

## Eagle Ridge Manor

"A caring place to live . . . "

Your New Address: 475 Guildford Way,

Port Moody, BC,

V3H 3W9

Room:	
Neighbourhood:	
3	
Phone Number	



### Words of Welcome

The residents, volunteers and staff of Eagle Ridge Manor extend a warm welcome to you and your family. Our goal is for you to lead an active and normal life in a home-like environment. To achieve this we involve staff, family, friends and community organizations to provide care and activities to help meet your physical, mental, social and spiritual needs. By taking an active role, you will adapt to your new home more easily.

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

~ The Management and Staff, Eagle Ridge Manor

## **Key Contact Information**

Manager	604-469-3213
Resident Care Coordinator	604-469-3217
Social Worker	604-469-3170
Hillside Neighbourhood	604-469-3216
Forestview Neighbourhood	604-469-3211

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## Welcome

#### Introduction

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

Although we offer a wide range of services and programs, we also encourage you to maintain connections with your community.

We hope this guide will answer your questions about moving in and creating a home here. For more information, please speak to a Care Team member.

#### Our Vision for Residential Care

Respect, Caring, Trust.

Through promotion of safe, caring practice, where every moment matters, we strive to create a sense of home and community, honouring the uniqueness of each resident and their family.

## Residents' Bill of Rights

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

Commitment to care

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

#### Rights to health, safety and dignity

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

#### Rights to participation and freedom of expression

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

#### Rights to transparency and accountability

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:

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

#### Scope of rights

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

## **Monitoring and Inspection**

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

#### Accreditation

Eagle Ridge Manor is an accredited residential care home. Accreditation is an external peer review process to assess and improve the services health care organizations provide to their patients and clients, based on standards of excellence set by Accreditation Canada.

## **Financial Information**

## **Managing Finances**

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

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

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

How to Pay Your Monthly Charges or Make Comfort Fund Deposits:

**Option 1:** Cashier available on site Monday to Friday 0930-1130 Telephone 604-469-3161

**Option 2:** Pay by credit card via phone during office hours at 604-520-4860

**Option 3:** Remit payment via mail to:

Fraser Health Authority Accounts Receivable PO Box 2348 New Westminster, BC, V3L 5B6

**Option 4:** In person at the Cashier's office at any other Fraser Health Hospital (Cashiers hours vary at each site)

E-transfer is now available. See <a href="https://www.fraserhealth.ca/patients-and-visitors/billing-and-fees/pay-your-bill">https://www.fraserhealth.ca/patients-and-visitors/billing-and-fees/pay-your-bill</a> to learn how to e-transfer.

Monthly rates vary depending on income and are set by the Ministry of Health. Billing inquiries should be directed to Fraser Health's Patient Accounts office by calling 604-520-4236 or e-mail <a href="mailto:arcarebilling@fraserhealth.ca">arcarebilling@fraserhealth.ca</a>

## RESIDENTIAL CARE REFUND POLICY Owned and Operated Residential Care Facility

#### **Refunds for Resident Monthly Fees Paid in Advance**

Residents who are discharged from a Fraser Health Authority (FHA) managed facility will receive a refund issued by FHA's Finance Department no later than six weeks after discharge for pre-payments of monthly fees received. The refund is determined by calculating the prorated daily rate and applying it to the number of pre-paid unused days for the appropriate month. The following formula is used to calculate the refund:

Refund Amount = Client Monthly Rate X Number of Unused days in the month

Number of days in Month

### **Comfort Fund**

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

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

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

- Pre-approved withdrawal from bank account.
- Pre-approved charge to a credit card.
- Direct payment at the Residential Care Home or hospital cashier.

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

## Additional Costs (chargeable extras)

Additional charges may include:

- Personal cable connection and monthly fee;
- Personal telephone connection and basic services;
- Nutrition supplements, if you request a specific commercial brand rather than the brand provided;
- Personal newspaper, magazines and periodicals;
- Hearing aids and batteries, including replacement batteries;
- Personal transportation, ambulance, Handy Dart, taxi;
- Extra or optional craft supplies, entertainment and recreational activities that are additional to activities and supplies provided;
- Purchase or rental of equipment that is for your exclusive use, such as walker, custom wheelchair, crutches, canes or other devises, and maintenance as required;
- Companion services
- Personal dry cleaning, or laundry services for items requiring special attention; and
- Personal hygiene and grooming supplies that you choose in preference to general supplies provided.
- Foot Care Service provider.

## Medical Coverage

If you do not have medical coverage when you move in, an application to the BC Medical Services Plan is required. Medical Services Plan (MSP) premiums were eliminated as of January 1, 2020. British Columbia (BC) residents are no longer charged MSP premiums, however enrolment in MSP remains mandatory for all residents.

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

## Moving In

## What to Expect

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

# What to Bring — Clothing and Personal Care Items

Your clothing should be wash and wear, and not need ironing. Durable, easily laundered clothing is recommended. Staff can assist you in choosing adaptive clothing, should the need arise.

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

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

#### **Special Care Fabrics**

Dry cleaning of special care clothing such as silk or wool is a family responsibility. It is preferable to avoid bringing special care clothing as Eagle Ridge Manor cannot take responsibility for damage.

#### 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 that all clothing goes directly to the staff for labelling before it is placed in a closet. This will help avoid the loss of items.

#### **Suggested Clothing**

#### Please discuss specific needs with the nursing care team

#### Men

- 5 to 6 pairs of pants and shirts (e.g., jogging suits or other loose fitting clothes with elastic waist bands)
- 2 washable sweaters
- 6 to 8 pairs socks
- 3 pair of non-slip socks
- 1 pair of shoes (non-slip, comfortable, easy to put on; running shoes work well)
- 1 pair washable, non-slip, closed heal comfortable slippers
- 3 night shirts
- Seasonal appropriate items- example: gloves, cap, sunhat, sunglasses

#### Women

- 5 to 6 dresses or blouses and slacks (e.g., jogging suits, or other loose fitting pants with elastic waist bands)
- 2 washable sweaters/cardigans
- 2 bras (if usually worn)
- 4 to 5 pairs of underwear
- Support hose (if usually worn)
- 6 to 8 pairs stockings and socks
- 3 pairs non-slip socks
- 1 pair shoes (non-slip, comfortable, easy to put on; running shoes or flat walking shoes work well)
- 1 pair washable, non-slip, closed heal comfortable slippers
- 2 to 3 night gowns
- Seasonal appropriate items- example: gloves, cap, sunhat, sunglasses

#### Suggested Toiletries

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

- electric shaver
- make-up, curlers, brush, comb
- denture cleaning material (if required)
- shampoo and conditioner
- body lotion (unscented)
- deodorant
- manicure items (finger nail clippers)
- tissues
- mouthwash
- plastic toiletry basket to hold these articles
- sunscreen

## Dentures, Eye Glasses and Hearing Aids

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

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

#### Medication

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

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

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

#### **Valuables**

We advise you to keep jewelry, cash, credit cards or other valuables with a trusted relative or friend. It is recommended that you carry adequate insurance on any item of value that you choose to bring with you. The facility is not able to store valuables on your behalf.

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

It is suggested that no more than \$20.00 be kept at your bedside; cash for comfort items can be deposited 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 roommate. If a problem occurs please let a member of the Care Team know.

Every effort is made to avoid moving residents, however it is important for you to know that 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 music playing device with earphones, and your favorite music or recorded books. Bed throws or blankets, small pictures, plants and special mementos help make you feel at home. It is also helpful to have an easy-to-read clock and calendar. You may consider bringing your own hobby materials, books and writing materials with you. Please ensure these items are marked clearly with your name.

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

### Television, Radio and Internet Services

Radios and televisions should 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
- Is a flat panel TV able to fit the wall mount, which is provided and mounted by the Manor.
- Is between 26 inches and 32 inches diagonal measurement and weight of less than 30kg

 Is CSA-approved and has been checked for safety by our maintenance staff before installation

All costs for private television sets, related equipment and cable services are a resident/ family responsibility. You may be asked to remove or replace your TV if it is deemed to be too large or unsafe for your room. Please discuss the TV policy with a staff member before making any new purchases to ensure your selection is appropriate for your room.

Personal internet services are the responsibility of the resident. Eagle Ridge Manor has free Fraser Health guest WiFi available.

## **Personal Equipment Aids**

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

We request that you have your personal assistive equipment (including electric wheelchairs), inspected and serviced regularly by a private company. Eagle Ridge Manor 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 heating pads, electric blankets, electric kettles or extension cords; power bars with built-in circuit breakers are a suitable alternative.

Replacement and repair of your electrical appliances is your responsibility.

#### **Fans**

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

#### **Electric Razors**

All male residents are encouraged to use electric razors.

#### Refrigerators

In order to comply with Residential Regulations, Eagle Ridge Manor no longer allows residents to have personal fridges. There are common fridges in each neighborhood where residents can store their food. Note: All food must indicate a date or it will be disposed of.

## **Personal Furnishings**

As space and storage are limited, and to ensure a safe environment, we request you speak to a member of your Care Team before bringing additional furniture. Please note- recliners, swivel chairs, and rocking chairs are not considered safe for our environment and are not permitted.

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

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

## Housekeeping

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

## **Maintenance**

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

## Daily Life

#### Meals

We serve three regular and varied meals daily, and accommodate special diets. Our Dietician is available to review your nutritional needs and to discuss your questions and concerns.

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 servery area.

#### Cafeteria Services

Eagle Ridge Hospital cafeteria is available to the Manor. Residents need to be accompanied by a family member/friend when going to the cafeteria, and please inform the front desk.

## Laundry

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

Any linen brought by families is to be labeled with the resident's name and the initials ERM. Laundering of all items other than personal clothing is the responsibility of the resident or their family.

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

## **Bathing**

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

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

#### Recreation

We offer a variety of individual and group programs and events. Our focus is on your abilities and expressed desires.

You are welcome to pursue your own interests such as reading, visiting, walking in the gardens or watching television, and we encourage you to participate in our scheduled activities, too.

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

A small fee may apply for special events.

## **Transportation Information**

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

#### Ambulance Charges

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

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

## Family and Visitor Parking

Daily parking tickets may be purchased from the parking machine located at the front door of Eagle Ridge Hospital.

You may also purchase a reduced rate monthly parking ticket at the same location. Please see the Social Worker for information regarding how to purchase a monthly parking ticket.

## Going Out from Eagle Ridge Manor

You are welcome to spend time away from Eagle Ridge Manor with your doctor's approval. Please be sure to complete the pass book and pick up your resident pass card when leaving and returning.

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

## Overnight Absence from Eagle Ridge Manor

The Care Team can help plan for overnight visits away from Eagle Ridge Manor. We will work with your family to ensure overnight visits are safe and enjoyable.

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

You may be away from Eagle Ridge Manor for up to 30 consecutive days in a calendar year. Daily charges will continue to apply.

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

#### Mail

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

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

Emails may be delivered through our volunteer services at: youvegotmail.erm@fraserhealth.ca

## Newspaper

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

## **Telephone**

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

#### **Personal Visits**

Visitors are welcome and encouraged to visit anytime. 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 and join activities; small children must be accompanied by an adult. Activity equipment is available for your use and our Recreation staff will assist in any way they can.

#### **Alcohol**

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

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

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

## **Smoking**

Eagle Ridge Manor is a smoke-free facility, as per Fraser Health policy.

#### Scent Free

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

#### **Pet Visits**

Pets are generally not permitted in most Fraser Health sites unless they are therapy pets and the necessary screening and registration has been completed. However, in residential care, family pets, if screened as appropriate, may visit residents in a private area away from other residents. If you wish to have your pet screened as a therapy pet, please see Volunteer Services. No pets are allowed at any time in dining areas or areas where food is being served.

## **ERH Auxiliary Gift Shop**

The gift shop is located on the main floor in Eagle Ridge Hospital and the hours of operation are posted on the door.

## Your Care

## What to Expect

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

### Your Care Team

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

- Activity Workers
- Dietician
- Physician
- Manager
- Medical Director
- Music Therapist
- Nursing and care staff
- Occupational Therapist

- Recreation Therapist
- Spiritual Health
   Practitioner
- Social Worker
- Physiotherapist
- Therapy Assistant
- Resident Care Coordinator
- Volunteers and Students

## Care Planning

We invite you and your family to attend scheduled Care Plan Conferences to communicate your needs to the Care Team. An initial meeting is held approximately two months 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 and voice any concerns.

#### Personal Information

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

## Spiritual Care

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

Eagle Ridge Manor has a Spiritual Care Practitioner on staff that is available one day a week at the Manor. Trained Spiritual Care volunteers are also available to offer a listening ear or support with devotional practices such as prayer, meditation, or reading from sacred scriptures.

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

For further information or spiritual support, a visit by the Spiritual 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.

Many people lose the ability to make decisions about their own care when they become very ill. If you cannot provide consent for health care decisions, the Medical order for Scope of Treatment (MOST) order can guide your care. The MOST is a doctor's order based on advance care planning conversations which explore your values, goals and the range of treatments available. The MOST helps care providers honour what is important to you. You may ask for a copy of the *My Voice Advance Care Planning Guide* to assist you and your family in working through this decision making process.

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

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

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

http://www.fraserhealth.ca/your\_care/advance-care-planning/

## **Getting Involved**

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

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

## Resident & Family Council

Eagle Ridge Manor has a joint Resident & Family Council with monthly meetings being held in Garden Court. A group of volunteer Residents participate and chair the meetings, which serve as a forum for decision-making regarding future activities, outings, and expenditures related to life in their home. Families are invited to attend to discuss general care, operational issues and other matters.

Meetings are generally held on the first Thursday of the month and provide a forum to share concerns and have a voice within the Eagle Ridge Manor community. Evening "Family Nights" are held twice a year at which time invitations will be sent out in advance.

If you would like more information about the Resident & Family Council, please speak with the Social Worker.

## **Additional Services**

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

## **Audiology Services**

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

## **Companion Aides**

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

#### **Dental Services**

You may wish to continue to see your own dental care provider in the community. If that is not an option, there are other options such as a mobile dental clinic that visits the Manor. See the Manor Resident Care Coordinator for more information.

## **Hairdressing Services**

An on-site hairdresser is available; the salon is located just outside the entrance to the Forestview neighborhood. Appointments are made in advance and can also be arranged on a regular basis. A price list is posted on the window; charges are deducted from your Comfort Fund.

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

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

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

Eagle Ridge Manor may be able to assist you in arranging regular visits with a foot care nurse. Please discuss your foot care needs with your nurse.

## Safety and Security

#### Safe Movement Environment

We encourage you to join us in supporting a safe resident environment. Self-mobility and independence are encouraged whenever practical; however, we are available to help when you need assistance. If issues related to your mobility should arise, we will conduct an assessment to determine appropriate assistive equipment and repositioning aids to help you, and your caregivers, move safely. Physiotherapy services at the Manor focus on assessing and consulting on your current physical abilities, safety and equipment support. We will work with you towards maintaining your safety and quality of life.

## **Least Restraint Policy**

A restraint is anything that restricts a person's movement or access to his or her own body (e.g., bed rails, seatbelts, and tilted recliner chair). We have a practice of least restraint to promote autonomy and your rights for freedom of choice and movement while balancing the need for safety. If you would like additional information, please ask staff for a brochure on the Least Restraint Policy.

#### **Falls**

Supporting freedom of movement and independence presents a risk for falls and injuries. The physiotherapist, occupational therapist, or registered nurse will assess your fall risk and will recommend a fall injury reduction plan as a part of your care plan.

Hip protectors, recommended for injury reduction, may prevent potential hip fracture resulting from a fall. If you agree to the use of hip protectors, you are responsible for purchasing them and we will assist you in this process. For more information, please ask staff for a brochure on Hip Protectors, or talk with a clinical team member.

## **Adaptive Clothing**

Adaptive clothing refers to clothing that has been modified to allow for easier dressing of residents by staff. For residents, this minimizes awkward joint movements, pain, and discomfort. For staff, this minimizes awkward postures and forceful exertions when handling residents.

In general, adaptive clothing looks and feels like regular clothing. The main difference is how the clothes are put on the body. Special care can be taken to conceal the adaptations and keep clothing looking attractive.

When Adaptive clothing is assessed by the clinical team as being required, family will be notified of the need to purchase it. Eagle Ridge Manor will provide resources to support the purchase of Adaptive clothing.

### **Infection Control**

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

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

## Fire Safety

Every effort is made to protect against fire. The building is equipped with sprinklers and electronically-monitored heat and smoke detectors. Open flames such as candles are not permitted in the building.

We schedule regular fire drills and staff training sessions. In the event of a fire drill or a fire, move away from any doorway and await instructions from staff.

If you discover a fire, please sound the nearest alarm (there is an alarm at every exit) and report the location of the fire to a staff member.

## **Protection of People and Property**

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

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

Each resident has a lockable drawer in their room. If you wish to keep items locked, please speak to the Resident Care Coordinator to obtain a key.

## Closing Note

Your comfort and well being is our primary concern. We want to foster a close and positive relationship with you and your family during your stay. We encourage your suggestions to improve the quality of care and the quality of life of our residents. Your feedback is important to us.

#### **Transfer List Information**

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

If you refuse the vacancy when it is available your name will be removed from the transfer list.

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

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

## **Complaints Process**

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

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

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

The Patient Care Quality Office will:

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

The Office can be reached at:

11762 Laity Street, 4<sup>th</sup> Floor Maple Ridge, BC V2X 5A3 Toll Free Number: 1-877-880-8823

Fax: (604) 463-1888

E-mail: <a href="mailto:pcqoffice@fraserhealth.ca">pcqoffice@fraserhealth.ca</a>

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

Closed on weekends and statutory holidays.

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

There will be no retaliation against any resident as a result of a complaint made or concerns expressed.