

# Columbus Residence

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## FAMILY RESOURCE HANDBOOK



# *Welcome to Columbus Residence*

We are a non-profit society offering services in long-term care and dementia care for 76 residents. We also provide 23 one bedroom apartments for independently living tenants.

At Columbus Residence we are committed to providing the highest standard of care in a warm, loving and homelike environment. We support and encourage each resident's unique personhood and our long-term care services are holistic and wellness oriented as we address the physical, spiritual, emotional, social and educational needs of our residents.

We strive to create a sense of community and our dedicated team of staff are here to ensure our residents are kept safe and comfortable.



## **MISSION STATEMENT**

COLUMBUS RESIDENCE is a faith-based organization providing Long-Term Care and Independent Housing to those living in the Columbus Community. We are called to continue the healing ministry of Jesus and are committed to provide holistic, compassionate care in a multicultural, homelike environment.

## **VISION**

To be a home alive with hope, joy, meaning and motivation; entrusted to provide compassionate quality care to the community we serve.

## **VALUES AND BELIEFS**

In carrying our Mission, we strive to live our values of Spirituality, Justice, Stewardship, Mission Integration and Ethical Reflection.

We believe in treating residents, tenants, staff, volunteers, family and the general public with honesty, equality, compassion, dignity and respect. We believe in a wellness approach and in using a multi-disciplinary team to provide holistic, quality resident care. We serve and honour residents and staff alike without discrimination because of race, religion, gender, age, disability, or sexual orientation. Our approach includes:

- Focusing on our Mission as we integrate our beliefs and our actions
- Providing opportunities for spiritual growth and prayer
- Making a commitment to life-long learning opportunities
- Pursuing informed participative decision making and problem solving
- Providing opportunities for people to develop their potential
- Respecting and advocating residents' responsibilities and rights, including privacy, confidentiality, and individuality
- Creating a work environment that is consistent with our value

# **FAMILY RESOURCE HANDBOOK**

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# OUR BUILDING

Columbus Residence opened in 1990. Initiated by the Knights of Columbus Council 1081, we are now owned by the non-profit, Columbus Long Term Care Society. Our four-storey care building accommodates 58 residents on the 2<sup>nd</sup> and 3<sup>rd</sup> Floors and 18 residents on our 4<sup>th</sup> Floor Special Care Unit. We strive to create the look and feel of home as well as foster a sense of community.

## MAIN FLOOR & COURTYARD

**Lounge** - The Main Floor Lounge is a centre of activity and features a fireplace, piano, big screen television, fish aquarium and our Library. There are numerous seating areas for many to visit and chat, relax or watch television. Many of our Recreation and music programs are held in this area.

**Reception/Front Office** – The Front Office is open during the week (Monday to Friday). Front Office staff are available to assist residents, families and visitors with their questions and inquiries, resident mail distribution, guest meal arrangements and Comfort Fund account deposits and/or cash withdrawals. In addition, Front Office staff handle our incoming telephone calls and take care of our staff scheduling needs. Front Office staff will help direct you to the right person if you are unsure who to speak with regarding any issues, questions or concerns.

**Dining Room & Spelliscy Solarium** – Residents on the 2<sup>nd</sup> and 3<sup>rd</sup> Floors take their meals in our Main Floor Dining Room. Afternoon tea is also held here daily at 3:00 p.m. The *Spelliscy Solarium* is a small enclosed and heated patio located adjacent to the dining area.

**Activity Room & Resident Kitchen** – Our Activity Room and Resident Kitchen are located at the south end of the building down a short hallway from the Main Lounge (facing our Courtyard). Many of our Recreation programs take place in the Activity Room & Resident Kitchen. The Resident Kitchen is available for families to use for meals with residents (*please consult with our Recreation Department for available times*).

**Hair Salon** – The Hair Salon is located adjacent to the Resident Kitchen. (See page 27 for information about salon services).

**Chapel** – The Chapel is located on the Main Floor; down the hallway to the right of the main elevators & Reception counter. The Chapel is open 24 hours a day for people of any faith. Family and friends are always welcome to join residents for our services or spend time there for their private prayers and meditation.

**Resident Washrooms** – There are two washrooms for resident use at the south end of the Main Lounge adjacent to the Hair Salon/Activity Room area. Both washrooms are wheelchair accessible.

**Guest Washroom** – There is a guest washroom adjacent to the Front Office. Entry requires a security code. Any of our staff will be able to assist you with this.

**Meeting Room** – This room is located next to the Front Office/Reception area. Lifestyle Reviews and other family meetings and conferences are usually held in this room.

**Also on the Main Floor** – Our Administrative and Spiritual Care offices are located on the Main Floor as well as our Kitchen, Laundry, and our Staff Lounge & Change Rooms.

**Courtyard** – Our outdoor courtyard area provides residents with a pleasant area to enjoy fresh air and sunshine. There are beautifully landscaped garden areas, a walking path with handrails, seating areas with comfortable cedar benches. In the spring and summer patio table and chairs and beautiful hanging baskets are put in this area.

## **CARE FLOORS**

Resident rooms are located on the second, third and fourth floors. There are 28 private rooms on the 2<sup>nd</sup> Floor, 28 private rooms and 1 semi-private room on the 3<sup>rd</sup> Floor. Our Special Care Unit is located on the 4<sup>th</sup> Floor and has 18 private rooms. This is a secure floor for residents with challenged behaviour or residents with dementia who are at risk for elopement or whose care needs are better managed in a smaller environment. Residents on this floor take their meals in the Dining Room at the north end of the floor. Meals are delivered from our Kitchen in special warming carts to this dining room.

**Lounge Areas** – These areas are located just off the elevators on each of the Care floors. There is seating, a bookcase with a TV/DVD player, stereo, fridge, microwave and water dispenser unit with hot & cold water. Tea is served in the lounges every evening at 7:00 p.m.

**Bathing Rooms** – There is a Bathing Room with a spa tub and wheelchair accessible shower on each of the Care floors. Each of these rooms is decorated with unique, hand-painted murals. The 2<sup>nd</sup> Floor bathing room has a “Country Garden” theme, the 3<sup>rd</sup> Floor a “Tropical Island” theme and the 4<sup>th</sup> Floor has an “Under the Sea” theme.

**Sun Rooms** – There is a Sun Room at the south end of each of the Care floors. These Sun Rooms also feature beautiful hand painted murals. The 3<sup>rd</sup> Floor Sun Room doubles as an Exercise Room.

**Patios** – There is a protected patio area just off Sun Room on the 2<sup>nd</sup> Floor called “Olive’s Garden”. This is a delightful garden with seating area and a greenhouse. Our “Garden of Hope” is a therapeutic patio garden located on the 4<sup>th</sup> Floor with a walking path, garden areas, mural, fountain, trellises, and patio furniture. While this garden was designed with special care residents in mind, all residents and visitors are invited to visit this patio area. The elevator access code to the 4<sup>th</sup> Floor may be obtained from any staff member.

**Care Stations & Offices** – The Care Stations are located adjacent to the Lounge areas on each of the floors. This area is used by the Care team on your floor to chart, make appointments and prepare medications. Our Director of Care’s office is located on the 2<sup>nd</sup> Floor adjacent to the Lounge area. Our Care Coordinator’s office is located on the 4<sup>th</sup> Floor adjacent to the Care Station

# MOVING IN

Columbus Residence can usually provide only 24 hours notice when a room becomes available.

## **The day you come to Columbus Residence, you will need to bring with you:**

- All medications, including all non-prescription drugs that the resident may want to use
- Care Card to verify the PIN number, (if not already obtained)
- Three blank cheques: one for pre-authorized payment set up, one for the user fees of current month and one for the Resident Comfort Fund
- Copy of Advance Directive or Will (if available)
- Personal effects and items to make your new home comfortable (*see page 8 for more detailed information*). We recommend that you **pack your first week of clothing in a separate bag** so that this can immediately be taken to Laundry for labelling and returned to resident on move in day (*the balance of clothing will be left with Laundry staff and returned to resident once labelling has been completed*). Also, please bring in hangers for your clothing.

*If you would like to use our flat-deck dolly or hand cart to assist you with moving items in, please speak with our Front Office staff when you arrive.*

Please arrive by 1100 hrs as suggested by the Director of Care or designate. If family members would like to stay for lunch, please advise the admitting nurse or staff at the Front Office. With the exception of admission day there is a fee for guest meals (*see page 34*).

In order to ensure that we have your full consent to provide care and treatment, share your personal information with other care providers and arrange services on your behalf, there are a number of forms that must be completed on the day a resident moves in. Once completed these forms must be returned to our Care Coordinator or designate. These forms include:

- Columbus Residence Residency Contract
- Pre-authorized Debit Authorization Form
- Authorization for Hair Salon Service
- Massage Therapy/Foot Care Consent Form
- Resident's Life History (*this helps us to become familiar with resident/family and activity preferences*)
- Family Contact Information Form

We will also require medical information from your family doctor; we will arrange to receive this information.



# RESIDENT ROOM INFORMATION & PERSONAL BELONGINGS

## ROOMS & FURNITURE

All resident rooms at Columbus Residence are private except for one which is shared by two residents (*please refer to page 37 for information re moving from the shared room to a private room*). Each bedroom suite has a two-piece en-suite bathroom and is equipped with individual thermostats, a large screened window with curtains and a large closet. A personal nurse call system is installed in each room beside the bed and in the washroom. This call system is connected directly to the telephone handset carried by all care staff.

The room comes completely furnished with an electric bed, a desk/dresser and a nightstand with a lockable drawer. **These items must remain in the room**, however we encourage residents to decorate their bedroom suites with some supplemental furnishings (*i.e a favourite chair, lamp, curio shelf*), artwork, photos and other personal mementos to create a space that is uniquely their own. For safety reasons, loose carpets/rugs are not permitted. Wallpaper or adhesive backed decals on walls is not permitted.

As space is limited and to ensure a safe environment, we request that you talk with our Care Coordinator before moving in any large furniture items.

Our Maintenance Supervisor must be consulted before mounting any items on the walls (i.e. flat screen TVs, pictures, mirrors, shelving).

**Changing health care needs may necessitate Columbus Residence to arrange a room move or a reconfiguration or removal of some of the existing furnishings in a room if care or safety becomes compromised due to space limitations; however we will try to keep these changes to a minimum and will consult with the resident and family before doing so.**

## TELEPHONES, CABLEVISION & COMPUTERS

All resident rooms are equipped with the necessary connections for telephone, cablevision and computers, however these services are not provided by Columbus Residence. You will need to provide your own equipment and make your own installation and billing arrangements with the telephone/cable/internet provider of your choice. Staff will direct the service technicians to the appropriate areas for installation/disconnection.

Large screen televisions and DVD players are located in our Main Lounge and in the Lounges on all of the care floors.

Please be sure to share any changes to your private telephone number with friends and family who may wish to call. Our switchboard is not able to transfer personal calls that may come through our

business line to a telephone in a resident's room. There is a "courtesy" telephone located on the Main Floor (to the right of the elevator) and on the 2<sup>nd</sup> Floor (to right of the elevator). Press "9" to get an outside line.

## KEYS

A room key and key to the locking bedside table will be issued to the resident upon moving in. If keys go missing, staff will conduct a search. Staff will be happy to lock and unlock the room door during this time. If after a period of searching, the key is not found a new one will be issued and the cost of the replacement key will be charged to the resident's comfort fund account. If keys are repeatedly lost, new ones will not be given due to the additional costs involved.

## CLOTHING

Consider easy care and limited storage space when preparing your wardrobe. We suggest that all articles of clothing be machine washable and "Non-Ironing". Wool and delicate fabrics are at risk of damage if washed in our large industrial machines. We cannot guarantee these fine items will be preserved if sent to the Laundry. A dry-cleaning drop off and pick up service is available at our Front Office. *(Please refer to page 17 for additional information on laundry services).*

We will label all clothing for you after you move to Columbus Residence. We will do this before any of your clothes are sent to our Laundry. We have found by experience that this is the best way to provide satisfactory in-house laundry services. There is a mandatory fee of \$50.00 on admission for the current and future labelling service.

Footwear should include supportive shoes and supportive, non-slip slippers. Slippers should be washable. Knitted slippers are not safe and not recommended.

### Suggested list of clothing items to bring:

| MEN   | WOMEN   |
|---|---|
| 6 sets of underclothing   | 6 sets of underclothing   |
| 6 shirts  | 5 dresses (button or zipper front closure preferred)                        |
| 6 pairs of trousers ( <i>jogging suits are a good alternative</i> ) | 4 pairs of slacks or skirts ( <i>jogging suits are a good alternative</i> ) |
| 4 sweaters  | 6 blouses   |
| 2 pairs comfortable walking shoes                                   | 2 housecoats or dressing gowns  |
| 6 pairs of socks  | 6 pairs of socks/stockings  |
| 1 hat/scarf and 1 pair of gloves                                    | 2 pairs comfortable walking shoes   |
| 2 dressing gowns  | 4 sweaters  |
| 4 pairs of pajamas  | 4 nightgowns/pajamas  |
| 1 pair of non-slip slippers   | 1 pair non-slip slippers  |
| 1 coat/jacket for outings   | 1 coat/jacket for outings   |
| 1 suit or slacks/jacket for special occasions                       | 1 hat/scarf and 1 pair of gloves  |
| 1 tie   | 1 good dress for special occasions  |

Family members or residents who wish to iron any clothing may make use of the iron and ironing board available in the Resident Kitchen (Main Floor).

Residents/family are responsible for replacing worn clothing, clothing that does not fit or that no longer meets the resident's needs. Families are also responsible for the removal/disposal of unwanted clothing from a resident's room.

## **PERSONAL CARE ITEMS**

Columbus Residence provides some personal care toiletry items such as soap and shampoo. Other items such as toothpaste, tissues, Polident, aftershave and deodorant are the responsibility of residents/family. Many of these items are available from our Tuck Shop.

Columbus Residence also provides basic incontinence products, basic dressings and some special equipment. Residents who have a specific preference or special need are responsible for purchasing these items for themselves. *Note: Resident/family should consult with our nursing staff prior to purchasing these items themselves as we may be able to purchase some of these on your behalf from our suppliers at a much lower cost than you would find at a retail store.*

## **MONEY & VALUABLES**

We strongly suggest that residents place any expensive valuables, i.e. jewellery in safe keeping with family or friends. We recommend that you use the locking drawer in the bedside table to store wallets/cash, jewellery or any other valuables you plan to keep at Columbus Residence.

Activities where there is an extra charge (i.e bus trips, pub time, hair salon and Tuck Shop purchases) may be charged directly to a residents comfort/trust account. Therefore we strongly recommend residents limit the amount of cash they keep in their rooms and make use of their Comfort/Trust Account for those occasions when they wish to withdraw cash for their personal outings.

## **MOBILITY AIDS & EQUIPMENT**

Columbus Residence has a limited supply of wheelchairs and walkers for loan, therefore individual equipment is the responsibility of the resident to purchase. Our Nursing staff will advise you when a walker, wheelchair or other aids are required and will assist you with suggestions as to where they may be purchased. Maintenance of personal equipment is also the responsibility of the resident or their family.

Please label all personal effects (i.e dentures, eyeglasses, hearing aids, canes, walkers, wheelchairs, TV's, radios, razors) prior to moving in.

Men's razors need to be in good working order. Straight razors pose a risk.

For safety reasons, heating devices are not permitted in resident rooms. This includes hot water bottles, irons, electric kettles, toasters or microwave ovens. There is a microwave and hot water dispenser in the resident lounge on each floor, which residents are welcome to use. Heating pads with a safety switch are permissible. Other electrical articles such as lamps, radios, TV's, computers, electrical recliners, and electrical shavers must be CSA approved and in good condition.

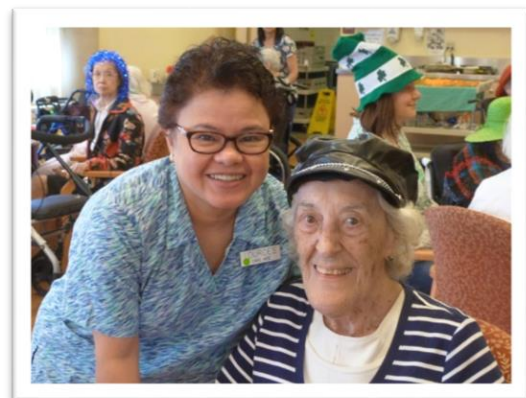
Frayed cords and old plugs which have a cardboard backing are not permitted and must be changed before moving in.

Refrigerators are not permitted in resident rooms. Small amounts of food may be stored in the refrigerator in the Lounge area but it must be stored in a metal or hard plastic container with a tight fitted lid. These containers should also be labelled with the resident's name.

## **PEST CONTROL MEASURES**

Columbus Residence has contracted the services of a pest control company to regularly inspect our building for signs of unwanted pests (i.e mice). To ensure that we are not creating an inviting and comfortable home for unwanted pets, the following measures are necessary:

- No food, snacks or drinks are to be stored in resident rooms. Food may be stored in the fridge in the lounge areas on each floor (these items should be stored in a metal or hard plastic container with a tight fitting lid). Any food found in resident rooms will be disposed of immediately.
- Any food waste or food packaging should be put in the garbage container in the lounge area.
- To prevent mice from finding comfortable places to nest, we request that only the necessary amount of clothing and items be stored in drawers/closets and that closet floors be cleared of any items.
- If you notice any mice activity in a resident's room, please report it right away. There are record logs on each floor and staff can assist you with documenting.



# CARE SERVICES

## RESIDENT CARE

The overall operation of the Care Department is under the supervision of our Director of Care (Ext 118). Our Care Coordinator, (Ext 108), will assist with any concerns and will ensure regular communication with the resident and their family members.

We provide 24 hour skilled care by Registered Nurses (RNs), Licensed Practical Nurses (LPNs) and Resident Care Aides (RCAs). Each of our Care Floors (2<sup>nd</sup>/3<sup>rd</sup>/4<sup>th</sup>) has an assigned team of care aides and RN/LPN team leader. There is a white board posted at each care station with a list of care staff on duty and the room numbers of the residents under their care during that shift. This is to assist family and friends if they need to speak with the individual staff providing care to their loved one.

There are 3-4 nurses (RN & LPNs) on duty during the day and again in the evening and 2 nurses (RN & LPN) on duty during the night. Among other duties, the nurses look after residents' daily medication, treatment and care treatment needs.

There are 3-4 care aides assigned to each of the care floors during the day and 2-3 care aides in the evening. During the night there is one care aide stationed on each of our care floors. Care aides assist residents with a variety of their daily living needs such as helping residents to dress and bathe, making resident's bed, collecting laundry items from rooms, taking residents to and from the dining room and offering assistance at mealtimes.

**Call Bells** – In all resident rooms there is a call bell located beside the bed and another beside the toilet. These call bells are directly linked to phones that are carried by the care staff. If a resident requires assistance they should use the call bell to alert staff.

**Baths** – A full shower or deep spa tub bath will be provided to the resident on a weekly basis. Please let staff know if a hot shower or tub bath is preferred. Sponge baths will be provided in resident rooms daily as required.

**Lifestyle Reviews** – An individual interdisciplinary conference is held approximately six weeks after a resident moves in. The purpose of the conference is for members of the care team to discuss each resident's well-being since moving in and provides an opportunity for families to bring forward any concerns. After the initial meeting the lifestyle review will be held annually. Residents and their family are invited and encouraged to attend. An invitation letter will be mailed to the resident's primary family contact with the date and time of the Lifestyle Review.

## MEDICAL/PHYSICIAN SERVICES

Residents may keep their physician if he/she is able to visit Columbus Residence as necessary and/or follow your care and is willing to comply with the Medical Standards of Columbus Residence. If the

physician is unable to continue, residents or their designate family member will need to arrange for a physician who visits Columbus Residence and is willing to take the resident on as a patient.

Family or friends may be requested to take to take their loved ones to medical appointments. Paperwork must accompany residents for all appointment. Please see the nurse to pick up this paperwork.

Columbus Residence will generally arrange appointments such as dentist, GP or specialist. Family members can change appointments if details are not suitable, however we must know the details *i.e date/time of appointment, name of service provider, address, phone number, leave/return times to facility*. We are able to assist with making arrangements for companion services if family members are unable to escort a resident to an appointment. The cost of this service is the responsibility of the resident/family.

Residents must agree to always maintain his or her full medical coverage, as provided by the Province of British Columbia.

## **PHARMACY**

All medications are provided by the contracted Pharmacy. All medications (including over the counter drugs) must be stored in our locked medication rooms and must be administered by the Nurse. All prescriptions must be given to the Nurse who will arrange for delivery of the medication to Columbus Residence.

Items not covered by Pharmacare are charged to the resident by the pharmacy and the cost will be deducted from the resident's Comfort/Trust account. After processing by our Finance Department, receipts from our pharmacy are filed in our Front Office. Family may pick these up during our regular office hours or call our Front Office (Ext 100) to make arrangements to have these documents left with the Nurse for pick up on evening/weekends.

Questions regarding pharmacy bills should be directed to Westminster West End Pharmacy at Tel: 604.524.8568

## **PHYSIO/OCCUPATIONAL THERAPY & REHABILITATIVE SERVICES**

Columbus Residence offers residents the regular services of a Physiotherapist (*3 days per week*), Occupational Therapist (*1 day per week*) and Rehabilitative Assistant (*5 days per week*). This team is responsible for implementing our fall prevention programs, educating staff on injury and fall prevention, improving residents' mobility, reducing risk of skin breakdown, and providing adaptive equipment and wheelchair recommendations. Current Rehab led programs include: daily group exercise class with the option of additional 1:1 rehabilitation sessions after thorough assessment. Columbus

## **ORAL CARE**

A registered dental hygienist visits Columbus Residence monthly to provide oral assessments to our residents (\$48.00 per year invoiced monthly @ \$4.00 per month through the resident's comfort fund). Residents will be assessed on admission, annually or when it is needed. Residents can decline this service on admission. If an issue requiring a dentist is noted, arrangements will be made for the resident to visit or be visited by a local dentist. Resident/family will have the opportunity to accept or decline any recommendations made and our dental hygienist will contact you prior to any cost being incurred.

## **MASSAGE THERAPY & FOOT CARE SERVICES**

Massage Therapy and Foot Care services are available to all residents. Residents receive massage therapy through referral by the nursing staff or by their own or family's request.

Our Registered Massage Therapist is also a Foot Care Specialist who provides foot care to residents on a regular basis. Typically, a resident is seen once every 2 months, more if needed or requested. The Foot Care Specialist makes referrals to a Podiatrist when necessary.

*Residents covered by MSP are entitled to 10 treatments per calendar year that may include Massage Therapy, Physiotherapy, Chiropractic or Podiatry. MSP does not have a classification for Foot Care, however because massage is incorporated into the foot care service, it can be billed under Massage Therapy. This is important to remember when reviewing the residents MSP statements as Foot Care will be coded as Massage Therapy. Residents not covered by MSP pay \$25 per visit for Foot Care or Massage Therapy services – this will be charged to the resident's comfort fund account.*

## **OPTOMETRY**

Annual vision testing is available for residents in-house by a mobile Optometrist service. Arrangements to purchase eye glasses can also be made at this time. New residents who wear glasses should ensure that they are labelled with their name prior to moving in.

## **HEARING AIDS & TESTING**

Resident and family member are encouraged to use their own hearing clinics for the repair and maintenance of hearing aid. New residents who wear hearing aids should ensure that they are labelled with their name prior to moving in. It is the resident's/or family member's responsibility to obtain batteries for hearing aids. Community audiologist will be referred to assess resident upon the physician request.

## **LABORATORY/X-RAY/DIAGNOSTIC SERVICES**

Technicians from mobile laboratory regularly come to Columbus Residence to collect blood samples, lab specimens or perform ECG. The Nurse will make arrangements for transportation should a resident need to undergo any lab, x-ray or other diagnostic testing work that cannot be completed at our care home.

## **EMERGENCY AMBULANCE & PATIENT TRANSPORT**

If needed, nursing staff will call an ambulance or patient transport service.

The bill for this service will be sent to Columbus Residence in the resident's name. Families should notify our Front Office staff (Ext 100) if they wish these bills to be held at the Front Office for their pick up otherwise these mailings will be delivered to the resident's room with the rest of their mail. Ambulance fees are exempted if residents are under the MSP Premium Assistance.

## **MEDICAL ASSISTANCE IN DYING (MAiD) AT COLUMBUS RESIDENCE**

As a faith-based healthcare organization committed to the inherent dignity of every person, Columbus Residence has an ethical and moral opposition to MAiD. As a publicly-funded long-term care home and knowing there is a range of deeply held societal views on MAiD, we will provide individuals requesting information our policy and other written materials.

While we shall not condone or be involved in MAiD, the organization reaffirms its commitments to providing quality palliative and end-of-life care that addresses physical, psychological and spiritual needs.

We encourage you to ask any questions or discuss any concerns regarding our policy on MAiD with our Director of Care or our Director of Spiritual Care.





# SUPPORT SERVICES

The overall operation of the Food Services and Housekeeping/Laundry Departments is under the supervision of our Director of Support Services (Ext 105) and they will assist with any questions or concerns you may have. Any questions or concerns regarding a resident's nutritional needs should be brought to the attention of our Dietician (Ext 113).

## NUTRITION & FOOD SERVICES

Our Dietician meets with each resident and/or family shortly after the resident moves in and will assess individual nutritional needs. Specific clinical conditions, food preferences, intolerances and cultural needs are taken into consideration. Our Dietician will continue to monitor the resident to ensure nutritional needs are being met.

Residents are assigned seating in the Dining Room to assist in the distribution of both medication and meals. Table assignments take into consideration the residents' preferences and friendships with other residents. Requests to change tables should be made to the Nurse or Director of Support Services.

The main meal is served in the evening; this includes a hot entrée, vegetable and a starch such as potato, rice or noodles. Lunch is a lighter meal and usually includes one of our home-made soups. No meat is served on Fridays to observe the Catholic tradition; fish and egg entrées are served instead. An alternate entrée is available at lunch and dinner if needed. Breakfast is served in the Dining Room each morning. For those residents who prefer to sleep in, a light breakfast of muffins, coffee/tea and juice is available in the lounges of the care floors later in the morning. Residents are expected to eat meals in the Dining Room. Tray service to their rooms is only available during a short-term acute illness.

### **Mealtimes are as follows:**

**2<sup>nd</sup>/3<sup>rd</sup> Floor:**                      **Breakfast 8:30 a.m.    Lunch 12:00-1:00 p.m.    Dinner 5:00-6:00 p.m.**

**4<sup>th</sup> Floor:**                              **Breakfast 9:00 a.m.    Lunch 12:00 p.m.       Dinner 5:00 p.m.**

Afternoon tea is held daily in the Dining Room at 3:00 p.m. and evening tea is served on the Care Floors at 7:00 p.m. each evening.

Our four week menu cycle changes twice per year to take advantage of seasonal ingredients. Our Fall & Winter menu is in place from October to March. Our Spring & Summer menu is in place from April through September. The menu is posted daily in each dining room. The weekly menu is also posted in each Dining Room. Both of our full seasonal menus are available on our website.

If a resident will not be present for a meal, please notify the Nurse. The Nurse will advise the Kitchen.

A Resident Food Advisory meeting is every other month. We encourage residents to participate as this helps us to ensure our menu continues to reflect their choices. Meeting dates are posted on the monthly program calendar.

Special Menus & Guest Meals: *see page 33*

Food in Resident Rooms: *see page 38*

## **HOUSEKEEPING SERVICES**

Housekeeping staff are on duty daily to ensure our resident rooms and public/service areas are kept to a high standard of cleanliness. Care aides also help to ensure resident rooms are kept clean and tidy when housekeeping staff are off duty.

Resident rooms are given individual housekeeping attention at least twice per week. If a resident's room is assessed by the Care & Housekeeping team as needing daily attention for a specific cleaning task such as floor washing or removal of wastebasket contents, this will be incorporated into the daily housekeeping routine. Residents are encouraged to participate in helping to keep their rooms clean and tidy, if able. A clear floor space must be maintained for ease of cleaning and walking. If residents have a number of ornaments/mementos, we ask that the family be responsible for cleaning and dusting them. Columbus Residence is not responsible for breakage of personal items.

Columbus Residence undertakes an annual "Spring Cleaning" program, at which time individual resident rooms are given a thorough cleaning. Family members are asked to assist with this program but removing items that are no longer needed from rooms and clearing surfaces of items/curios to facilitate the furniture moving/cleaning in these rooms. Notices will be posted in the elevator and on the care floors in advance.

## **LAUNDRY SERVICES**

Care staff will collect clothing and linen items from resident rooms for laundering daily. Resident's "wash and wear" clothing is washed, dried, folded and delivered daily by our laundry staff. Items sent to our Laundry in the morning will be delivered by laundry staff to a resident's room later that day (usually after 3:00 p.m.).

Sheets, towels & comforters are provided by Columbus Residence, but residents may use their own linen items, if preferred. Please be sure to have Laundry staff label your personal linen items.

It is suggested that all articles of clothing be machine washable and "non-iron". It is important that all clothing brought to the facility be taken our Laundry first to be marked with the resident's name. Clothing will be labeled using the facilities labeling machine. *See page 9 for more information about recommended clothing and labelling.*

When articles of clothing are brought in after moving-in, you may take the items to the Laundry directly during the day from 8:30 a.m. to 4:30 p.m. (*Laundry Room is located through the double doors to the right of the Main Floor elevators*) or give the articles of clothing to Care staff and they will deliver them to Laundry for you.

Unlabeled clothing will be placed in a storage bin on the 3<sup>rd</sup> Floor. If you find the article clothing you are looking for – please send it to Laundry to be properly labeled. After 2 weeks, unclaimed items from this bin will be sent back to Laundry where it will be bagged for donation to charity.

Family members or residents who wish to iron any clothing may make use of the iron and ironing board available in the Resident Kitchen (Main Floor).

Dry Cleaning Services: *see page 27*

Residents/family are responsible for replacing worn clothing, clothing that does not fit or that no longer meets the resident's needs. Families are also responsible for the removal/disposal of unwanted clothing from a resident's room.



# THERAPEUTIC & RECREATIONAL SERVICES

## RECREATION PROGRAMS & SERVICES

Columbus Residence's team of Recreation Therapists will assess each resident's strengths, interests and concerns. A wide variety of programs are offered, as well as 1:1 visiting. Recreation services are designed to offer residents opportunities to develop new skills, maintain current interests and abilities and promote and build friendships with fellow residents. Many of the programs take place in the Activity Room or Resident Kitchen. Larger functions are usually held in the Main Lounge or the Dining Room.

Recreation programs are offered 7 days per week.

Family and friends are welcomed and encouraged to attend events such as Pub Time, our monthly birthday parties and special teas and our larger special events such as our Summer Social, Courtyard Fair and Family Night.

Singers and musicians are regularly brought in to entertain residents. We strive to bring in a variety of performers to appeal the varied musical preferences of our residents. Family and friends are always welcome to attend these programs (*check the monthly calendar for dates & times*).

A poster of the day's programs is posted in the elevators and Dining Room. A monthly calendar is posted on the Care Floors, on the Activity Room Door and in the monthly resident newsletter, *The Columbus Courier*. The monthly calendar may also be viewed on our website.

*Please note: All programs are subject to change due to operational requirements and/or the availability of the service provider. Please contact our Recreation Department (Ext 124) to confirm a specific program.*

## NEWSLETTER & MONTHLY PROGRAM CALENDAR

The *Columbus Courier* is our monthly resident newsletter to help keep residents and families up to date with all the happenings at Columbus Residence. Copies are available at the Reception Counter at the beginning of each month. The *Courier* provides news and information for the month as well as the dates and times of all of special events, Recreation programs and Spiritual Care/Chapel services.

## BUS TRIPS

The Recreation Department offers various bus outings (*Mystery Drives, tea outings*) throughout the month. Limited seating means that not everyone who wants to can always go on every outing. Staff ensure that all residents are given an opportunity to enjoy these outings. Residents are charged a \$4.00 fee for each bus outing. This fee is deducted from the resident's Comfort (Trust) Fund account.

## MUSIC THERAPY

Music Therapy involves the thoughtful and informed use of music as a tool in addressing each individual's physical, emotional, cognitive, social and spiritual needs. The goal of music therapy is not to promote musical ability, but rather to support the potential in each person involved. Through group and individual opportunities our trained Music Therapist encourages singing, instrument playing, rhythmic movement and improvisation for residents to express themselves.

## STRENGTH TRAINING

Residents are assessed by a consulting Physiotherapist and an individualized plan is then implemented to meet the needs of the resident. Our Rehabilitative Assistant provides structured and individual exercises five days a week this includes a morning exercise group in the Main Lounge every Monday to Friday. The goal of the program is to assist residents to maintain and improve their independence and decrease the risk for falls through different exercise programs.

## VOLUNTEERS

Volunteers are an important part of the Columbus Residence community. Those interested in finding out about the opportunities which are available should contact our Recreation & Volunteer Coordinator (EXT 124). All volunteers are screened by a Criminal Record check and receive an orientation and ongoing training and support. We encourage family members and their friends to enrich the quality of life for your resident by volunteering at Columbus Residence.



# **SPIRITUAL CARE SERVICES**

Our Director of Spiritual Care (Ext 132) and several dedicated volunteers and visiting clergy. Our Spiritual Care team offers prayer and spiritual support to all residents, family and staff of all faiths.

The team is available to make connections for residents with their previous faith community and to visit residents in the privacy of their own rooms. The team assists in escorting residents to the Chapel for the various services and activities held there. Our Spiritual Care team also provide a hospital visit when a resident is hospitalized.

## **BEREAVEMENT & PALLIATIVE CARE**

Bereavement services are provided to family, friends, staff and residents in the community by the Spiritual Care team. Our Director of Spiritual Care is trained in palliative care and a team of palliative volunteers are available weekly to enhance this program.

By providing palliative care, Columbus Residence provides the opportunity for residents to die at home.

## **WORSHIP SERVICES**

Our Spiritual Care Program and Chapel are available to family, friends, staff and residents in the community to support them in their various religious, spiritual or philosophical beliefs and practices.

Visiting clergy come to Columbus Residence to bring various worship services on a weekly and monthly basis. Service times are posted on the daily program calendar and in the monthly newsletter the *Columbus Courier*.

Catholic residents can attend Holy Mass twice weekly, receive daily Holy Communion, receive the Sacraments of the Anointing of the Sick and of Reconciliation. They can also participate in weekly Adoration and Rosary. Other denominational services are held monthly including an Anglican Communion service. A hymn sing (and prayer circle) on the 4<sup>th</sup> Floor is held weekly and special interdenominational services are held on Thanksgiving Day, Remembrance Day, Canada Day and the World Day of the Sick. Room blessings and a stained glass picture frame/crucifix will be provided for resident rooms upon request.

Memorial services are held twice a year, usually in May and September unless 7 residents have passed away in the designated period of time; in which case the date of the service may be facilitated sooner.



## OUR CHAPEL & SPIRITUAL CARE OFFICES

The Chapel is located on the Main Floor; down the hallway to the right of the main elevators & Reception counter. The Chapel is open 24 hours a day for people of any faith. Family and friends are always welcome to join residents for our services or spend time there for their private prayers and meditation.

The office of our Director of Spiritual Care is located next to the Chapel.

## FAMILY SUPPORT

Our Spiritual Care team offers family members one to one spiritual and emotional support and can help provide family members with a safe and confidential environment in which they can explore their feelings and/or share their experiences.

If you would like to meet with our Director of Spiritual Care, the office is located next to the Chapel or you may leave us a note or call us (Ext 132). The email contact is also listed at the back of this handbook.

## VOLUNTEERS

We are fortunate to have dedicated volunteers to assist with our Spiritual Care programs. Volunteers assist at our various services as well as spend time visiting with our residents. If you are interested in becoming a Spiritual Care volunteer, please contact our Director of Spiritual Care (Ext 132).



# FINANCIAL INFORMATION

## RESIDENTIAL CHARGES

Columbus Residence is a non-profit, long-term care home and as such the cost of an individual's care is subsidized by the provincial Ministry of Health. Residents pay a monthly rate based on their income. This rate is assessed and set by Vancouver Coastal Health (VCH). Fees are payable in advance on a monthly basis. Pre-authorized withdrawals are the preferred method of payment for monthly user fees. Please review the financial information in the Move-In package re pre-authorized payments.

Upon discharge from Columbus Residence you will have 48 hours to vacate the room. Rent will be charged up to the date the room is vacated.

## SOCIAL LEAVES OF 24 HOURS OR LONGER

For a leave of 24 hours or longer, the daily rate will continue to be charged for all days of the absence. Residents are limited to 30 days absence from Columbus Residence per calendar year. Any leaves of 3 days are not included in this total.

For leaves of three days or longer, we ask that you provide the Nurse with at least 72 hours notice to allow for medication preparations etc. Please remember to provide a contact number where you can be reached during the absence from our care home.

## HOSPITAL LEAVES

In case of hospitalization, the resident's room may be held for 4 to 6 weeks. The resident will continue to pay the daily rate while hospitalized. During this time Columbus Residence will liaise with the hospital to monitor the resident's progress and ability to return to the care home.

## RESIDENT COMFORT (TRUST) FUND ACCOUNT

A "Comfort (Trust) Fund Account" must be set up for each resident on admission with a suggested minimum balance of \$200-250. This account enables the resident to access goods and services without having to worry about keeping cash with them. Charges such as the hairdresser, dry cleaning, bus outings, Tuck Shop, pub time, non-Pharmacare items and some dietary supplements may be debited directly from this account. Small cash withdrawals may also be made from this account (*to a maximum of \$50.00 in a three-business day period*). Residents may withdraw money from their account at the Front Office (Monday to Friday 8:00 a.m. to 4:00 p.m. excluding statutory holidays). *Note: Office hours subject to change.*



A statement of expenditures and current balance will be provided monthly (*distribution dates may vary*). This statement will be mailed to the primary financial contact for the resident or given to the resident if they self-manage their finances.

**It is important that there always be sufficient funds in this account to cover the various charges that will be debited throughout the month.** Please do not wait until you receive your statement to pay for charges incurred in the previous month. We recommend that residents/family review their monthly statements to determine their average monthly charges and ensure that there are adequate funds in the account at the beginning of each month.

Deposits to the resident's Comfort Fund may be made at the Front Office (*cash or cheque*) or using *E-transfers to our Accounting department*. Receipts are only issued for cash deposits.

Comfort Fund Account questions or inquiries should be directed to our Accounting & Payroll Associate (Ext 129). *Note: Our Accounting & Payroll Associate is in the office on Monday to Thursday.*

## **CASH & VALUABLES**

Columbus Residence is not responsible for the loss of personal items. We advise that residents do not keep large sums of money in their room or on their person.

## **CHARGEABLE EXTRAS**

Chargeable items are services, programs or supplies which a resident may use which do not fall under the responsibility of Columbus Residence to provide. These items are provided at the discretion of the resident and payment for these items is the financial responsibility of the resident or their representative. Chargeable items include:

- Personal telephone and cable services
- Nutrition supplements, where the resident requests a specific commercial brand rather than the brand provided by the service provider
- Personal newspaper, magazines and periodicals
- Hearing aids and batteries, including replacement batteries
- Personal transportation for individual purposes including ambulance transfers
- Extra or optional craft supplies, entertainment and recreational activities (*i.e bus trips, pub time*) that are additional to activities and supplies provided as benefits above and are chosen by the resident
- Purchase or rental of equipment that is for the exclusive use of the resident, such as walkers, wheelchairs, crutches, canes, or other devices and the maintenance required
- Companion services
- Dry cleaning
- Hygiene and grooming supplies for personal use, or which the resident chooses in preference to general supplies provided by Columbus Residence including: facial tissue, hand lotion,

denture cleaner, comb/brush, toothpaste, hair shampoo/conditioner, nail clippers, talcum powder, shaving cream, special soap, preferred incontinent supplies

## TRANSPORTATION

Residents/family are responsible for transportation to appointments and any costs incurred. If it becomes necessary, staff will arrange transportation and escort if needed with applicable charges. In emergencies where an ambulance is required, ambulance bills are forwarded to the resident/family for payment.

## RESIDENT MAIL DELIVERY

Resident mail is sorted at our Front Office and delivered daily to resident rooms. All mail (personal and business) will be delivered to the resident directly unless family make an alternate arrangement with our Front Office to hold specific mail for their pick up. *Note: Business mail for residents on the Special Care unit will be held at the Front Office for family pick up. Personal mail will be given to the Nurse for delivery to the resident.*

If the redirection of business mail will be an ongoing need, we prefer that family contact the various service providers to change the billing address or switch to electronic billing so that this mail is sent directly to them. If family wish to restrict the delivery of both business and personal mail to a resident then they should contact Canada Post to have all mail redirected to their own home address.

If a resident is in hospital or on vacation, their mail will be held at the Front Office and delivered upon their return.

To inquire about any held mail or to make arrangements to pick up mail from the Front Office, please call EXT 100.

Once a resident has been discharged from Columbus Residence, resident/family should immediately contact their various service providers and/or Canada Post to have future mail deliveries re-directed to the appropriate new address. Columbus Residence will forward the mail of discharged resident to the resident's family for a limited period of time only. After this period all mail for discharged residents will be returned to the sender.



# MAINTENANCE SERVICES

Our Manager of Environmental Services (Ext 109) ensures that all of our building systems such as plumbing, heating and electrical as well as our mechanical and service equipment are in good working order and maintained and regularly serviced. The manager also ensures that our fire and security systems are in good working order at all times.

Our maintenance staff also attend to various needs in resident rooms such as installing any specialized safety equipment, room repairs or hanging/mounting any items on walls (*residents/family must consult with our Maintenance staff before any items can be mounted on the walls in the resident's room*).

Maintenance staff are on duty during the day Monday to Friday (excluding statutory holidays). Our Manager of Environmental Services is on-call evenings and weekends should any urgent maintenance issues arise.

Any of the staff on duty are able to assist residents/family with reporting non-urgent maintenance requests/issues. Staff will write down the details of your maintenance request/issue in the Maintenance reporting book (kept on each floor). Maintenance staff will review the information in these books when they are on shift and assess and prioritize the items recorded. **Urgent/emergency maintenance issues should be reported to the Nurse immediately.**



# OTHER SERVICES

## TUCK SHOP

The Tuck Shop is stocked and operated by the Recreation Department. The Tuck Shop cart is brought into the Main Floor Dining Room and Lounge on Tuesdays at 3:30 p.m.

Here is a list of some items sold on the Tuck Shop cart:

- Assortment of chocolate bars
- Toothpaste/toothbrushes
- Mouthwash
- Body powder
- Skin moisturizer
- Hand soap
- Deodorant
- Hair brushes and combs
- Kleenex
- Birthday cards

Items from the Tuck Shop cart may be charged to the resident's Comfort Account or paid for with cash.

## HAIR SALON

Our hairdresser comes in once a week to provide salon services including: shampoos, sets, cuts and perms. Regular weekly and bi-weekly arrangements can be arranged with our hairdresser. For those residents who wish to have hair appointments scheduled on an "as needed" basis staff can assist them to make an appointment with the hairdresser.

The Hair Salon Appointment Book is kept on the Reception counter on the Main Floor. Family members wishing to book a hair appointment for a resident may write their request down in this book.

Payment for Hair Salon services will be deducted from the resident's Comfort Fund account.

## DRYCLEANING

Columbus Residence can make arrangements for resident's dry cleanable clothing items to be delivered to a dry cleaner. A drop-off bin/drawer is located behind the Front Reception counter on the Main Floor. Please notify Front Office staff if you are requesting dry cleaning services. When the dry cleaning is returned it will be delivered by Laundry staff to the resident's room.

Payment for dry cleaning services will be deducted from the resident's Comfort Fund account.

## LIBRARY

Our library is located on the Main Floor. A wide selection of books is available for resident (and family) to enjoy. Residents may borrow a book from the library at any time and return it when they are finished with it.

## COURTESY TELEPHONES

“Courtesy” telephones are located on the Main Floor (to the right of the elevator) and on the 2<sup>nd</sup> Floor (to right of the elevator). Press “9” to get an outside line.

## MAILBOX

A mailbox is provided for resident’s outgoing letter mail. This mailbox is located on the right-hand side of our Reception counter. Letters put in this box will be mailed at the close of office hours Monday to Friday (excluding statutory holidays). *Note: some exceptions to this daily service may occur if staff are not available to take this mail to a postal outlet on a particular day.*

Please ensure sufficient postage is applied to mail before putting it in the mailbox. Residents may purchase stamps/postage for their letter mail at the Front Office.

## LOST & FOUND

Our Lost & Found is located at the Front Office. If you find an item, please turn it in to our Front Office. If a resident has lost an item, they should report it to the Nurse on their floor first. Resident/family can also make inquiries at the Front Office to see if their missing item has been turned in to our Lost & Found.



# ENVIRONMENTAL SAFETY

## FIRE/EMERGENCY DRILLS

Our building is fully equipped with smoke detectors and sprinklers in all resident rooms, common and service areas.

Columbus Residence staff are trained in emergency procedures such as fire and building evacuations. Mandatory drills are conducted regularly.

Emergency instructions and maps are located by the elevators. These maps clearly identify all emergency exits, and fire pull stations, and the location of fire extinguishers. Please familiarize yourself with the exit routes.

When the alarm sounds, residents and visitors are requested to remain where they are and not to use elevators or stairways. Stand clear of fire doors as these will automatically close once the alarm sounds. Instructions will be made via the overhead paging system. **Please obey the instructions given by staff during an emergency situation. NOTE: Visitors are not allowed to enter the building during an alarm situation.**

## BUILDING SECURITY

The safety and security of our residents, staff and visitors is our highest priority and our building has many features to ensure this.

The only means of entry for visitors is through our Main Entrance. A security code is required to enter the building from the Main entry or the assistance of staff to open the door. *See page 32 for more information.* All other emergency exit doors in the building are alarmed and kept locked at all times and require staff keys or staff door codes to open. Our stairwells are also kept locked at all times.

*Note: The stairwell doors and emergency exit doors leading to the outside will all automatically unlock in the event of a fire alarm.*

Visitors must use the elevators to travel to/from the Care floors. A code is required to take the elevator to the Special Care Unit on the 4<sup>th</sup> Floor (*and our Staff Parkade*). Family/friends may ask any staff member for the code to take the elevator to the 4<sup>th</sup> Floor. If you input the code to travel to the 4<sup>th</sup> Floor please do not then subsequently get off on another floor and allow the elevator to go to the 4<sup>th</sup> Floor unattended.

Closed circuit security cameras with recording devices are installed at our Front & Back Entries, Parkade and hallway areas of the 2<sup>nd</sup>, 3<sup>rd</sup> & 4<sup>th</sup> Floors. Staff are able to view these areas, that are not readily visible from the Care Stations, on monitors.



Please report any suspicious people or activities to a staff member so that we can investigate. All staff are required to wear a nametag, therefore feel free to ask a stranger who they are.

## RESIDENT WANDERING SYSTEM

Residents who are at risk for elopement from the building will be given a “*Watchmate*” tag bracelet to wear. Tag sensors are located at all of outside exit doors. If a resident with a *Watchmate* tag enters the area between the two Front Entry doors, the outside door will remain locked until the resident returns to the Lounge area. In the event an outside exit door is open and a resident with a tag enters the sensor area an alert will sound on the telephone handsets carried by Care staff. An alarm by-pass code can be entered to allow a resident to enter/leave the building without sounding the alert. Family may obtain this by-pass code and instructions from the Nurse to enable them to take the resident in and out without staff assistance.

## CALL BELLS & MAIN FLOOR URGENT ALERTS TO STAFF

Call bells are located in resident rooms (by bed and by the toilet) and throughout the common areas of the Main Floor (*Chapel, washrooms, etc.*). All call bells are linked to the telephone handsets carried by Care staff. If a resident requires assistance and is unable to locate a staff member, please assist them by activating a call bell.

**If an urgent assistance is required on the Main Floor and no staff are readily available to assist, visitors should call a nurse directly from the any telephone: Ext 141 or 140.**

## SMOKING

**Columbus Residence is a smoke free premise. Smoking is not permitted anywhere inside the building or outside on Columbus Residence property.**

If agreeable to resident, we will assist them in a Smoking Cessation program.



# **INFECTION CONTROL**

## **HANDWASHING**

Hand washing is one of the best ways we have to prevent the spread of infections. Columbus Residence has hand sanitizer dispensers placed at our Front Entrance and at Reception (as well as other communal locations throughout the building). We encourage you to wash your hands after visiting our residents and to use the hand sanitizers when you enter and leave the building.

## **POSTPONE VISITS WHEN YOU ARE ILL**

Family and friends who are experiencing any symptoms of cold or flu are requested to please postpone any visits to Columbus Residence until they have been free of symptoms for 48 hours.

## **FLU SEASON**

All regular visitors to Columbus Residence are encouraged to get their annual flu vaccine. During flu season, visitors who do not receive the flu vaccine are asked to please wear a mask for the duration of their visits. This request is for the protection of our residents, staff, other visitors and yourself. A supply of masks is kept at our front Reception desk or the 2<sup>nd</sup> Floor Nurse can supply you with one.

## **INFLUENZA OR GASTROINTESTINAL OUTBREAK SITUATIONS**

If an influenza/gastrointestinal outbreak situation has been declared, Columbus Residence will post information notices to keep you informed of the situation. If visiting restrictions must be imposed, family of those residents affected will be notified.

During an outbreak situation, if at all possible, do not visit even if you are well.

If you must visit while we are in an outbreak situation, use the hand sanitizer when you enter the building and just as you are about to leave the building. Depending on the outbreak circumstances, you may be asked to wear protective items such as a gown or mask for the duration of your visit. Please do not use the resident washrooms or make physical contact with any residents or staff while you are visiting.

If you have symptoms yourself you will not be permitted to visit. If it is absolutely necessary to visit, you must first consult with the Nurse on duty and then any visit will be limited to your resident family member only.



# FAMILY & FRIENDS

## VISITORS & VISITING HOURS

Family and friends are always welcome to visit with residents. There are no restrictions on visiting hours at Columbus Residence. This is our residents' home and their visitors are free to come and go, as long as they respect the community's need for privacy and/or quietness at certain times.

If a resident or family member wishes to restrict or limit the visits of a particular individual they should speak directly with our Director of Care or Care Coordinator regarding their particular needs/concerns.

## PETS & PET VISITORS

We have 2 cats, "Pixie & Dixie" who make their home on our 2<sup>nd</sup> Floor. They can usually be found in the 2<sup>nd</sup> Floor Lounge area.

Family and friends are welcome to bring their well-behaved and friendly pets with them when they visit.

## ENTERING/LEAVING THE BUILDING & RESIDENT OUTINGS WITH FAMILY

A security code is required to enter the building from the Front Entry. Family members may obtain this code from the Nurse or Front Office staff. Visitors who do not have the security code may use the intercom button in the Entry area to alert staff of their need to enter/exit the building. *NOTE: Only one door at the Front Entry may be open at a time. **This means when you enter or leave; the door in front of you will not open until the other door has completely closed.** This security measure helps to ensure that an unescorted resident wearing a wander alert bracelet cannot exit directly behind someone leaving the building. It also means that if a resident with a bracelet enters this area, the outside door will not open unless a by-pass code is entered or the resident returns to the lounge area outside of the sensor range. At these times, staff may need come to the Front Entry to assist. This may delay your entry or exit. We ask for your patience on those occasions when you must wait for staff assistance to enter or leave the building.*

Front Entry doors are further secured after dusk and during the night. Entry/exit from the building will require staff assistance during these times. Please use the intercom button at the Front Entry to alert staff.

Residents may leave the building whenever they wish unless they are at risk if going by themselves. Staff will assist residents with the doors at the Front Entry as needed.

A sign in/out book is on each Care floor for residents or family members to document when leaving and returning to Columbus Residence. **It is critical that we know who is out of the building in the event of an emergency situation.**

If a resident will be away whether for one meal or a few days, we ask that family/friends notify us in advance (*24 hour notice is preferred*) of the resident's absence. This allows the nurse time to prepare any medication packages that need to go with the resident and assists our Food Services Department with their daily meal planning.

## **PARKING**

Due to limited internal building parkade space we are not able to offer on-site parking to visitors. Visitors must find available street parking.

Columbus Residence is located within the Marine Drive Permit Parking Zone. As a result, between the hours of 9 a.m. and 6 p.m. (Mon-Sat) there is only limited 2 hour street parking directly outside of our building on the south side of West 69<sup>th</sup> Avenue and the west side of Ash Street. There is more 2-hour parking available further west on 69<sup>th</sup> Avenue (on the north side of the street) and some unrestricted street parking is available on Heather Street (1 block west). Please make careful note of the parking signs as some areas are restricted to resident permit holders only and this area is closely monitored by the City of Vancouver parking enforcement.

Family and friends may temporarily park their vehicle into the Front Courtyard area in order to pick up or drop off residents. Please do not leave your car in this area for extended periods of time as this driveway must be kept clear to allow access for emergency vehicles, Handi-Dart, taxis and our bus.

**“Handybar” Available** – The “Handybar” offers support to residents when assisting them to get in and out of vehicles. This tool provides a secure handle and leverage for the resident. There are 2 Handybars available in a labelled basket at our front Reception area for family/friends to assist residents to/from your vehicle. To ensure that this tool is available to others – we ask that you not take it with you on your trip. We encourage family/friends to purchase their own *Handybar* to keep in their car. The *Handybar* is available for purchase at Lee Valley Tools Ltd. (*S.E. Marine Drive near Knight Street Bridge*). *Amazon, Walmart or some local medical supply retail stores may also carry this product.* For more information about this product and other retail outlets where you can purchase it visit [www.stander.com](http://www.stander.com)

## **GUEST MEALS**

Columbus Residence is happy to accommodate family & friends who wish to share a meal with a resident. Our seasonal menus are posted on our website and a weekly menu is posted outside of our Main Dining Room.

We appreciate 24 hours advance notice for all guest meals and or table reservations. This greatly assists our Food Services staff with their meal preparation plans. Our available table space is very limited so even if you will be bringing in your own food for a resident you need to make an advance reservation. These space limitations also mean that we may not always be able to accommodate all guest meal requests on some occasions.

Reservations may be made by calling our Front Office (Ext 100). Reservations for meals on Saturday/Sunday should be made no later than 3:00 p.m. on Friday.

Charges for guest meals are as follows:

Regular Lunches        **\$6.00 per person**

Regular Dinner        **\$8.00 per person**

**Special Holiday Menus:** To celebrate the special holidays during the year we offer special menus on Valentine's Day, Easter Sunday, Mother's Day, Father's Day, Thanksgiving and Christmas Eve/Day, Boxing Day and New Year's. The charges for these meals are as follows:

Special Holiday Lunches        **\$10.00 per person**

Special Holiday Dinners        **\$15.00 per person** (includes wine)

*We strongly recommend that you make your reservations for holiday guest meals early as these are popular and seating space is limited.*

Payment for guest meals will be deducted from resident's comfort/trust account unless alternate arrangements are made at our Front Office (Ext 100). *Please note: Food Services staff cannot take payments for guest meals.*

If you are planning to invite more than 3 guests you will need to discuss your request in advance with our Director of Support Services, (Ext 105). We may not be able to accommodate meal service for a large group of guests but families may make arrangements to use the Resident Kitchen and/or Activity Room if they wish to bring in their own meal (the Kitchen will provide dishes, coffee/tea etc. for you). Advance notice is required for use of these rooms as they are frequently used for scheduled Recreation programs.

Family and friends are welcome to join residents at our daily afternoon tea at any time *(no advance notice is required and there is no charge).*

## **FAMILY NEWSLETTER**

Columbus Residence publishes a newsletter to keep family and friends up to date with the latest news and upcoming events. The newsletter sent out approximately four times per year with the monthly Comfort Fund statement. The newsletter is also posted on the Community & News page of our website.

## WEBSITE

Columbus Residence has a public website: [www.columbusresidence.ca](http://www.columbusresidence.ca) This website provides news, photos and updates for family and friends as well as general information about our facility.

Our website displays photographs which may contain images of some resident and family participating in social and/or recreation programs (*Note: when captions are used in conjunction with these photographs it is our practice to identify residents in the photo by their first name only.*)

If it is your expressed request that we **NOT** use any images of you/your loved one on our website or in publications, then please notify our Front Office (Ext 100).

## GUEST WI-FI

Columbus Residence is able to offer internet access to family and friends via our guest wi-fi. Front Office/Admin staff will be able to provide you with the log-in password.

## E-MAILS & SKYPE CALLS TO RESIDENTS

Family and friends can send e-mail greetings and messages to a resident living at Columbus Residence. Our Pastoral Care team facilitates this service and they will retrieve, print and deliver any e-mail messages sent to a resident. They will also assist any resident who wishes to send an e-mail message to family or friends. The email address for resident messages is: [residents@columbusresidence.ca](mailto:residents@columbusresidence.ca) Please be sure to include the residents full name in the subject line.

It is possible for out of town family and friends to place a Skype call to a resident. Some advance planning is needed to arrange for these calls to take place, but our Pastoral Care team will help to facilitate these calls. If you are interested in placing a Skype call, please contact our Director of Spiritual Care (Ext 132).

## NEIGHBOURHOOD INFORMATION

Columbus Residence's neighbourhood has seen significant changes in recent years with the redevelopment of the Cambie/Marine Drive Corridor. This redevelopment has brought more services, shops and restaurants into our immediate area which benefits residents and their visiting family and friends.

*Transit* – The Canada Line skytrain station is located just 2 blocks east at Cambie Street & Marine Drive. This line provides service to downtown and Richmond. There are bus stops within walking distance of Columbus Residence that will provide you with East/West service along Marine Drive.

*Shopping* – Marine Gateway at the Canada Line skytrain station is our closest shopping centre. There you will find a Shopper's Drug Mart, Winners, and T & T Market among the retail shops. There are also, banks, restaurants and a Cineplex theatre at this location. Oakridge Centre at Cambie & 41<sup>st</sup>

Avenue is a short distance away. Oakridge has a large variety of retail stores (including The Bay). There is also a Safeway store and several banks, shops and restaurants a short drive west in the Granville & West 70<sup>th</sup> Avenue area. East of Cambie Street on Marine Drive you will find a Canadian Tire, Best Buy & Marshalls store.

*Restaurants* – Marine Gateway (at Cambie & Marine) has a number of dining options. At this location you will find Starbucks, Tim Hortons, Subway, A&W, Pink Elephant Thai restaurant and the Dublin Crossing Irish Pub. Prepared Asian food items are also available at the T & T Market. More fast food outlets such as McDonald's and Wendy's are located on SW Marine to the east and west (Between Main & Oak Streets). Denny's restaurant and Subway are located directly across the street from Columbus Residence (on SW Marine Drive). Also in this immediate area is the White Spot restaurant at the Coast Hotel (there is also a White Spot restaurant at Oakridge Centre). The Granville Street area around West 70<sup>th</sup> Avenue offers a wide variety of Asian food dining options.

*Parks* - Queen Elizabeth Park (Cambie Street & 33<sup>rd</sup> Avenue) is just a short drive north of Columbus Residence is one of the most beautiful parks in the city featuring beautiful garden areas and a great view of the city. Fraser River Park (Angus Drive & West 75<sup>th</sup> Avenue) is a short drive west and offers easily accessible walking paths and a boardwalk alongside the tidal marshes of the Fraser River. Also in this area you will find the Milltown Marina (West 75<sup>th</sup> Avenue and Bentley Street) which includes a riverside restaurant "The Milltown Bar & Grill" as well as a picnic area. Also close by, VanDusen Botanical Gardens (Oak Street & 37<sup>th</sup> Avenue) has wheelchair accessible paths through a variety of landscapes and specialized garden areas (entry fee required). There is a restaurant and café at the gardens and at Christmas they hold their annual "*Festival of Lights*" with a spectacular Christmas lights display.



# POINTS TO NOTE

## IN HOUSE MOVES

There are times when it becomes necessary to move a resident to another room within the building. This is only done after careful thought and discussion with the resident and family. Columbus Residence reserves the right to move residents to provide optimum care with due consideration to all residents.

**Resident Transfers from Semi-Private Room (#329) to Private Room** – Residents living in our semi-private room (#329) will be offered an available, appropriate, private room once the admission process from VCH Priority Access has been satisfied. If after two emergency admissions from hospital or community (*these clients are offered the first available, appropriate bed*), a private room becomes available the vacant, private room will first be offered to a “Transfer Admission”. A “Transfer Admission” is a client who has already been placed at another residential care home but who has listed Columbus Residence as their preferred care home. The resident in Room #329 wishing to move to a private room will therefore have an opportunity to move when the next emergency admission occurs. If both residents in the room wish to move to a private room, the available room will be offered first to the resident who has been in the shared room the longest.

If you have any further questions re internal room changes, please see/call our Director of Care (Ext 118) or Care Coordinator (Ext 108).

## GIFTS & GRATUITIES

Our policy is that staff may not accept individual tips or gifts from a resident or family member. However, on special occasions such as Christmas if a resident or family member feels strongly that they want to give an individual gift they may do so, provided the value of the gift does not exceed \$25 **and** the employee is comfortable accepting the gift (*the employee must inform their manager of any/all gifts received*). The purpose of this policy is to protect both residents and staff. For further clarification regarding this policy, please contact our Director of Care (Ext 118).

If a resident or family member would like to make a donation in recognition of their appreciation to staff as a whole they may make a donation to the Staff Fund.

## ALCOHOLIC BEVERAGES

If it is a resident’s practice to consume moderate amounts of alcoholic beverages, there is no need to change this pattern. If there are medical reasons why a change should be made we will cooperate with the doctor, the family and the resident.

## **FOOD IN RESIDENT ROOMS**

As part of our pest control program, we do not permit the storage of food in resident rooms. Small amounts of snack foods, such as cookies, candies, crackers or juices may be kept in the fridge in the Lounge area of the care floor provided they are stored in tightly sealed containers. Personal fridges are not permitted in resident rooms. For health & safety reasons we discourage the storage of perishable food.

## **REMOVAL/STORAGE OF PERSONAL FURNISHINGS**

Columbus Residence does not accept donations of personal furnishings from resident rooms. We also are unable to store personal furniture on a short or long term basis. It is the responsibility of family members to make their own arrangements to remove and/or store any unwanted personal furnishings from a resident's room. It is particularly important that family are aware of our policy so that they are prepared in the event a resident is discharged/room is closed.

## **CHANGES TO FAMILY CONTACT INFORMATION**

Columbus Residence must be notified of any changes to a resident's family contact information. This includes telephone numbers, address and emails. This information may be giving to the Nurse or our Front Office staff.

If you are the primary contact person for a resident and you plan to be away, please remember to provide us with the dates you will be away and the contact name/telephone number we should use in the event of an emergency.

## **REPORTING CONCERNS**

The resident's nurse is the first source for information of health related issues. The Nurse will refer you to the appropriate department manager as required.

### **Complaints Procedure:**

1. If you have a complaint, please first speak with the Nurse or our Director of Care (Ext 118).
2. If you feel that your concern is unresolved or requires further attention, please speak with our Administrator (Ext 106).
3. If you would like to make a formal complaint about the quality of care received at Columbus Residence, please contact the Patient Care Quality Office at Vancouver Coastal Health (VCH) at Tel: 1.877.993.9199



# GETTING INVOLVED

## LET US KNOW HOW WE'RE DOING

Residents, family and visitors are encouraged to seek information about care and other services and to share their comments, concerns or suggestions with the Management Team of Columbus Residence. This is essential to ensuring residents' voices continue to be heard and to quickly resolving any problems that may occur.

## LEADERSHIP TEAM

Managers of all departments receive compliments, suggestions and concerns made by residents and family members. Personal meetings with an individual department manager are arranged as required. *See pages 41-42 for contact information.*

## PARTICIPATE IN RESIDENT SATISFACTION SURVEYS

We periodically ask residents and family members to give us feedback through interviews, surveys/questionnaires or group meetings. The information obtained, assists us to plan and improve the service we provide to the residents.

## RESIDENT COMMUNITY MEETINGS

Our Recreation Department facilitates a monthly Resident Community Meeting. At these meetings residents are updated with the care home news and upcoming events. This form also allows residents an opportunity to voice any concerns and make suggestions. A member of the Management Team also attends these monthly meetings. All residents are invited to attend. The meeting date is posted on the monthly calendar of events and minutes are posted and circulated to Staff Communication books.

## RESIDENT FOOD ADVISORY MEETINGS

A Resident Food Advisory meeting is held every other month. We encourage residents to participate as this helps us to ensure our menu continues to reflect their choices. Meeting dates are posted on the monthly program calendar.

## FAMILY COUNCIL

The Family Council is a forum for friends and families of residents to meet and share experiences, learn and exchange information. The council provides information and mutual support to family and friends of residents in care and can help them better understand and cope with their loved one's experience living in care and the long-term care home environment. The council also provides an opportunity for two-way communication with staff at Columbus Residence.

You will find more information about our Family Council displayed in our Main Lounge.

Columbus Residence's Family Council meets monthly. Minutes from these meetings are posted on the Family Council information table. If you would like to learn more about our Family Council, please contact our Recreation Department (Ext 124).

## **DISCLOSURE OF ADVERSE EVENTS**

Columbus Residence is committed to maintaining a continuous quality improvement process to communicate, record, track, monitor, follow up and prevent events (*incidents, near misses, sentinel events*) that are unusual, unexpected, may have an element of risk or may have a negative effect on individuals (*residents, volunteers, visitors or staff*), groups, or the facilities.

Any adverse events involving residents are disclosed to the resident directly, or if the resident is incompetent or incapacitated, with the resident's substitute decision maker.



# CONTACT INFORMATION

To call or leave a message for one of the staff members listed below, please call 604.321.4405; if you are prompted by a recorded message, enter the extension number (EXT) of the person you wish to reach.

## ADMINISTRATIVE DEPARTMENT

**Administrator:** *Jaime Ascher* EXT 106

[jascher@columbusresidence.ca](mailto:jascher@columbusresidence.ca)

**Administrative Coordinator:** *Holly Martin-Thompson* EXT 103

[hmartin@columbusresidence.ca](mailto:hmartin@columbusresidence.ca)

**Manager of Corporate Services:** *Ewa Her* EXT 104

[eher@columbusresidence.ca](mailto:eher@columbusresidence.ca)

**Human Resources & Benefits Coordinator:** *Kathy Armstrong* EXT 102

[karmstrong@columbusresidence.ca](mailto:karmstrong@columbusresidence.ca)

**Accounting & Payroll Associate** (*Resident Comfort Accounts*): *Tina Xu* EXT 129

[txu@columbusresidence.ca](mailto:txu@columbusresidence.ca)

**Front Office, Staff Scheduling & General Inquiries:** *Lena Donohoe* EXT 100

[ldonohoe@columbusresidence.ca](mailto:ldonohoe@columbusresidence.ca)

## CARE DEPARTMENT

**Director of Care:** *Ricky Chau* EXT 118

[rchau@columbusresidence.ca](mailto:rchau@columbusresidence.ca)

**Care Coordinator:** *Emily Blakeburn* EXT 108

[eblakeburn@columbusresidence.ca](mailto:eblakeburn@columbusresidence.ca)

**Day/Evening Nurse 2<sup>nd</sup> Floor:** EXT 141

**Day/Evening Nurse 3<sup>rd</sup> Floor:** EXT 140

**Day/Evening Nurse 4<sup>th</sup> Floor:** EXT 153

**Night Nurse (2300-0700 hours):** EXT 142

## FOOD SERVICES & HOUSEKEEPING/LAUNDRY DEPARTMENTS

**Director of Support Services:** *Linda Chiang* EXT 105

[lindac@columbusresidence.ca](mailto:lindac@columbusresidence.ca)

**Dietitian:** *Lillian Ho* EXT 113

[lho@columbusresidence.ca](mailto:lho@columbusresidence.ca)

## **MAINTENANCE DEPARTMENT**

**Environmental Services Manager:** *Inder Malawarair* EXT 109

[imalawarair@columbusresidence.ca](mailto:imalawarair@columbusresidence.ca)

## **SPIRITUAL CARE DEPARTMENT**

**Director of Spiritual Care:** *Marisa Ku* EXT 132

[mku@columbusresidence.ca](mailto:mku@columbusresidence.ca)

## **RECREATION DEPARTMENT**

**Recreation & Volunteer Coordinator:** *Paloma Leon* EXT 124

[pleon@columbusresidence.ca](mailto:pleon@columbusresidence.ca)

**Family Council Information & Contact:** *Paloma Leon* EXT 124

[pleon@columbusresidence.ca](mailto:pleon@columbusresidence.ca)

## **COLUMBUS LONG TERM CARE SOCIETY BOARD OF DIRECTORS**

**Please email to contact or leave a message for our Board of Directors:**

[board@columbusresidence.ca](mailto:board@columbusresidence.ca)