much clutter in the rooms may become a safety hazard.

Feel free to bring in a lamp, plants, and special mementos to help make you feel at home. Speak to a staff member about arranging 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.

## **Housekeeping**

Our housekeeping staff cleans your room daily and on an “as-needed” basis. Bed linens are changed weekly. Care staff will change bed linens in addition as needed.

## **Maintenance**

Our Maintenance staff ensures that your home is safe by keeping our equipment in good operating condition.



## Daily Life

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### Meals

All meals are served in the dining room. However, there may be occasions when you may wish to take meals in your room.

We serve 3 daily meals, and accommodate special diets to meet nutritional needs. Our Dietitian is available to review your nutritional needs and discuss your questions and concerns. We are open to your suggestions. We encourage you to use the Suggestion Box on the unit.

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 on the unit. The fridges and freezers are monitored and food stored longer than 3 days will be discarded.

### Cafeteria Services

The cafeteria is located on the main floor in the southeast corner of the main hospital. A coffee shop is located close to the main hospital entrance.



## Laundry

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

Ensure all clothing items are durable and suitable for washing at hot temperatures. To achieve thorough cleaning, the laundry machines and detergents used in health care settings are designed to operate at high temperatures and with greater agitation than standard domestic machines.

All clothing brought by families is to be labeled with the resident's name. The laundry staff will collect any new or unlabeled clothing from the nursing station with paperwork indicating your name and room number. A heat sealed label with your name and room number will be applied to each piece of clothing. Please ensure clothing is not sensitive to heat or it may melt during the labelling process.

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



## **Bathing**

A personalized bathing care plan will be developed for you. You are welcome to use your own scent-free grooming products.

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


Care staff provide weekly tub baths or showers, as well as daily morning and evening washes.

## **Recreation**

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

You are welcome to pursue your own interests such as reading, visiting, or watching television. We encourage you to participate in our scheduled recreation programs such as group fitness, crafts, social events, and adapted aquatics.

We post monthly recreation calendars showing upcoming events and programs. Friends and family are welcome to join in the recreation programs at any time. Suggestions are welcome. Please speak to a member of the Recreation staff.



Bus outings include but not limited to trips to restaurants, shopping centres, and scenic drives. Residents will be responsible for the cost of meals out.

## **Transportation information**

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

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

Our Social Worker can help you access these services.  
**All transportation charges are a family responsibility.**

## **Ambulance Charges**

Please note that you are responsible for ambulance or alternative transfer charges incurred between the care home, 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.

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



## **Family and visitor parking**

One year parking passes for off-street parking are available from the Social Worker. One pass per family is offered. A form is provided in the welcome package for family members to complete and provide to the Social Worker. These passes are virtual, and the Social Worker will register your license plate number. Family is responsible to advise the Social Worker when their parking pass is up for renewal.

## **Going out from Weatherby Pavilion**

You are welcome to spend time away from the Pavilion. Please be sure to sign out and back in when your return. The sign out/in book is located at the nursing station on each unit.

Please give the staff at least 48 hours' notice when planning to be out over a meal-time to allow cancellation of your meal service and to prepare any medications you may require.



## **Overnight absence from Weatherby Pavilion**

The Care Team can help plan for overnight visits away from the Pavilion. 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 3 days, staff can make arrangements with the Pharmacy to prepare a supply of medication to take with you.

**Please give the Care Team at least 48 hours' notice to prepare for your absence.**

You may be away from the Pavilion for up to 30 consecutive days in a calendar year at the discretion of the Care Team. 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.

## **Telephone**

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





## Newspaper

Newspaper delivery can be arranged. Subscriptions can be ordered or arranged by yourself or your family directly from the newspaper circulation department. Please let the unit clerk know so they may direct the delivery to you. You are responsible for ongoing payments.

## Mail

Our staff will deliver your mail to your room. 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.

Emails can be sent through our Well Wishes Program.

[Pah.volunteerservices@fraserhealth.ca](mailto:Pah.volunteerservices@fraserhealth.ca)

Volunteers deliver messages Monday to Friday between 8:00 a.m. and 2:00 p.m. Please be sure to include the first and last name of the recipient in the email.

## Wi-Fi

Wi-Fi is available in the Weatherby Pavilion. You can connect to “Fraserhealth Guest”.



## **Visitors**

We encourage your family and friends to say involved in your life. While there are no restrictions on visiting hours, the entrance doors are locked after 8:00 p.m. for security reasons. If you or your guests need access after this please make arrangements with the unit staff.

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

## **Pet Visits**

Clean, healthy, immunized, and well-behaved pets are welcome visitors. They must always be leashed and supervised by their owners at all times. Prior to bringing your pet in to visit, they must be screened by the Manager or Resident Care Coordinator

## **Alcohol**

You may enjoy the occasional social drink providing we have obtained your doctor's consent. Please label all personal alcoholic beverages and leave them with staff to store in the secured cupboard in the medications room.

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



## **Smoking**

Fraser Health is a smoke-free organization.

Our smoke-free policy does not allow smoking in our buildings or on the property. This policy applies to residents, family members, staff, doctors, and volunteers.

It also means no smoking of electronic cigarettes or cannabis. To protect the health of staff and volunteers, we do not allow them to go with any resident who wants to go off property to smoke.

If you smoke, our care team will offer nicotine replacement therapy and smoking cessation support. Should you choose to continue to smoke our Care Team will complete assessments to determine your smoking safety and create a safe smoking care plan. This will include a safe and appropriate location off Fraser Health property.

## **Scent Free**

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



## **Your Care**

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### **What to Expect**

Your daily care plan 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.

### **Care planning**

You and your family will be invited to attend scheduled Care Plan Conferences to communicate your needs to the Care Team. An initial meeting is held 4 to 6 weeks after you move in. You will be notified of the date and time.

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

Informal meetings with the Care Team to address concerns can be set up at any time.



## **Personal information**

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

## **Physiotherapy and Occupational Therapy**

The physiotherapist or Occupational Therapist complete an initial assessment when you arrive. They will assess your needs for walking aids or a wheelchair. They will also assess your suitability for walking and exercise programs.

Individual rehabilitative treatment is not provided, however if you are interested in contracting private physiotherapy services, please talk to the physiotherapist. They will give you the required information. An Independent Service Provider agreement will need to be signed prior to commencement of private services.

Your eating abilities and swallowing may change over the time that you live here. The Occupational Therapist will work with you and recommend particular foods. This is not to be confused with food preferences. The Care Team can assist you with these choices



## Spiritual health

Spiritual health is the part within each of us that gives our life meaning and purpose. Each person understands and expresses it differently. Spiritual health is part of the whole person and an important part of our person-centred model of care. Spiritual health is for all people, Understanding what gives your life meaning and purpose helps us provide the care you want.

Spiritual Health Practitioners are healthcare professionals who have special training to provide person-centred spiritual care, counselling, and emotional support to residents and family members. They are part of the Care Team and provide care to the whole person, focussing on your spiritual and cultural beliefs. Their aim is to understand and support your beliefs, values, lifestyle, traditions, cultural practices, and emotional well-being.

In Long-term Care, we also support the spiritual health of each resident with a variety of spiritual programs. Thanks to partnerships with community faith groups, a variety of religious services are offered reflecting the needs of residents and respecting freedom of choice. If requested, your own spiritual advisor, pastor, priest, imam, or rabbi can be contacted and asked to visit.

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




## Personal health care decisions

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

Your Care Team and doctor will discuss goals of care with you. Medical Orders for Scope of Treatment (MOST) is part of this discussion. MOST is a standardized doctor's order regarding code status and scope of treatment decisions.

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

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



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

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





## Getting Involved

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You are an integral part of the Care Team and that your contributions are very important in planning and providing care.

Weatherby Pavilion promotes and provides support for participation in Resident and Family Councils. 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 long-term care are not able to speak for themselves.

White Rock, South Surrey, and Delta communities support the Patient Voices Network by engaging resident and family partners. Resident and Family Partners work alongside the Care Team to improve our health care system. Resident and Family Partners participate in a variety of activities such as providing suggestions for updating policy, procedure or current practices, educational material for residents or families or participation on projects for improving quality of person-centred care.



## **Residents' Council**

The Residents' Council is a group comprised of volunteer residents who meet once a month. We encourage you to attend the monthly meetings to discuss issues of importance to all residents. Meetings serve as a forum for decision-making regarding future activities, outings, and expenditures related to life in the care home. Minutes are posted on the unit.

## **Family Council**

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

Family members are invited to the regular Family Council meetings to address concerns and share support. We also encourage them to attend relevant educational events throughout the year. This meeting is chaired by a family member. The Social Worker provides support to the chair, sets up education, and facilitates information sharing. The Manager attends the meetings as a guest as well as other Care Team members when invited. Minutes of meetings are available in the Family Council binder on each unit.



## **Added Services**

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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.

### **Audiology services**

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

### **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**

You may continue to visit your community dentist, or choose to access our onsite UBC Dental Clinic. This is located in the basement of the Weatherby Pavilion.

For more information or to discuss your individual oral care, please call the dental clinic at 604 535 4500, local 754595. Payment of all UBC dental services is a family responsibility.

## **Hairdressing services**

The Smart Set hairdressing salon is located on the service level of the Weatherby Pavilion. Appointments are made in advance, or can be made on a regular basis. The Unit Clerk can help make your appointment.

A price list is posted in the salon. Charges are deducted from your Comfort Fund.

## **Music therapy**

A music therapist comes to provide sessions to residents on a regular basis. Should you wish to participate in music therapy, please see the Recreation Therapist to assist you in coordinating this. You are responsible for the cost of this service



## **Optometry services (eye care)**

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 services (foot care)**

Routine foot care is provided. More complex foot care is available through an independent service provider such as a foot care nurse or podiatrist. A member of your Care Team can assist you in making these arrangements. You are responsible for the cost of these services.



## **Safety and Security**

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### **Least restraint policy**

A restraint is anything that restricts a person's movement or access to their 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.

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

### **Falls**

Supporting freedom of movement and independence presents a risk for falls. A member of the Care 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 protectors and a variety of other interventions to reduce the risk of injury from a fall.

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.



## Infection control

“Flu” shots are given yearly. The nurses will start immunizing residents in October or November. Flu season starts December 1 to March 31. Should you not want to receive the annual flu shot or have contraindications to the vaccine, please discuss this with the nursing staff.

Should there be an outbreak of influenza, or gastrointestinal illness, the Care Team will implement outbreak measures according to Fraser health policy and protocols.

In an effort to decrease the risk of outbreaks, we believe that “clean hands are caring hands” and 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

During flu season, we encourage visitors to have flu vaccinations, alternatively masks are provided to ensure the safety of our residents.

In the event of an outbreak, group activities will be put on hold until the Medical Health Officer declares the outbreak over.



## **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. An alarm will sound and fire doors will close.

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

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

Please report unsafe situations (e.g. a spill on the floor) to health care staff.

For access to the building outside regular working hours please connect with your Care Team for further support.

When you move in the Care Team will conduct an interview with you and your family. Part of this interview includes asking to declare if you have any weapons. It is necessary to ensure the safety of all our residents and staff.

Residents at risk of wandering wear bracelets which trigger an alarm when in proximity to exit doors.

**Please do not assist any resident into the elevators or to exit the facility** unless you have checked with the nursing staff first.

The Residential Bill of Rights, Violence Prevention Policy and FH Respectful Workplace Policy are followed to ensure the safety of all our residents and staff. If a visitor is not following either the Bill of Rights or our policies, they may be asked to leave the property.



## Closing Note

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Your comfort and wellbeing 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.

### **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 long-term care home and does not include requests for specific room accommodation types. When there is an available vacancy offered to you at the 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.

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



## **Compliments, Questions, and Concerns**

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 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, please contact the Patient Care Quality Office for Fraser Health. Complaints may be made verbally (in person or by phone), or in writing (by letter or email). Remember to mention the care home by name when submitting your complaint in writing.

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](mailto:pcqoffice@fraserhealth.ca)

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

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

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For more copies: [patienteduc.fraserhealth.ca](http://patienteduc.fraserhealth.ca)

