



Fellburn Care Centre

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

Your New Address:	6050 East Hastings Street Burnaby, BC V5B 1R6
Room:	<input type="text"/>
Unit:	<input type="text"/>
Phone Number:	<input type="text"/>



Complaints Process

If there are concerns or questions about the care you or your family members are receiving, please speak directly with a member of the Care Team. You can expect your complaint to be dealt with promptly and fairly.

If you or your family members are dissatisfied with the response to your concern, you may contact the Patient Care Quality Office (PCQO) of Fraser Health to share your complaint.

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, 4th Floor
Maple Ridge, BC V2X 5A3

Toll Free Number: 1-877-880-8823
Fax: (604) 463-1888

E-mail: pcqoffice@fraserhealth.ca

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

Closed on weekends and statutory holidays.

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

A call bell is located at your bedside and in your bathroom should you require assistance.

For your safety, please observe all floor washing signs as floors are slippery when wet.

Closing Note

Your comfort and well being is our primary concern. We hope to develop a positive relationship with you and your family during your stay. We encourage and value your suggestions to improve the quality of care and the quality of life of our residents.

Please discuss any suggestions, compliments or concerns with a member of your Care Team, or follow the process on the next page for serious concerns.

Your feedback is important to us.

Words of Welcome

Welcome to the Fellburn Care Centre residence in Burnaby, BC. Like many other health care services, Fellburn is owned and operated by the Fraser Health Authority.

Our team of health care professionals holds the physical, psychological social and spiritual well-being of each individual in high regard. We help you and your family settle into a new environment by answering questions and discussing your needs.

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

~ The Management and Staff, Fellburn Care Centre

Key Contact Information

Manager	604-412-6504
Clinical Care Coordinator	604-412-6508
Clinical Nurse Educator	604-412-6579
Social Worker	604-412-6511
Mountainview Nursing Station	604-412-6503
Parkside Nursing Station	604-412-6509



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 active heat and smoke detectors.

We schedule regular fire drills and staff training sessions to ensure our staff members know what to do. 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

Fellburn Care Centre is a secured environment; all exterior doors and elevators are keypad protected to provide security for you and our 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.

Safety and Security

Safe Movement Environment

We encourage you to join us in supporting a safe resident environment. Self-mobility and independence are encouraged whenever practical; however, we are available to help when you need assistance. If issues related to your mobility should arise, we will conduct an assessment to determine appropriate assistive equipment and repositioning aids to help you, and your caregivers, move safely.

Least Restraint Policy

A restraint is anything that restricts a person’s movement or access to his or her own body (e.g., bed rails, seatbelts, 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.

Falls

Supporting freedom of movement and independence presents a risk for falls. To reduce the risk of injury, beds are kept at the lowest level, bed rails in the lowered position to prevent entrapment, and fall out mats are placed by the bedside as needed for added protection in the event of a fall.

The physiotherapist will assess your risk of falls and the potential for injury. The rehabilitation team will discuss the assessment with you and may recommend hip protectors.

Hip protectors may prevent a devastating hip fracture as a result of a fall. You are responsible for the purchase of hip protectors if you choose to wear them. Further information is available from the Physiotherapist.

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Welcome

Introduction

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

While 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.

Vision

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

Residents' Rights and Responsibilities

All adult residents in British Columbia have the following rights:

Commitment to care - A resident has the right to have a care plan developed to meet their individual needs.

Health, safety and dignity – A resident has the right to the protection and promotion of his or her health, safety and dignity.

Participation and freedom of expression – A resident has the right to participate in his or her own care and to freely express his or her views.

Transparency and accountability – A resident has the right to transparency and accountability.

For more information about your rights, speak to your Care Manager.

Diagnostic Tests and Examinations

You may require periodic diagnostic tests and examinations; transfers to another facility may be required, and a family member or friend may need to accompany you. Transportation costs related to these tests are the responsibility of the resident/family.

Hairdressing Services

An on-site hairdresser/barber provides regular services to the Care Centre. Book appointments for services directly with the hairdressing service or leave a message with the Nurse. Your Comfort Fund covers the cost of these services.

Optometry Services (Eye Care)

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

Podiatry Services (Foot Care)

A professional podiatrist visits Fellburn Care Centre regularly. Costs are partially funded by the BC Medical Services Plan. See your Social Worker for further details.

Additional Services

Audiology Services

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

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 accessing this service. Payment for this service is your responsibility.

Dental Services

You can continue to see your own dentist, or you may choose to access the services offered by our dental professionals. A dentist, certified dental assistant and registered dental hygienist visit the Care Centre regularly to provide oral health care services. Most services are delivered at the bedside without the charge.

If required, a community denturist will visit the Care Centre to provide consultation, repairs, realignments and new dentures. Payment for these services is your responsibility; we will discuss charges with you prior to delivering the service.

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 accessing 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. To ensure payment is directed to the correct account, cheques should note your full name; cheques are made payable to the Fraser Health Authority, and can be mailed to:

Fellburn Care Centre
6050 E. Hastings Street
Burnaby, BC V5B 1R6

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.

Comfort Fund

Your Comfort Fund is a trust account established and replenished by you and your family. You may wish to establish a small Comfort Fund when you move in. Comfort Fund monies cover the cost of your personal expenses such as hairdressing, gift shop purchases, outing expenses, etc.

Your Comfort Fund can be set up by making a deposit at the Cashier's Office either by mail or in person; your account should be kept at a positive balance not to exceed \$500.00. Monthly Comfort Account statements are mailed to your designated financially responsible person. For more information, please speak to your Social Worker.

Additional Costs

You and your family are responsible for the purchase, maintenance and repair costs of personal items such as wheelchair equipment, hearing aids, eye glasses, dentures, razors, TV, radio, etc.

Charges may also apply to:

- Newspaper and magazine subscriptions
- Cablevision and telephone charges
- Hairdresser services
- Transportation (ambulance, HandyDART)
- Podiatry services

Scent Free

Many individuals have allergies or medical conditions triggered by the smell of flowers, perfumes, 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

Clean and well-behaved pets are welcome visitors but must be leashed and supervised by their owners at all times. Please ask your guests to clean up any pet feces left on the facility grounds. Animals are not permitted in the kitchen areas.

We also have a volunteer pet visitation program. Please contact the Recreation Therapist if you would like to receive pet visitors.

Getting Involved

Residents' Council

Our Resident and Family Council meets monthly to discuss matters of interest, provide support, promote friendship and facilitate communication between staff and residents. We encourage you to become an active participant. Your family members are an important part of your Care Team, too, and are welcome to attend.

Our newsletter lists meeting dates and times, and details are also posted on the information board.

For more information, speak to the Social Worker.

House Rules

Alcohol

You may enjoy the occasional social drink provided it does not interfere with your medications. We will consult a doctor if a Care Team member has concerns about anyone's level of alcohol consumption.

Pub nights are celebrated regularly; a maximum of two alcoholic beverages are offered.

We request that you label all personal alcoholic beverages and leave them with Nursing staff for storage.

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

Smoking

Fellburn Care Centre is a smoke-free facility. Due to fire and safety regulations, smoking is not permitted inside the building.

A designated outdoor smoking area is available for residents only; you must be able to smoke independently as our staff and volunteers are unable to assist you.

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

Medical Coverage

If you do not have medical coverage when you move in, an application to the BC Medical Services Plan is required. If you are eligible for the federal Guaranteed Income Supplement (GIS) to the Old Age Security Pension and/or for the provincial benefits for seniors, you may apply to the BC Medical Services Plan for premium coverage; assistance may range from 20 to 100 per cent depending upon your income.

A member of your Care Team 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

We understand that you will want to wear your own clothes. Your clothing should be wash and wear, and not need ironing. Durable clothing is recommended; we cannot guarantee delicate items will be hand-washed.

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

Special Care Fabrics

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

Marking Clothes for Identification

Identification of clothing is important to guard against loss. Our laundry staff labels your clothing when you move in and as new clothing arrives. Please leave clothing at the Nurses' Station for labelling.

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 a health crisis occurs. With good planning, you will appoint someone to make decisions for you based on your previously expressed wishes. This substitute decision-maker may be a close friend or family member.

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 the Power of Attorney (legal decisions) does not automatically assume decision-making powers for medical decisions.

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.

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/

Administration of Resident's Affairs

From time to time, you may wish to complete legal documents such as for the sale of your home, to update your will, to assign Power of Attorney. We encourage you to contact the Social Worker when planning for a visit from your lawyer, realtor, Notary Public, etc.



Care Planning

Personal Information

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

Residential Care Conferences and Planning

Care plans are reviewed and revised at care conferences held following your move, then annually or anytime your condition changes significantly.

During the conference, an interdisciplinary team develops and reviews a care plan to best meet your needs. We invite you and your family to participate in the care conferences.

Spiritual Care

Our Spiritual Care Practitioner is available to you and your family. We offer Catholic Mass, Anglican Eucharist and ecumenical services. Individual and family spiritual counselling is also available.

For further information, please speak to the Spiritual Care Practitioner or your Nurse.



Suggested Clothing

Men

- 5 to 6 pairs of pants and shirts (e.g., jogging suits or other loose fitting clothes with elastic waist bands)
- 2 washable sweaters
- 5 to 6 undershirts and shorts
- 6 to 8 pairs socks
- 1 pair of shoes (non-slip, comfortable, easy to put on; running shoes work well)
- 2 pairs washable, non-slip, comfortable slippers
- 3 pairs pajamas
- 1 house coat
- gloves, cap, scarf and coat

Women

- 5 to 6 dresses or blouses and slacks (e.g., jogging suits, or other loose fitting pants with elastic waist bands)
- 2 washable sweaters/cardigans
- 2 bras (if usually worn) or 4 to 5 undershirts
- 4 to 5 panties or support hose (if usually worn)
- 6 to 8 pairs stockings and socks
- 1 slip
- 1 pair shoes (non-slip, comfortable, easy to put on; running shoes or flat walking shoes work well)
- 2 pairs washable, non-slip, comfortable slippers
- 2 to 3 pajamas or night gowns
- 1 housecoat
- sun hat, gloves, scarf and jacket or coat



Suggested Toiletries

You and your family are responsible for providing and replenishing the following toiletry items:

- electric shaver
- make-up, curlers, brush, comb
- ribbons, pins or small combs for hair
- shampoo and conditioner
- deodorant
- tissues
- toiletry bag to hold these articles

Dentures, Eye Glasses and Hearing Aids

It is highly recommended that eye glasses and dentures are clearly marked with your name before you arrive; an optometrist and/or dentist office can do this for you. You are responsible for repairs and/or replacement of these items.

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.



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 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:

- | | |
|-------------------------------|----------------------------|
| • dietitian | • social worker |
| • physician | • pharmacist |
| • manager | • physiotherapist |
| • medical care coordinator | • speech therapist |
| • music therapist | • rehabilitation assistant |
| • nursing and care staff | • care coordinator |
| • occupational therapist | • volunteers |
| • dental hygienist | • clinical nurse educator |
| • spiritual care practitioner | • recreation therapist |

Newspaper

You may arrange for newspaper or magazine delivery by ordering services directly from the publication house, or a family member can make these arrangements on your behalf. You are responsible for ordering, ongoing payment and cancellation.

Telephone

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

Personal Visits

The doors are locked at 8 p.m. To ensure the safety and security of our residents and staff, please make prior arrangements with staff if access is needed after this time.

We encourage families and friends to visit regularly and to join activities; small children must be accompanied by an adult.

Visiting spaces include the secure outdoor walkway, the interior courtyard patio garden, the family room, lounges, or activity room.

Private Events

When there are no scheduled activities, you can book the Fellburn Activity Room for larger private evening events. There is no charge for the use of the room, but we ask you to clean up after the event.

Medication

Please bring a current list of all medications, including prescriptions, vitamins and laxatives you are currently taking – be sure to include the proper name, dose and frequency - and give it to your Nurse.

Some herbal remedies and alternative medications may interfere with your prescriptions; nursing staff are not responsible for administering these types of medications.

New prescriptions will be ordered and provided to you without charge. We will notify you if your doctor prescribes medication not covered by PharmaCare; payment and filling these prescriptions is your responsibility.

Our Pharmacist is available to review your medication profile with you and answer your questions.

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.

Fellburn Care Centre 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.

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

Your Room

Moving into a four-bed, two-bed or single room depends on your needs and the accommodation available. We make every effort to ensure your comfort and compatibility with your roommates. We maintain an internal wait list for requests to move to more private accommodations.

Your room is furnished with an electrically operated bed, a bedside cabinet with drawer and closet for personal items; a lockable drawer will be available upon request. Call bells are located at your bedside and in your bathroom to use if you need assistance.

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 a calendar.

NOTE: Due to limited space, we are unable to accommodate large items such as furniture.

Television, Radio and Internet Services

Large screen television viewing areas are available in the main lounges, or you are welcome to bring in your own CSA-approved television (maximum 13" standard or 21" flat screen) or radio when you move in.

These items should be clearly labeled and must undergo a safety check prior to use in your room. For the comfort of others sharing your area, we ask that you use earphones or headphones.

All costs for private television sets, including damage, are a family responsibility. We are not responsible for loss or damage to these items.

Your Comfort Fund covers monthly cablevision charges. Please contact the independent service provider of your choice to assess this service.

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

Leaving Fellburn Care Centre

We encourage you and your family to spend time away from the Unit; however, it is important for us to know your whereabouts. Please be sure to complete the pass book when leaving and returning to the Centre.

Please give the staff at least 24 hours' notice when planning to be out over a meal-times to allow cancellation of your meal service and to prepare any medications you may require. We are not responsible for your well-being during such outings.

Overnight Absence from Fellburn Care Centre

The Care Team can help plan for overnight visits away from the Centre. We are not responsible for your well-being during this time.

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

We recommend you speak to your Nurse about your plans and carefully consider your dietary and other care requirements while you are away. Daily charges will continue to apply during these absences.

Mail

Our staff delivers mail to your room. Stamped outgoing mail may be left at the Nurses' station for mailing.

Family and friends can send mail to you at the address listed in the front of this booklet, or they can send an e-mail to you through our "You've Got Mail" e-mail service at youvegotmail.fcc@fraserhealth.ca.

Recreation

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

We publish a list of special events and activities in our monthly newsletter, *News and Views*, and also post it on the activity notice board. We have a wheelchair accessible bus for outings; as seating is limited, we ask that you register for one outing a month which interests you.

A small fee may apply to special bus trips or 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.

Family and Visitor Parking

A limited number of free spaces, including designated handicapped parking, is available adjacent to the main entrance. Your visitors should provide their vehicle license plate information; frequent visitors may wish to arrange to obtain a parking pass from the front desk.

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

Motorized scooters cannot be accommodated inside the residence, electric wheelchairs are permitted in exceptional circumstances. As appropriate, you and your power wheelchair are subject to a safety assessment. We have a limited number of manual wheelchairs available for short-term, occasional use. For more information, please speak to your occupational therapist.

We request that you have your personal assistive equipment inspected and serviced regularly by a private company. Fellburn Care Centre is not responsible for the cost of maintenance, repair or replacement of these items.

Due to limited storage space, you may be asked to remove your unused assistive equipment.

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 kettles or electric blankets.

CSA-approved fans (24" or less) are permitted. Our Maintenance Services staff must check the units for safety prior to use. Speak to your Nurse to arrange a safety check.

All male residents are encouraged to use electric razors. Replacement and repair is a family responsibility.

Personal Furnishings

Space is limited in shared rooms. Please speak to the Clinical Care Coordinator before bringing additional furniture to your room.

We encourage you to bring your own favourite possessions as space allows. Bed throws or blankets, small framed pictures, plants and special mementos help you feel at home. It is also helpful to have any easy-to-read clock and calendar.

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

Pictures and Paintings

Please do not affix anything to walls yourself; ask your Nurse to make arrangements to have your photos and calendars hung on the corkboard or to hang your framed pictures on the wall.

Lamps

A light is provided over your bed. If you require additional lighting you may wish to discuss suitable lighting alternatives with staff. The cost of additional lighting is a family responsibility.

Housekeeping

Our Housekeeping staff cleans your room (including your bed and other items) daily and on an as-needed basis.

Maintenance

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

Daily Life

Meals

We encourage you to join use in the dining room for all your meals; however, we understand there may be times when you may wish to take meals in your room.

We serve three regular and varied meals daily, and accommodate special diets whenever possible. 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, in sealed containers (labeled and dated); however, we request that family and other visitors check with the front desk first to ensure your dietary needs are consistently met.

A microwave is available on each unit. Please ask your guests to remove perishable leftover items.

Laundry

We provide laundry service for your wash and wear personal items; be sure to leave all items requiring labeling with the nursing staff.

Family members are responsible for dry cleaning and alterations.

Bathing

Care staff provide tub baths or showers once a week and more frequently as appropriate. Personal care is provided regularly and as needed. You can request to use your own unscented soap or shampoo if you prefer.