

QUICK FACTS ON WINDERMERE

Coming and Going: Please sign in and out at the front desk. This applies to residents and visitors. If you will be away at a medication time, please alert your nurse in advance so she/he can prepare your medications.

Medications: Provided through Lancaster Pharmacy, on prescription by your physician starting on admission. If you have any questions about charges or what is covered by Pharmacare, please talk to Lancaster. Not all medications prescribed in hospital will be covered after discharge. *All medications* must be prescribed by your physician and dispensed by your nurse. Please give all prescriptions and over the counter medications, such as vitamins and herbal preparations to the nurse.

Clothing: Labelled on admission by Windermere for a flat fee of \$20. Please remember to have all clothing labelled each time something new is brought in.

Fees and Payments: Monthly accommodation fees are payable at the beginning of the month. Please arrange for payment of accounts, bills, etc. with our Bookkeeper in Room 510, on the 5th floor. Single rooms have a \$9.00 per day room differential charge. Residents may keep up to \$250.00 in a trust fund.

Smoking: Permitted *only* in the smoking room or outdoors. Residents found smoking elsewhere may be discharged.

Staff and Services: Care staff includes Nurses and Care Aides, whose roles include helping with personal care. There are also Recreation, Social Work, Pastoral Care, Volunteers, Dietitians, Music Therapy, Hairdresser, and Housekeepers and Laundry staff on site. Limited Occupational Therapy and Physiotherapy services are arranged through the Vancouver Coastal Health Authority.

Meals: Breakfast is 8:00-9:30 in the main floor dining room. There is one sitting for lunch and dinner. Residents are assigned a table. Visitors are welcome. Please make a reservation and purchase a ticket in advance at the front desk. Afternoon and evening snacks are provided. Several floors have a residents' dining room.

Alcohol: Residents may keep alcohol in their room. However, if alcohol consumption has been or becomes a concern, it must be prescribed by your physician and served by staff. We have a "Happy Hour" Monday to Saturday afternoons in the main lounge.

Contacting Staff: All staff can be reached through our main number, 604-736-8676. For more details please read our Resident Handbook. In an emergency, residents use the call bell by their bed or in the toilet area.

Appointments: Family members are encouraged to accompany residents when there is an appointment. If they are unable to, with permission, we will arrange for a paid companion.

Telephone and Cable: Please contact Shaw Cable and Telus directly.

End of life decisions. Every resident must have a Degree of Intervention form signed by themselves and / or their family, indicating what course of action should be taken in a medical emergency. We also recommend each resident have a Representation Agreement.

Visiting: Visitors are welcome at any time. Please be respectful of privacy of the other person in shared rooms and all residents in general. Pets on a leash and children are encouraged to visit.

FOR MORE INFORMATION, PLEASE READ OUR RESIDENT'S HANDBOOK CAREFULLY. IT IS DESIGNED TO ANSWER A LOT OF YOUR QUESTIONS.