



# WINDERMERE CARE CENTRE

## RESIDENT AND FAMILY HANDBOOK

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





# Welcome to Windermere

We are pleased that you have chosen The Windermere as your new residence. It is our hope that you will feel secure and very much at home here.

Our staff is dedicated to providing care and services that will meet your personal needs, and support you as a valuable member of our community.

I extend a warm welcome on behalf of all of us at the Windermere.

Ross Sugimoto  
Administrator





## To Our Family Members

Adjusting to living in a care facility is a process. For some residents, it is easier than others. You may see anger, sadness, withdrawal or none of these. This settling in can take 3 to 6 months.

Family members go through an adjustment period also. Often, it mirrors the adjustment of their loved one, and so can take the same amount of time.

Family members and relatives can experience a wide variation in what they feel during the first few months. For some people, it is relief, for others it can be guilt, anxiety, anger or loneliness. For some it is all or none. It will get better.

It is helpful to get to know the staff who work regularly on the floor. Generally, the same team of nurses, care aides, housekeepers and recreation staff works on the floor, with variations due to shift changes, holidays or illness.

Time and information both will help your comfort level. Ask and learn about what is happening with your relative and their care. The more knowledge you have, the more you will feel in control and less reactive to events and circumstances.

In the back of this booklet, we have listed some Resources, Support Groups, Internet websites and Books that you may find informative. Our family and resident council can be especially helpful.





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# About Windermere Care Centre







# Introduction

Windermere Care Centre is a privately owned complex care facility licensed by the Vancouver Coastal Health Authority and licensed under the Community Care and Assisted Living Act (CCALA).

We have endeavored to cover as many issues as possible in this Handbook. Please read it very carefully. It contains the 'Hows', 'Whys' and 'Dos' and 'Don'ts' which will help you adjust and live at Windermere. We ask you to keep it handy for ready reference. Should you have any questions, please do not hesitate to contact our management team.

The Windermere is a harmonious and happy residence and our regulations have been carefully formulated with consideration for the safety, fairness and well-being of everyone.

It is our goal to provide as pleasant and home-like an atmosphere as possible for every resident, within the reasonable limits of our capabilities. We want everyone to enjoy living at Windermere and to feel truly 'at home'.



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## **MISSION STATEMENT**

**Windermere Care Centre is dedicated to providing quality care for our residents in a home like environment where respect and dignity are maintained and independence and choice are encouraged.**

### **WE BELIEVE:**

- That each resident is an individual with unique needs.
- That self-esteem, dignity and privacy must be respected.
- In encouraging independence.
- In providing a home like atmosphere for our residents.
- In striving to provide the highest standard of care and services.
- In developing collaborative and cooperative relationships centred around our residents.
- That our families, volunteers and staff are valued members of our team.
- In providing a healthy, safe and supportive work environment.



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## OUR GUIDING PRINCIPLES

### We achieve our beliefs by:

- Facilitating a holistic approach to care.
- Being sensitive to the unique needs and preferences of our residents.
- Supporting our residents' independence by balancing safety, risk and informed decision making.
- Continuous review and evaluation of our care and services.
- Hiring staff of good character, with the personality, ability, temperament and skills necessary to work with our residents.
- Ensuring staff and volunteers have a clear understanding of expectations and responsibilities.
- Making prudent use of our financial resources.
- Supporting councils and committees related to the resident and the workplace.
- Responding promptly to all concerns or compliments.
- Maintaining confidentiality and privacy.

***We operate for the benefit of our residents according to our beliefs and guiding principles.***



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## **RESIDENTS' BILL OF RIGHTS**

*From The BC Ministry of Health*

***All adult residents in residential care facilities have the following rights:***

### ***Commitment to Care:***

A resident has the right to a care plan developed:

- Specifically for him or her, and
- On the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

### ***Rights to health, safety and dignity:***

A resident has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:

- To be treated in a manner, and to live in an environment that promotes his or her health, safety and dignity.
- To be protected from abuse and neglect.
- To have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests.
- To have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces.
- To receive visitors and to communicate with visitors in private.
- To keep and to display personal possessions, pictures and furnishings in his or her bedroom.



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### ***Rights to 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, including a right to all of the following:

- To participate in the development and implementation of his or her care plan.
- To establish and participate in a resident or family council to represent the interests of residents.
- To have his or her family or representative participate on a resident family council on their own behalf.
- To have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility.
- To be informed as to how to make a complaint to an authority outside the facility.
- To have his or her family or representative exercise the rights under this section on the residents behalf.

### ***Rights to transparency and accountability:***

A resident has the right to transparency and accountability, including a right to all of the following:

- To have ready access to copies of all laws, rules, and / or policies affecting a service provided
- To have ready access to a copy of the most recent routine inspection record made under the Community Care and Assisted Living Act, the Hospital Act, and any other applicable acts.
- To be informed in advance of all charges, fees, and payments that the resident must pay for accommodations and services received through the facility.
- If any part of the cost of accommodations or services is pre-paid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made.



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# **Roles of the Departments**

## **Administration and Business Services Team**



The Administration Department is responsible for the day to day operations of the Care Centre. This responsibility entails finance and funding, liaising with governmental agencies, liaising with families and visitors, human resources, resident trust accounts and reception.

The Administrator is responsible for the management of the entire Care Centre. The others involved in the Administration and Business Services Departments of the Centre are the Director of Finance, the Business Services Manager, the Bookkeeper and the Receptionists.



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***For special or confidential issues, complaints or compliments,  
please contact:***

**Administrator**

**Ross Sugimoto**

604-737-5474

rsugimoto@windermerecare.ca

***For information regarding rent, resident trust account or safe  
keeping, please contact:***

**Business Services Manager**

**Elsa Sun**

604-7737-5452

esun@windermerecare.ca

**Bookkeeper**

**Emily Szczepulski**

604-737-5453

**Director of Finance**

**Ken Stuike**

604-737-5451

kstuike@windermerecare.ca

***If you are not sure whom to contact, please contact:***

**Receptionists**

**604-736-8676**

***They will gladly assist and connect you with the appropriate person.***



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## The Care Team

The Care Team is interdisciplinary in nature and includes the Director of Care, Assistant Director of Care, Resident Care Coordinator, Registered Dietitians\*\*, the Recreation and Volunteer Manager^, Registered Nurses, Licensed Practical Nurses\*, Care Aides\*, Rehabilitation Assistants^, Recreation Staff\*^ and the Care Manager\*.

The Director of Care is responsible for leading this interdisciplinary care team. This team is responsible for assessing individualized needs, care planning, coordinating and implementing all resident care programs. The department is also responsible for assisting residents with activities of daily living and assisting residents in participating in their chosen activities.

The Care Team consults with residents and their family to promote their involvement and input in decisions that affect their care. The Care Team includes our Medical Advisor who assists in CQI initiatives and is a valuable medical resource to our Care Team.



\* *These services are provided by ProVita Care Management Inc.*

\*\* *These services are provided by Westcoast Dietetics Ltd.*

^ *These services are managed by the Director of Resident Services*



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***For information on changes in care level, concerns about physician, in house moves, nursing concerns, facility placement, care complaints and compliments, please contact:***

**Director of Care**

**Joanna Martin**

604-737-5470

[jmartin@windermerecare.ca](mailto:jmartin@windermerecare.ca)

**Assistant Director of Care**

**Josie Esguerra**

604-737-5471

[jesguerra@windermerecare.ca](mailto:jesguerra@windermerecare.ca)

***For information regarding current general health—including mobility, medication, daily routines, care, medications or treatments and medical appointment, please contact:***

**Primary Nurse for the floor**

**604-736-8676**, the Receptionist will connect you with the appropriate nurse.

**Resident Care Coordinator**

**Bincy George (days)**

**Carren Choi (evenings)**

604-737-5469

**Assistant Director of Care**

**Josie Esguerra**

604-737-5471

[jesguerra@windermerecare.ca](mailto:jesguerra@windermerecare.ca)

***For information regarding therapeutic diets and nutritional concerns, please contact:***

**Registered Dietitians  
Westcoast Dietetics**

**Rhonda Smyl or Susan Reid**

604-737-5459

[dietitian@windermerecare.ca](mailto:dietitian@windermerecare.ca)



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***For information regarding recreation and rehabilitation programs, pastoral care services, music therapy, library, volunteers, tuck shop, bar, adaptive clothing and outreach library, please contact:***

**Recreation and Volunteer Manager**

**Azmina Khimji**

604-737-5455

azmina@windermerecare.ca







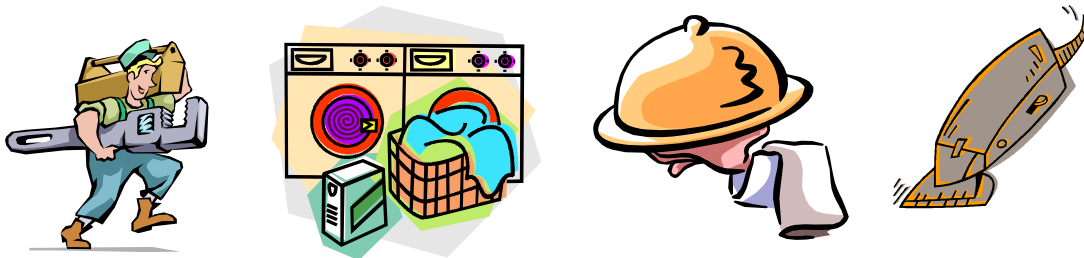
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## The Support Services Team

The Support Services Team is responsible for all food services, house-keeping, laundry, janitorial and building maintenance for the Windermere Care Centre.

The Director of Resident Services is responsible for leading the support team. The team consists of Director of Support Services\*, Food Services Supervisor\*, Environmental Services Supervisor\*, Cooks, Food Services Staff\*, Housekeeping Staff\*, Laundry Staff\*, Janitorial Staff and Building Maintenance Staff\*\*.

This team works in conjunction with the care team in meeting the individualized needs of our residents.



\* These services are provided by Marquise Hospitality Service Corp.

\*\* These services are provided by MacIntyre Building Maintenance and TM Davison Services.



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***For information regarding meal service, housekeeping and laundry,  
please contact:***

**Director of Support Services  
Marquise Hospitality Services**

**Helen Wong**  
604-737-5477  
hwong@marquise.ca

**Director of Resident Services  
Windermere Care Centre**

**Erna Verstraten**  
604-737-5454  
everstraten@windermerecare.ca

***For information regarding building maintenance and room concerns,  
please contact:***

**Director of Resident Services**

**Erna Verstraten**  
604-737-5454  
everstraten@windermerecare.ca





# Administrative Details



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## **CHANGE OF CONTACT INFORMATION**

It is important to notify the Windermere of any temporary and/or permanent changes of emergency contact information.

This can be done by contacting the Receptionist, Business Services Office or the Nursing Office.

## **CONFIDENTIALITY and PERSONAL INFORMATION PROTECTION**

Windermere Care Centre will be required to collect personal information in order to provide health care services to you. The facility will comply with all aspects of BC's Personal Information Protection Act. We collect, use, and disclose personal information concerning our residents and their contact persons only for the purposes of providing health care services and meeting your personal needs. We will limit the amount and type of personal information collected to that which is necessary for identified purposes and we will collect information only by fair and lawful means. If you have any questions regarding your personal information, please contact the Administrator.

## **CONTINUING CARE**

Residents are monitored by Vancouver Coastal Health and the provincial Continuing Care Program following admission to Windermere. A Case Manager from Three Bridges Community Health Centre is assigned to the Windermere and is available to the residents and/or families should they wish to consult.

A change in care needs may necessitate a move to a different care centre in the area. Residents and their families will be promptly informed of any anticipated move.

## **COMPLIMENTS AND CONCERNS**

Positive feedback goes a long way in supporting our staff. When someone has done a good job, please let us know.

Sometimes things can seem confusing to residents or family members. If you have a concern, please make sure that you have as many specifics about what happened as possible, including who, what, when, where. Concerns may be brought to our Administrator, the Manager responsible for the area of concern or in absence of either of these individuals, the Nurse in Charge. Please voice your concerns as soon as possible to reduce anxiety and confusion.



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If your concern has not been adequately addressed after a reasonable amount of time, you are welcome to contact our Administrator. For more serious concerns, you may also contact the Case Manager at Vancouver Coastal Health assigned to our facility or the Vancouver Coastal Health Patient Care Quality Office. Contact numbers are posted in the elevators and on the Main Floor or are available at [www.vch.ca](http://www.vch.ca)

A suggestion box is located on the Main Floor by the elevator. We welcome any suggestions or concerns you may have.

## **DISCHARGES AND TRANSFERS**

**When a bed has been closed , the resident's belongings need to be cleared within 48 hours unless special arrangements are made with the Management.** In the event of a transfer to another facility or hospitalization, the decision to close a bed can only be made by Vancouver Coastal Health. See "*Hospitalization*".

If you wish to transfer to another facility or believe you are on the waitlist for another facility but wish to confirm this, please see our Assistant Director of Care.

When a resident is admitted to Windermere, we expect that they will stay as long as they wish. There are times, however, when we are unable to meet the needs of a resident, due to various factors. If this is the case, we will discuss it with the resident and/or family, and refer the transfer to the Residential Care Team at Vancouver Coastal Health. Vancouver Coastal Health will help the resident and family find a facility that can meet the health and safety concerns of the resident.

## **DONATIONS**

Donations of equipment and monies for resident use or for the staff fund are always appreciated. Please contact the Administrator if you wish to make a contribution.

## **FINANCE**

### **Fees and Payments**

Your monthly User Fee is determined by the Ministry of Health. It is based on your most recent income tax return and is adjusted annually.



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An unsubsidized Private Pay rate is charged to residents admitted outside of the Continuing Care Program. These rates are reviewed annually. Residents or their designates are billed each month. Payment is due on the first day of each month and may be paid in the fifth floor Business Services Office, where a receipt will be issued. You may also pay through direct withdrawal from your bank. You may arrange this through the Business Services Office. Any payments returned due to insufficient funds will be subject to an NSF (not sufficient funds) charge.

**The start date of payment is the date of actual admission to the Windermere. For private pay residents, the start date of payment is the date of acceptance of residency at the Windermere.**

In the event of discharge to home, hospital, or another facility, the end date of payment is up to but NOT including the last day of residence. In case of death, payment is up to and including the date of death.

The unsubsidized rate will be charged for each day the room remains occupied with possessions longer than 24 hours after discharge.

For current Private Pay rates, please contact the Administrator.

### **Extra Charges**

Residents are responsible for their own newspaper, cable TV and telephone costs. Please arrange this with the phone company and the cable company. If a move is requested or required because of a care level change, the hook-up and any corresponding charges are the resident's responsibility.

The resident is responsible for any medications not covered by Pharmacare and any medical supplies or equipment, should these be required. *Please note, medications paid by Pharmacare while a resident is in the hospital may not be covered and paid while a resident is in a Residential Care Facility.*

The Windermere supplies a continent product system. If a resident prefers a special brand, residents may purchase it at their own expense.



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A selection of nutritional supplements is supplied by the Windermere if it is required for health reasons. If a resident prefers different brands or flavours, they may purchase them at their own expense.

Upon admission, an identification bracelet will be ordered. Information on the bracelet will include your name, Windermere's address, any health concerns or allergies. The cost of this bracelet is minimal and will be charged to your Resident Trust Account.

Infection Control lotions used upon admission ( for example Kwelllada) will be charged to your Resident Trust Account.

A one-time fee will be charged for clothing labelling upon admission and during your stay at Windermere. This fee will be charged to your Resident Trust Account.

***Extra Charges will include but are not limited to:***

Dry cleaning and repair of personal belongings and furnishings; replacement charge for lost room keys and/or WanderGuard™ tags; hip protectors; bus outings; hair services; NSF charges; dental check ups; podiatrist; foot care; private companions and escorts; catering; room rentals for parties; transportation to appointments; bed alarms; non-skid socks; tuck shop purchases; over the counter medications and medications not covered by Pharmacare.

**Resident Trust Account**

A Resident Trust Account with a maximum balance of \$500.00 can be set up for the convenience of each resident. This permits us to make money available when needed for your comfort and convenience, without the worry of loss. A limit of up to \$100.00 may be withdrawn any day during the week, and \$25.00 on weekends and statutory holidays, unless arrangements have been made ahead of time.

Money can be withdrawn between 8:00 am and 7:00 pm at the Reception Desk. Withdrawals cannot be made when the Receptionist is away.



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A statement of withdrawals, charges and deposits is included with your monthly accommodation invoice. Withdrawals or charges can only be provided when a credit balance is maintained. Please note that the account does not bear interest.

The Windermere Bookkeeper is available on weekdays from 8:30 am to 4:30 pm should you require assistance with financial matters.

### **Refunds**

Please allow four to six weeks after discharge for rent payment and trust account refunds.

### **GIFTS and GRATUITIES**

Gratuities are not permitted under any circumstances. Gifts of any nature given to staff must be approved by Windermere management and be documented in writing by the resident, family and the Administrator. A verbal 'Thank You' is always appreciated.

### **PARKING**

There are limited visitor parking spaces in the lot adjacent to the west side of the building, just off 12th Avenue. ***You must register your car at the Reception Desk, otherwise your car will be towed.***

### **PHOTOGRAPHS**

PRIOR to taking ANY photographs in the Windermere Care Centre, permission **MUST** be obtained from the Administrator. Photos must **NEVER** be posted publicly to protect the privacy of all our residents, visitors and staff.

### **RESIDENT ADMISSION AGREEMENT**

All residents or their guarantors must sign a Resident Admission Agreement. This agreement outlines the terms and conditions of residency at the Windermere Care Centre.



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## **SAFETY AND SECURITY**

The Windermere Care Centre is a home and a place of work. Our goals and objectives are to provide a comfortable home to our residents and a safe work environment for our staff.

### **General Security**

The front door, doors to the stairwells, and some elevators, i.e. the 2nd and 3rd floors, are on a coded keypad. The keypad ensures the safety of residents who might otherwise enter unsafe areas or leave the facility and be unable to find their way back. When passing through one of the coded doors, please ensure that no resident follows you.

The front door is locked in the evening. Please ring the bell and a staff member will unlock the door from the desk. Please report to the Reception Desk and sign in before proceeding to any area in the Centre. Visitors will be announced before proceeding to resident rooms. *Please see 'Visiting and Visitors'.*

Security cameras are located at both ends of each floor as well as the doors at the parking entrance and the back door.

### *Wandering Protection System*

The Windermere has a system of protecting wandering residents from getting lost out in the community. Please never let anyone out of the building with you. Always check with the Receptionist first.

### **Fire Regulations**

Fire drills are held regularly on all shifts. In the interest of safety, residents are required to participate. Please follow instructions given by staff.

Report even an insignificant small fire to the Reception Desk immediately by pulling your intercom cord or a fire alarm pull station. When you hear the fire bells, stay where you are and follow staff instructions.



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## **Electrical Appliances**

Heat producing appliances such as toasters, kettles, hot plates, irons, coffee and tea makers, and microwave ovens, are not permitted in resident rooms.

Electric blankets, heating pads and water bottles are not permitted. A liability waiver must be signed by the resident if use is insisted. Staff cannot be directed to assist with these items.

Maintenance staff will check all other electrical devices including safety power bars for additional plug spaces.

## **Area Rugs or Carpets**

Area rugs or carpets are hazardous to staff and residents and are not permitted.

## **SMOKING**

BC's Residential Care Regulations, WorkSafe BC Regulations and the City of Vancouver By-laws do not allow visitors to smoke in the building or anywhere on the Centre's property. Residents may only smoke outdoors in the designated areas that are more than 6 metres away from the building.

Residents must keep their cigarettes, matches, and lighters at the Reception Desk and pick them up, one cigarette at a time, from the Receptionist. Staff members are NOT permitted to light residents' cigarettes. No cigarettes, matches or lighters may be stored in the Resident Room or kept by the resident.

Smoking is not permitted in Resident Rooms, Bathrooms, Corridors and Lounges. All "**NO SMOKING**" signs must be strictly observed. **NON-COMPLIANCE WITH SMOKING REGULATIONS WILL LEAD TO EVICTION.**

## **WAIVER OF RESPONSIBILITY**

The Windermere cannot assume responsibility for articles belonging to residents that are mislaid, lost or stolen. Please report all losses promptly to the Reception Desk or the Nurse. Every effort will be made to assist residents in locating mislaid articles. It is suggested that a maximum of \$10 be kept in your room. Be advised that residents with dementia not bring in valuable jewelry or heirlooms into the Centre. Family members may want to replace these items with costume jewelry.

**Notes:**





# Resident Care



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## ALCOHOL

A doctor's order for alcohol must be obtained before we are able to serve alcohol to a resident. Resident's alcohol is kept at the bar or in the medication room. Alcoholic beverages are also available for purchase during 'In The Wind Pub' - **for residents only**. Alcohol should not be stored in the resident's room.

## APPOINTMENTS—MEDICAL AND OTHER

Please inform the nurse of all appointments so information forms can be given for you to take along to the appointment. When an appointment is scheduled during meal service, please notify your nurse, who in turn, will request a bag lunch for you. Your nurse will also arrange for your medications if you need them while you are out of the building

When a resident has an appointment outside the building, family members are expected to take them if residents are unable to go by themselves. If the resident's family is not able to accompany the resident, a companion is hired and the charges are applied to the Resident's Trust Account.

**When returning from an appointment, please inform the nurse of any diagnosis or treatment changes and hand in prescriptions and lab requisitions so the nurse can follow up.**

***Do not fill prescriptions at any pharmacy other than Mark's Pharmacy. (Licensing Regulations)***

## CARE PLANS

Each resident has an interdisciplinary care plan established and recorded so that all staff will be consistent in giving the care and services required by that resident. Care plan conferences and reviews are regularly scheduled. Residents are asked for input to their care plans and their goals. We strongly recommend families participate in these conferences. Please contact the Assistant Director of Care if you would like to attend the conference or have comments to add to the care plan.

## COMMUNICABLE DISEASES

All new admissions are treated with signs and symptoms of scabies will be treated with Kwellada-P treatment. The cost of Kwellada-P will be charged to your Resident Trust Account.



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Windermere Care Centre practices universal precautions and encourages hand washing or hand sanitizing for all who enter and exit the building. If we have an outbreak of any kind, signs will be posted and Windermere Care Centre will follow the directions of the Medical Health Officer.

Please note hand sanitizing stations and hand washing areas are available throughout the building. Residents with active communicable diseases will have precautions in place as per Vancouver Coastal Health Infection Control guidelines. You will be notified if this applies to you or your loved one.

## **DENTAL CARE**

Residents are offered an annual dental assessment. This service is provided by the Vancouver General Hospital / UBC Dental Program for a nominal fee that will be charged to the Resident Trust Account. Follow-up dental procedures may be recommended as a result of this assessment. All residents should continue to visit their dentist regularly.

## **EMERGENCIES**

Rooms are equipped with emergency call bells in the toilet area and next to the bed. In the event of a fall or other emergency, the call bell can be activated. Staff on the floor receive these calls on their portable telephones. If staff are unable to answer the call at that time, the Receptionist will answer and notify the appropriate person.

If a resident has had an injury that cannot be treated at Windermere, he or she may be transferred to hospital. (*please also see Degree of Intervention*). The nurse will contact the next of kin if there is a fall, injury, or other change of condition.

Primary contacts should provide an alternate name and number in case they are unable to attend in case of an emergency.

## **HOSPITALIZATION**

Residents requiring diagnostic procedures, extensive therapy, treatment or emergency medical care will be transferred to hospital. Ambulance or special transportation will be used depending on urgency.

Generally, a bed is held for thirty days if someone is in hospital. Extensions may be granted in particular circumstances after thirty days if it appears that the resident will return soon. Beds can only be closed by Vancouver Coastal Health.



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Residents who are admitted to hospital will return to the Centre as long as the facility is able to meet their needs. The hospital will coordinate with our nursing staff for the return of the resident. If you have a concern, the Director of Care will review the ability of the Centre to care for the returning resident. *(See also 'Discharges and Transfers')*

## **IDENTIFICATION**

An Identity Card is issued to each resident. The resident is encouraged to carry it in their wallet or purse.

Several coloured photographs of the resident will be taken by Windermere staff to be placed on the resident chart, medication file and Dining Room Kardex File for identification purposes.

## **LIVING WILLS, ADVANCE DIRECTIVES AND DEGREE OF INTERVENTION**

The best way for people to make sure that the care they receive is the care they want is to make plans in advance. This includes deciding what treatment they would like "in case of ...", for instance, a heart attack, advanced illness or stroke. To this end, we will ask the resident and / or family to sign a form that chooses what we call a Degree of Intervention *(please also see "Degree of Intervention")* You should also look into other forms of advanced directives, including powers of attorney and Representation Agreements. You may wish to seek professional advice for help with these. If you have any of these types of forms, a copy of these forms must be included on the medical chart

## **MEDICAL CARE**

Medical care is provided by the resident's personal physician. Physicians must be willing to make house calls to the Centre and have admitting privileges to a hospital. If your physician is unable to provide care at Windermere, the Director of Care or Assistant Director of Care can assist you with a referral to a physician who is able to meet these criteria. A Medical Advisor is available to Windermere to assist with the provision of medical services to the residents and monitor medical services provided to our residents.



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## **MEDICATIONS**

In order to maintain the resident's optimum health and to provide a safe environment, nurses administer all medications unless otherwise approved by the Medication Safety and Advisory Committee. This includes vitamins as well as over the counter medications such as, laxatives, aspirin, herbal remedies and cold preparation. Residents or their families should consult with their physician if herbal remedies or vitamins are being used in order to avoid adverse reactions with medications. If you bring any medications with you on admission, please leave it with your nurse

Medications can not be left in resident rooms to be taken at a later time. Licensing regulation states that medications cannot be stored in the room unless "Self Administration" has been approved and appropriate documentation has been completed. A locked drawer is available to store the medications.

Medications not covered by Pharmacare will be billed directly to the resident or family. This includes, but is not limited to, the over the counter medications listed in the previous paragraph.

*Please note, medications paid by Pharmacare while a resident is in the hospital may NOT be covered and paid while a resident is in a Residential Care Facility.*

A consulting Pharmacist from Mark's Pharmacy is available. Pharmacare and Licensing requires that all medications prescribed by your physician be obtained through a single pharmacy. Please bring all prescriptions back to the Centre and your nurse will obtain the medication from Mark's Pharmacy for your use.

Medication reviews are completed twice per year.

## **NURSING CARE**

Resident care is provided on a 24 hour basis by nurses and care aides. The care staff are responsible for monitoring the health of the resident and for promoting independence and encouragement for residents to maintain their health and mobility whenever possible.



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## **NUTRITION SERVICES**

The Registered Dietitian is responsible for the planning of therapeutic and texture modified diets. The Dietitian completes individual nutritional assessments and regular reviews according to current nutritional standards and provincial guidelines.

A 5 week menu cycle, based on Canada's Food Guide is offered. All menus are adapted to provide therapeutic diets as ordered by the Dietitian and / or the resident's physician.

Please check with the nurse prior to giving anyone food or drink to ensure the correct texture is given to avoid choking incidents. Alternatives are always available.

## **PODIATRY AND FOOT CARE**

Podiatry services are provided by either a Foot Care Nurse or Podiatrist who come regularly to the Centre. These services are not covered by the Medical Services Plan. Consequently, there is a supplemental charge for these services that is billed to the Resident Trust Account..

A podiatrist is available for special foot care needs and recommended for all diabetics.

***Please note: care staff are not permitted to trim toenails for any resident.***

## **PHYSIOTHERAPY AND OCCUPATIONAL THERAPY**

Consultation with a Vancouver Coastal Health Physiotherapist and / or Occupational Therapist can be arranged by the nursing staff as prescribed by your physician. If you would like additional physiotherapy or occupational therapy, you are welcome to engage a private practitioner. Please discuss this with the nurse and inform us prior to initiating any arrangement for services.

***A liability waiver must be signed prior to obtaining services.***



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## PRIVATE COMPANIONS

Private Companions are hired and directed by families. The Private Companion can be an independent contractor or an employee of a private agency

A Private Companion is an individual who assists with the social needs of the resident and escorts to medical appointments, other appointments or social events. Private Companions do not provide assistance that includes personal care other than grooming.

Windermere staff are not permitted to recommend to a resident or a family member that a companion is needed.

***A Waiver of Release and Responsibility—Paid Companion*** must be signed prior to hiring the services of the companion.

## RESTRAINTS vs. MAXIMUM FREEDOM

Restraints: means any chemical, pharmacological, electronic, mechanical, physical or other means of controlling or restricting a resident's freedom of movement in a community care facility, including accommodating the resident in a secure unit (*BC Residential Care Regulation, 2009*).

All residents have the right to optimal freedom of movement and choice as well as the dignity associated with living at risk. Windermere Care Centre and Vancouver Coastal Health support maximum freedom for all residents. Rather than restriction, the goals of maximum freedom are to (1) optimize the resident's ability to interact with their own body, other people and/or the environment, (2) acknowledge and support the resident's autonomy and decision making capability while considering care processes and treatment issues, and (3) maintain or improve mobility.

Prior to using any restraint, the physician, IDT (Interdisciplinary Team), resident and family will be consulted. Restraints are only added after possible alternatives have been considered and deemed inadequate. Monitoring and individualized care planning will be in place with any restraint used or considered. Use of a restraint will always be the last resort.



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## **SOCIAL AND OVERNIGHT LEAVES**

Please complete the ***Residents' Sign In and Out Sheet*** at the Reception Desk, both when you leave and upon your return. We require that you leave a contact name, telephone number and the time expected back. Ensure the resident has their Windermere Care Centre Identification Card with them.

Residents may leave for up to 72 hours to visit with family or friends.

Absences over 72 hours and up to 30 days require a signed form to be completed and kept in the resident's chart. These forms are available in the Nursing Office. The Continuing Care Program permits vacations or other absences in excess of 72 hours up to a combined maximum of 30 days per year. Residents planning to be away for more than 30 days per calendar year in blocks of greater than 72 hours must make special arrangements with Administrator and will be charged a daily fee.

If you will be out, for a few hours to a few days, please make sure you let the nurse know well in advance so that medications can be arranged. Also, please be aware that if you return after 9 pm., there are fewer care staff available to help with your evening and bed time regimen.

# Notes





# Resident Life



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## **ADAPTIVE CLOTHING**

Information on special adaptive clothing is available from the Recreation Services Department.

## **BUS OUTINGS**

The Windermere frequently offers bus trips to different locations every week, including scenic drives, restaurants, museums, special events in the community and the occasional ice cream at a local beach. If the Windermere bus is used, a nominal fee is charged for the trip. There may be other costs if HandiDart, taxi or a larger bus is needed. Residents are responsible for their own meals, admission fees or personal shopping. Residents can learn about these trips from their monthly calendars. Updates are posted in the elevator.

## **CLOTHING**

All residents should have sufficient underwear, sleepwear, and outer wear in good repair, to allow for laundering without causing undue inconvenience. This should include allowance for emergencies due to incontinence, loss, or tearing. Each resident should have a pair of well fitting walking shoes in good condition. Closet space in rooms is very limited. Families are encouraged to keep 'off season' clothes in their homes for their relatives due to lack of space.

Clothing should be of a fabric that can withstand commercial laundering. Woolens, linens and other fine fabrics that require special care are not appropriate. See '*Dry Cleaning Services*'.

Residents are reminded that their clothes ***MUST BE LABELLED BEFORE*** or upon admission by Windermere for a one time fee. Whenever new clothing is brought in, please ensure it is labeled prior to being stored in a resident's room. Give the clothing to the care staff to send for labeling.

***Ironing or mending services are not provided.***

Despite our best intentions, clothes do become lost on occasion. If clothing is missing, please see the Receptionist or the Director of Resident Services.

***Windermere is not responsible for fading, shrinkage, lost or damaged clothing, or for unlabelled clothing.***



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### Suggested Clothing List—Men

- 4 Trousers
- 2 pair Comfortable Walking Shoes
- 6 pair Socks
- 3-4 Washable Sweaters, fleece jackets or vests
- 1 Hat
- 2 Bathrobes
- 4 Pajamas
- 1 Warm Coat
- 2 Jacket
- 2-3 Gloves
- 2 pair Rubber Soled Slippers
- 4-6 Shirts
- 4 Undershirts or T Shirts
- 7 pair Underwear (*No one piece underwear for men*)
- 2 Twin Comforters

### Suggested Clothing List—Women

- 5 Dresses (buttoned or zipper), or, slacks/skirts and blouses
- 2 House coats or washable dressing gowns
- 2 pair Comfortable Walking Shoes
- 2 pair Rubber soled slippers
- 4-6 pair Panty hose or stocking
- 3-4 Washable Sweaters
- 1 Hat and scarf
- 1 Warm Coat
- 1 pair Gloves
- 4 Night gowns or pajamas
- 7 Pairs underwear
- 2 Twin Comforters

*Both men and women*—Personal toilet articles such as comb, toothbrush, toothpaste, hairbrush, shampoo, deodorant, tissues, razors, etc.



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## **DRY CLEANING**

A dry cleaning service is available twice weekly. This service can also provide repairs to personal clothing. Please leave your clothes at the Reception Desk or ask your care aide to bring it there.

Dry cleaning charges will be applied to the Resident Trust Account.

## **ELECTRICAL APPLIANCES**

Please refer to ‘*Safety and Security*’ in the *Administrative Details* section.

## **FAMILY COUNCIL**

The Family Council provides a resident’s family and friends an opportunity to get involved. This forum is held the first Wednesday of each month. The purpose of the council is to provide an opportunity to become involved in decisions affecting the residents’ quality of life and offer support to one another. Guest speakers are also invited to provide knowledge about a particular topic related to elder care.

## **FOOD SERVICES**

Our menu is based on a seasonal 5 week cycle. The Food Committee provides input and previews the menu before it is implemented. For our Asian residents, we offer alternate meals. Please note an alternate is always available.

Meals and snacks are served in our Main Floor and Satellite Dining Rooms.

Meals are served in the Main Dining Room at the following times:

*Breakfast:*            8:00 a.m. to 9:30 a.m.  
*Lunch:*                12:15 p.m. to 1:00 p.m.  
*Afternoon Tea and Snacks*   3:15 p.m.  
*Dinner:*               5:15 p.m. to 6:00 p.m.

Meals are served in the Satellite Dining Rooms at the following times:

*Breakfast:*            8:30 a.m. to 9:30 a.m.  
*Lunch:*                12 noon to 1:00 p.m.  
*Afternoon Tea and Snacks*   2:30 p.m. to 3:30 p.m.  
*Dinner:*               5:00 p.m. to 6:00 p.m.

Evening snacks are served from 7:00 p.m. onward. Beverage makers are available on the Resident Floors, where residents or visitors may help themselves to hot beverages in between meals. Daily menus are posted on the Main Floor, in the Satellite Dining Rooms and in the Elevators.



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**NOTE:** *Please remember that cookies, chocolate and other food items must be kept in sealed containers. Due to the risk of insects, mice etc., and for hygiene concerns, residents may be asked to dispose of foods improperly stored. Please do not discard anything out of the windows. It is dangerous for passers-by, attracts rodents and makes our gardens and grounds less appealing to other residents, staff and visitors.*

***For health and safety reasons, please do not feed your snacks or other food items to the birds or throw them out the window!***

**Personal Refrigerators:** *Please see 'Rooms'.*

## **FOOD COMMITTEE MEETINGS**

Food Committee meetings are held every fourth Thursday of the month. The Food Committee provides an opportunity for residents to express their suggestions and feedback regarding the satisfaction of the food served. At these meetings, residents are able to choose a meal which is called 'Resident's Choice'.

## **HAIR SERVICES**

Hairdressing services are available Wednesday to Friday. Appointments can be made at the Reception Desk. Residents are asked to sign for services through their Resident Trust account rather than paying with cash or cheque.

## **HAPPY HOUR (OR IN THE WIND PUB)**

Windermere Recreation Services runs 'In The Wind Pub' on the Main Floor, where residents can visit and socialize while enjoying an alcoholic beverage or a soft drink. Residents may purchase alcoholic and non-alcoholic beverages. Residents may pay cash or purchase can be charged to the Resident Trust Account. ***Please note—Only residents will be served.***

The pub hours are:      Monday to Fridays:      3:45 p.m. to 4:30 p.m.

A Physician's order for alcohol must be obtained before we are able to serve alcohol to a resident. Residents' alcohol is kept at the bar or in the medication room. Alcohol will be dispensed by Nurses or Recreation Staff only.

***Alcohol may not be stored in the Resident Room.***



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## **HOUSEKEEPING**

Daily housekeeping services are provided. This includes cleaning the bathrooms, wiping surfaces, dry and wet mopping, and emptying garbage. Housekeeping does not include dusting of knick knacks. Family and residents are responsible for ensuring these personal items are dusted and cleaned. Clean towels are provided on a daily basis.

## **LAUNDRY**

Please see *'Clothing' under the Resident Care section*. Personal laundry is done daily and is usually returned within a 24 hour period.

## **LEAVES AND HOLIDAYS**

Please see *"Social and Overnight Leaves" under Administrative Details section*.

## **LIBRARY**

The Windermere Library is located in the Lower Main Floor. Residents are welcomed to check out our selection of reading materials.

Library hours are: 9:00 a.m. to 4:00 p.m. daily.

The Vancouver Public Library Outreach Service visits us every month and provides books, tapes, and videos to residents requesting Library service.

## **KEYS**

A room key and a locking drawer key will be issued to each resident upon admission. Should keys get lost, a duplicate will be provided as soon as possible. Alternate arrangements will have to be made with the Director of Resident Services if keys continue to be lost and a fee will be charged.

Security locks are available upon request should you plan to be away for longer than 72 hours. A security lock is installed if a resident is admitted to the hospital.

## **MAINTENANCE SERVICE**

Maintenance services are provided Monday to Friday. Please contact the Receptionist to report any malfunctioning equipment. Please note, we are not responsible for a resident's personal items and will not repair personal equipment.



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## **MUSIC THERAPY**

We have a Music Therapist who leads the weekly Windermere choir. Residents are encouraged to join our sing-a-long and music-on-the-floors.

## **PARKING**

There are limited visitor parking spaces in the small lot adjacent to the building on the west side, just off 12th Avenue. **You must register your car at the Reception Desk, otherwise your car will be towed.**

## **PASTORAL CARE**

An Interdenominational chaplain visits the Centre every Wednesday afternoon. Please speak to any staff member if you wish to see him. Catholic and Anglican services are held weekly. Residents wishing to see a spiritual leader from a specific faith, should contact a Recreation Staff Member.

## **PETS**

Well behaved and trained pets on leashes are welcomed to visit. However, they cannot visit the dining areas. Also, we ask that you are sensitive to those residents who may be frightened of animals. BC Pets and Friends visits regularly.

## **REHAB(ILITATION) SERVICES**

The Rehabilitation Program provides therapeutic interventions such as individualized exercises, walking programs designed to improve functional levels, to achieve optimal wellness and to enrich the quality of life for our residents.

## **RESIDENT COUNCIL**

Resident Council is a great opportunity for the residents to express concerns and identify needs which affect their everyday lives at the Windermere and to advocate on behalf of other residents. It also provides a forum for residents to network and to offer support for one another. These meetings are held once a month and residents are encouraged to attend and share their thoughts, ideas and concerns.



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## RECREATION SERVICES

The Recreation Services Department is dedicated to providing an environment which enhances physical, spiritual and emotional comfort and to creating a sense of belonging in which a resident can truly feel at home.

We understand the importance of staying active and social. Residents are encouraged to join recreation programs such as exercises, special events, active games, outings, creative groups, movies, bingo, music concerts, pet visits, walks, etc.

All the programs are published in our monthly calendar and our newsletter, "In The Wind". Copies are distributed to all residents and are available from the Reception Desk.

Activities are updated daily on the daily board on the Main Floor across from the Reception Desk.

Family and friends are always welcomed to join our special events and there are many opportunities to make a difference by joining our volunteer team.

## RESIDENT ROOMS

Residents are encouraged to make their room as homelike as possible, with pictures, plants, knick knacks and furniture that will fit safely in their room. Please be reminded that breakable items and/or heirloom items are brought at the resident's risk.

Please help us keep rooms and surroundings neat, tidy and safe. It is important to keep a clear path from the bed to the bathroom. Clothes closets and drawers should be kept free from rubbish and soiled articles.

Furniture, equipment or problems with a room that requires repair should be reported to the Director of Resident Services and/or the Receptionist for inclusion in the Repair Book for Maintenance Personnel.

**Call Bells:** Rooms are equipped with emergency call bells in the toilet area and next to the bed. In the event of a fall or other emergency, when the call bell is activated, staff on the floor are notified via a communication device.



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**Carpets:** Area rugs are hazardous to staff and resident and are not permitted.

**Electrical Appliances:** Please refer to 'Health and Safety in the Administrative Details' section.

**Refrigerators:** *Personal refrigerators are allowed, however, it should be noted that Residents and Families are responsible for the food items left in the personal refrigerator.*

***Families are responsible to defrost refrigerators and will be notified if there are concerns.***

***For your information, Provincial Health Laws and FoodSafe states that perishable food items must not be kept for more than 24 hours. Please date all items. Windermere Care Centre is not responsible for maintaining, cleaning or checking the food items in a resident's personal refrigerator.***

## **SMOKING**

BC Residential Care Regulation does not allow visitors to smoke in the building or anywhere on the Centre's property. Residents may only smoke in the designated areas. No cigarettes, matches or lighters may be stored in the Resident Room or kept by a resident.

Residents must keep their cigarettes, matches and lighters at the Reception Desk and may pick up one cigarette at a time. Staff members are NOT permitted to light the resident's cigarette (WorkSafe BC Regulations).

Smoking is not permitted in areas other than the designated smoking areas. ***All "NO SMOKING" signs must be strictly observed.***

**NON-COMPLIANCE OF SMOKING REGULATIONS MAY LEAD TO EVICTION.**



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## **SPIRITUAL PROGRAMS**

Windermere supports a healthy spiritual life. Therefore, the Windermere offers a variety of spiritual programs. These programs are generally held on the Main Floor. We offer the following spiritual services: Anglican services, Catholic Mass, Celebration of Life, hymn sing and interdenominational inspiration time.

Please see '*Pastoral Care*' in the *Resident Life* section.

## **TUCK SHOP**

Our Tuck Shop provides an opportunity for residents to make independent decisions and to purchase various personal items right here in the Centre.

Tuck shop hours are;

Mondays and Wednesdays from 11:00 a.m. to 12 noon on the Main Floor.

## **VALUABLES**

The Windermere cannot accept responsibility for valuables kept in residents' rooms. You are advised to make suitable arrangements for insurance and safekeeping. If you choose to keep jewelry in your room, please remember that there is always the risk of it being lost; this includes rings that can fall off if a person loses weight or jewelry that can be misplaced by a resident who has some memory loss.

Be aware that items such as glasses and hearing aids can also be easily lost or damaged. Windermere will try to assist in keeping track of these items but cannot be responsible for replacement or repair. Tenant insurance is advised especially for expensive items such as hearing aids.

## **VISITING**

Relatives and friends are encouraged to visit. Visiting hours are open and visitors are invited to take part in our activities. Children are welcomed as well.

Visiting can be emotionally difficult for family members. If you would like some help or advice, please speak to our Director of Care or Recreation Services Manager. Please see 'Tips on Visiting' in the Resource Section of this booklet.

If you are sick, please DO NOT visit. If your loved one is ill, please visit only your family member and not other residents to avoid spreading illnesses.



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Visitors are requested to check in at the Reception Desk upon arrival and before proceeding to resident areas. This allows the resident to be notified of the visitor—a courtesy important to a resident.

Residents may invite their visitors for meals if space permits. The cost of the meals can be paid for by the visitor or the resident at the Reception Desk. Please make reservations at the Reception Desk to ensure that space is available.

Please check with the Receptionist for the current pricing on visitor meals

### **VISITOR MEALS**

Resident families, visitors and friends are welcome to join the resident for meals, if space allows. Table reservations may be made at the Reception Desk. Payment is required **before** meal service. Payment can be made in cash or charged to the Resident Trust Account. Please see the Receptionist for current meal pricing.

### **VOLUNTEER SERVICES**

Volunteers play an important role in the Windermere Care Centre. Volunteers improve the quality of life for our residents by bringing the community to our doors. Our volunteers come to visit because they care. The level of commitment builds a special relationship between our residents and our volunteers. Volunteers require a criminal record check and a photo taken for security purposes.

Volunteer visitors also include BC Pets and Friends; and St. John's Ambulance Pets and Friends.





# **Some Helpful Information and Resources**



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# Dementia

Most of the residents you will encounter will have some form and degree of dementia.

## *What is dementia?*

Dementia is an acquired loss of cognitive or mental function. It is the loss of the ability to understand and process information correctly and to function normally in social and occupational situations. Those with dementia may appear, but not always, to be confused.

Confusion is behaviour that other people see as being different from the behaviour expected from the person in a certain place at a certain time. Some characteristics of confusion are:

- *Disorientation to person, place and time;*
- *Decreased attention span;*
- *Difficulty following a conversation;*
- *Restlessness, agitation, purposeless activity;*
- *Anxiety and fear;*
- *Poor judgement;*
- *Rambling speech or excessive speech;*
- *Inability to learn or follow instructions;*
- *Withdrawal;*
- *Combativeness;*
- *Unstable emotions.*





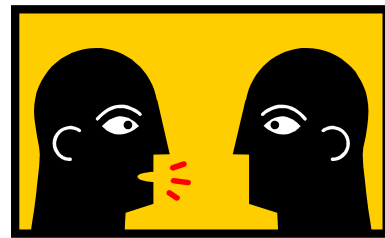
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# Dementia Common Sense

## Communication Tips for Residents with Dementia

### Start in a conversational manner

- Approach calmly from the front
- Eye contact, introduce yourself
- Call them by their name
- Allow time for a response



### Simplify what you say

- Repeat your sentences
- "Yes" or "No" questions
- Simple, short sentences
- Give choices; show the options

### Check your approach

- Verbal message: tone of voice, rate of speech, volume
- Non-verbal message: body language, facial expression, use of touch
- Suggest or invite, don't tell
- Ask permission



### Be supportive

- Provide the words the person is looking for
- Listen for their emotional message: tone of voice, body language, facial expression
- Validate the emotions: empathy, acceptance

*From the Geropsychiatric Education Program (VCH), 2008*

# Helpful Hints

Bring newspaper or magazine articles. You can look at them together or read to those unable to read anymore.



Bring photographs or colourful pictures to look at. Reminisce about favourite memories like holidays or anniversaries

Visit outside the resident's room in one of our many lounges; play a game together, do a puzzle.



Offer a manicure, shave or mend clothes together.

Bring grandchildren or well behaved pets



Take the resident out on the patios at Windermere Care Centre—they are beautiful—or go for a walk.



# For Visiting

Check the Recreation calendar, participate in the planned programs and sit with the resident.



If the resident is able, take them for a short drive or walk. Go for coffee or ice cream.



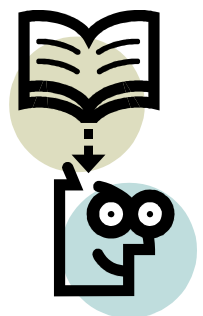
Share your talents with other residents in the lounges—playing music or sharing art or singing.

Check supplies of toiletry items, clean shavers. Check with the nursing staff if the resident requires anything.



Check and tidy drawers of clothing or tidy closets.

Having a guest book in the resident's room for visitors to sign can help the resident remember who visited and when, and can facilitate communication between staff and family.





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## RESOURCES FOR FAMILIES

There are many resources available to caregivers, both within Windermere and in the community. Some written information you can find in our Library on the lower main floor. We encourage you to meet other people who have been through the process of what you are going through now. This includes meeting other residents' family members as well as joining community support groups. When you are able to talk to other people who have been through what you are going through, it will make it easier for you, both practically and emotionally. Groups that focus on a particular disease or condition will also be one of the best sources for up to date information and treatments available. There are also many good books and websites that can be extremely informative. We strongly encourage you to take a look at them. Below are some resources:

### SUPPORT GROUPS

Alzheimer's Society	604-681-6851
Arthritis Society	604-714-5550
Association of Advocates for Care Reform	604-732-7734
Canadian Diabetes	604-732-1331
Caregivers Association of B.C.	604-734-4812
Caregiver Support (Vancouver Coastal Health)	604-872-2511
Canadian National Institute for the Blind	604-431-2121
Heart and Stroke Foundation	604-736-4404
Living Through Loss Society	604-873-5013
Osteoporosis Society	604-731-4997
Parkinson's Foundation	604-662-3240
Representation Agreement Resource Centre	604-408-7414
Western Institute for the Deaf	604-736-7391
Windermere Family Council	604-737-5455



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## INTERNET RESOURCES

The Caregiver Network	<a href="http://www.caregiver.on.ca">www.caregiver.on.ca</a>
Canadian government	<a href="http://www.seniors.gc.ca">www.seniors.gc.ca</a>
Eldercare Online	<a href="http://www.ec-online.net">www.ec-online.net</a>
Family Caregiver Alliance	<a href="http://www.caregiver.org">www.caregiver.org</a>
Alzheimer's Society	<a href="http://www.alzheimerbc.org">www.alzheimerbc.org</a>

## BOOKS

“The Anatomy of Hope,” by Jerome Groopman.

“Canadian Guide to Heart and Stroke,” Canadian Heart and Stroke Foundation.

“The Caregivers Survival Handbook: How to Care for Your Aging Parent Without Losing Yourself,” by Alexis Abramson, Mary Ann Dunkin.

“Elder Rage or Take My Father...Please: How to Survive Caring for Aging Parents,” by Jacqueline Marcell.

“Life Worth Living: How Someone You Love Can Still Enjoy Life in a Nursing Home—The Eden Alternative,” by William Thomas.

“Nursing Homes: The Family’s Journey. A Guide to Getting the Best Care Possible,” by Peter Silin.

“The 36 Hour Day,” by Nancy Macy.

“Still Alice” by Lisa Genova, Ph.D.. A novel about a woman’s diagnosis with early onset Alzheimer's Disease, the effects on her marriage and children. Fiction.

‘Dorothy’s Story—Seniors, Families and Professional Partners in Care.’ a video and brochure available from the Windermere Family Council or Vancouver Coastal Health at 604-875-4817 or [ce@vch.ca](mailto:ce@vch.ca)



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## DEGREE OF INTERVENTION

You will be asked to complete a form called Degree of Intervention which indicates a resident wishes in the event of an acute illness when they are unable to make their wishes known and family cannot be contacted in a timely manner. It also allows the resident/family to make their wishes known in cases where the resident has a terminal condition. It is not a care plan for ongoing care and will be reviewed when there is a significant change in condition or at the request of the resident/family. A new form will be completed when there is a change. Agreeing to a specific intervention does not permanently commit you to this decision and a change can be discussed with your physician at any time.

The following explains the Degrees of Intervention and their meaning.

### **Degree One: Supportive Care in Facility**

- Nursing Care
- Control of Fever
- Psychological and Spiritual Support
- Oxygen
- Pain Relief
- Oral Fluids
- No CPR

#### ***What this means***

This measure of intervention is designed for residents requiring palliative care (with a terminal condition) when hospitalization would provide no benefits. It rules out invasive measures such as intravenous therapy, which cannot be provided in the facility.

If it felt that the facility cannot keep the resident comfortable or there is another condition, such as a fracture, unrelated to the terminal condition, hospitalization would still be indicated.



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**Degree Two                      Therapeutic Measures in Facility**

- Nursing Care
- Control of Fever
- Psychological and Spiritual Support
- Medication as indicated by condition and order by Physician, eg. Antibiotics
- Pain Relief
- Oral Fluids
- Oxygen
- No CPR

***What this means***

This measure of intervention provides the same level of care as Degree One. However, in addition to these measures, medication indicated by the resident's condition and ordered by the physician will be administered.

If it is felt that the facility cannot keep the resident comfortable or there is another condition, such as a fracture unrelated to the condition, hospitalization would still be indicated.

**Degree Three                      Transferred to An Acute Care Hospital**

- Transfer to Acute Care
- No CPR

***What this means***

Individuals will be admitted to hospital for more aggressive treatment of their condition as needed; but no extraordinary interventions will be undertaken by facility staff should the resident suffer a cardiac arrest.

**Degree Four                      Maximum Therapeutic Effect**

- Transfer to Acute Care
- CPR if witnessed cardiac arrest

***What this means***

Every effort will be made to support the resident. CPR will be initiated by facility staff in a witnessed cardiac arrest. The resident will be transferred to hospital for continued care. This also informs hospital staff that the individual wants all emergency measures carried out.



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## Extra Charges

The following charges are the responsibility of the Resident or Family and are NOT covered by British Columbia Ministry of Health.

- Alcohol and other 'Pub' drinks
- Bed Alarms
- Cable TV
- Catering, Private Parties and Private Room Rentals
- Dental Assessments
- Dry Cleaning
- Guest Meals
- Hair Services
- HandiDart and Taxi expenses
- Hip Protectors
- Infection Control Lotions
- Laundry Labelling
- Medical Equipment Purchases or Rentals
- Medications and Over the Counter Drugs
- Paid Companions
- Podiatry and other Foot Services
- Preferred Nutritional Supplements
- Preferred Incontinence Supplies
- Recreational Outings and Bus trips
- Resident I.D. Bracelet
- Room Key replacements
- Telephone hook up and all monthly charges
- Tuck Shop items
- WatchMate Bracelet replacements

*This list is not Inclusive. Prices are subject to change.*