



WINDERMERE CARE CENTRE
RESIDENT and FAMILY HANDBOOK

900 West 12th Avenue
Vancouver, BC,
V5Z 1N3
Telephone: 604-736-8676
Email: info@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

INTRODUCTION

The Windermere is a privately owned 196 bed Complex Care Facility licensed under the Community Care and Assisted Living Act of British Columbia. The Centre participates in the provincial Continuing Care Program.

We have endeavored to cover as many issues as possible in this Hand Book. *Please read it very carefully.* It contains the “Hows and Whys” and “Dos and “Don’ts” which will help you as 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 one of our management staff.

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 happy a home atmosphere as possible for every resident, within the reasonable limits of our capabilities. We want everyone to enjoy living at The Windermere and to feel truly “at home.”

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MISSION STATEMENT

WE BELIEVE:

- In providing our residents with a high standard of individualized care and services which meet their physical, emotional, social and spiritual needs.
- In treating everyone with fairness and respect.
- In ensuring that our employees have a clear understanding of what is expected of them and providing them with the opportunity to participate, learn and develop.
- In using available resources in a responsible, cost effective and prudent manner.
- In striving to uphold a high standard of community citizenship.
- In sharing and pursuing knowledge necessary for the continuous improvement of the care and services at the Centre.

RESIDENT RIGHTS AND RESPONSIBILITIES

RESIDENT RIGHTS

EVERY RESIDENT HAS THE RIGHT:

- To be treated with courtesy and respect and in a way that fully recognizes the resident's dignity and individuality.
- To privacy and to live in a clean and safe environment where each resident's individual and health care needs are provided.
- To be informed of his/her medical condition and proposed course of treatment.
- To give or refuse consent to treatment, including medication, in accordance with the law and to be informed of the consequences of giving or refusing consent.
- To participate fully in making any decisions and obtaining an independent medical opinion concerning any aspect of his/her care, including any decision concerning his/her admission, discharge, and transfer to and from the Centre; and to have his/her records kept confidential in accordance with the law.
- To be free from mental and physical abuse and to be free from physical and chemical restraint.
- To receive reactivation and assistance towards independence consistent with his/her needs and ability.
- To exercise the rights of a citizen, to raise concerns or recommend changes in policies and services on behalf of himself / herself or others to the Resident Council, the staff of the Centre, government officials or any other person inside or outside the Centre, without fear of restraint, interference, coercion, discrimination or reprisal and to exercise his/her constitutional rights to participate in the political process.
- To form friendships and relationships of his/her choice.
- To pursue social, cultural, religious and other interests of his/her choice.

RESIDENT RESPONSIBILITIES

EVERY RESIDENT HAS THE RESPONSIBILITY:

- To treat their fellow resident with respect and courtesy.
- To treat the staff of the facility with respect and courtesy.
- To inform themselves about their health, treatment and care
- To act responsibly regarding their room and their possessions.
- To act in a manner which insures the safety of all residents

SECTION I: ADMINISTRATION AND REGULATIONS

ADMISSION

Admission to Windermere is through the provincial Continuing Care Program. In order to be admitted, you must be a community client of Continuing Care or be admitted from hospital. To be admitted from out of province, you must meet residency requirements established by Continuing Care. You can contact Continuing Care through the Health Units listed under Health Authorities in the blue pages of the phone book. Look for the office nearest to where you live.

If you are not eligible for admission under the Continuing Care Program, Windermere may be able to admit you under our Private Pay Program. Contact the Director of Care for more information.

Admission is best accomplished on weekdays, between 10:00 a.m. and 11:00 a.m. or between 2:00 p.m. and 4:00 p.m.. Please call in advance to make final arrangements.

On admission, please stop at the Reception Desk. The Receptionist will call the Nurse or another staff member to bring you to your room. Fairly soon after arrival, the Nurse will do a nursing assessment to discuss your needs and concerns. The Clinical Dietitian will usually see you within the first few days as well.

For the sake of safety, please limit furnishings and personal possessions to what can be comfortably accommodated in your room. While we understand your fondness for your possessions, rooms cannot become unreasonably crowded.

All clothing must be clearly marked with your name and room number. Before or upon admission, we will label clothing with your name and room number for a flat fee of \$20.00. Glasses, dentures, medical aides and personal items should also be clearly labeled.

An important note: Please bring all your medication with you on admission day.

PERSONAL INFORMATION PROTECTION:

Windermere Care Centre will be required to collect personal information in order to adequately provide health care services to you. The facility will comply with all aspects of British Columbia'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 our identified purposes and we will collect personal information only by fair and lawful means. If you have any questions regarding your personal information, please speak to the Administrator.

CONTINUING CARE

Residents are monitored by the provincial Continuing Care Program following admission to Windermere. A Case Manager from Three Bridges Community Health Centre is assigned to the Centre for reassessments of care levels and is available to the residents and/or families should they wish to consult. The telephone number is 604-736- 9844.

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

FINANCE

FEES AND PAYMENTS

Although residents are billed by the month, your fee is a daily user fee, determined by the Continuing Care Program. It is based on income and is adjusted annually. A \$9.00 Room Differential approved by the Program is charged daily for a private room.

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 finance office where a receipt will be issued. You may also pay through direct withdrawal from your bank. You may arrange this through our business office on the fifth floor.

The start date for payment is the date of actual admission. In the event of discharge to home, hospital, or another facility, the end date for payment is

up to but NOT including the last day of residence. In the 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 following discharge.

Currently these rates are \$120.00 per day for residents assessed at the Intermediate Care 1(IC1) level, \$130.00 per day for IC2; \$170.00 for IC3; and \$180.00 per day for Extended Care.

EXTRA CHARGES

Residents are responsible for their own cable TV and telephone costs. Please arrange this with the phone company and Shaw Cable. If a move is requested or required because of 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.

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

A selection of dietary supplements is supplied by the Windermere if it is required for health reasons. If residents prefer different brands, they may purchase them at their own expense.

The cost of dry cleaning and repair of personal belongings and furnishings are the resident's responsibility.

There is a replacement charge for lost room keys or lost "Watchmates™" (a wrist or clothing tag worn by a person who is potentially at risk if they leave the building)."

RESIDENT TRUST FUND

A Resident Trust Fund with a limit of \$250.00 is maintained 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 a.m. and 6:00 p.m. on weekdays, weekends and holidays. Withdrawals cannot be made during the Receptionist's breaks away from the Front Desk.

A statement of withdrawals, charges, and deposits is attached to your monthly bill. Withdrawals or charges can only be provided when a credit balance is maintained. (Borrowing against this account is contrary to the law).

The Windermere Bookkeeper is available on weekdays from 9:00 a.m. to 4:00 p.m. should you require assistance with financial matters.

REFUNDS

Please allow four to six weeks after discharge for refunds owed to you due to rent payments and trust accounts.

IDENTIFICATION

An Identity Card is issued to each resident. You are encouraged to carry it in your wallet or purse.

Upon admission an identification bracelet will be ordered for you. Information on the ID bracelet will include your name, Windermere's address, any health concerns or allergies, and whether you have requested cardiopulmonary resuscitation. The cost of this bracelet is minimal and will be charged to your Resident Trust Fund.

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

PARKING

Underground parking is available for residents who actively drive and who have valid insurance on their vehicle. There are visitor parking spaces at the back of the building and in a small lot adjacent to the building on the west side, just off 12th Avenue. Please register your car at the Reception Desk. Otherwise your car may be towed.

SAFETY REGULATIONS

SECURITY

The front door is locked in the evening. Please ring the bell and the staff at the reception will unlock the door from the desk. Please report to the Receptionist before proceeding to any area in the Centre. Visitors will be announced before proceeding to resident's rooms. (please see Visitors and Visiting section, p. 21).

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

The front door, the doors to the stairwells, and the doors to the garage are on a coded keypad. The code will be given to you upon request. The keypad insures the safety of residents who might otherwise leave the facility and not be able to find their way back.

FIRE REGULATIONS

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

Report even an insignificant small fire to the Front Desk immediately by pulling your intercom cord.

When you hear the fire bell stay where you are and follow staff instructions.

ELECTRICAL APPLIANCES

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

Upon Admission, all other electrical devices, including safety power bars for additional plug spaces, will be checked by the Maintenance staff and an electrical inspection form will be filled out by the receptionist.

Electric blankets and heating pads are not permitted without a physician's order and a liability waiver signed by the resident and/or family.

TIPPING AND GIFTS

Tipping is not permitted under any circumstances. Gifts of any nature given to staff must be approved by management and be documented in writing by the resident, family and the Administrator.

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.

WHAT IS WHERE IN THE BUILDING

Windermere has several specialized floors that are organized to provide extra care to certain residents. These floors are staffed with extra care aides. They include floors for residents with dementia who need added security or attention and floors for residents who are unable to walk or transfer themselves independently. On occasion, we may ask a resident to change rooms in order to provide the care that they require.

Our fifth floor contains administration offices and our nursing station.

On our Lower Main Level, you will find the Laundry Room, Recreation Room and Office, the Recreation and Volunteer Manager's office, a resident's computer, and the Environmental Services Manager's office.

Windermere has several small spaces that you may use to visit with family or in which you might want to just curl up and read a book. They include our library, and small lounges. There is also a small family room next to the reception desk; if it is not in use for an interview or meeting, feel free to use it.

WAIVER OF RESPONSIBILITY

It is the policy of the Windermere to hire honest, prudent and caring staff, and to foster in them a healthy respect for the rights and possessions of others.

The Windermere cannot assume responsibility for articles belonging to residents that are mislaid, lost or willfully removed. Please report all losses promptly. Every effort will be made to assist residents in locating mislaid articles.

SECTION II: RESIDENT LIFE

ALCOHOL

A doctor's order for alcohol must be obtained before we are able to serve alcohol to a resident. Residents' alcohol is kept for you at the bar or in the nursing station.

APPOINTMENTS

When a resident has an appointment outside the building, family members are expected to take them if they are unable to go by themselves. If you need to be accompanied and your family is not able to accompany you, a companion is hired and charged to the resident's Guest Trust Fund.

When an appointment is during meal service, please notify your nurse, who in turn will request a bagged lunch for you. S/he will also arrange for your medications if you need them while you are out of the building.

BEAUTY PARLOUR

The Windermere Beauty Parlour is open Wednesday to Friday. Appointments can be made at the Reception Desk or in the Beauty Parlor. Residents are asked to sign for services through their Guest Trust Fund, and not pay by cheque or cash.

BUS OUTINGS

We have frequent bus outings and monthly shopping trips. Bus outings cost \$2.00 if the Windermere bus is used. There may be other costs if HandiDart, taxi, or a larger bus is needed. If we stop for lunch or a snack, residents are responsible for what they consume. Residents need to sign up for trips at the front desk. They are announced on the monthly schedule and posted in the elevator as they come up.

CLOTHING

All residents should have sufficient underwear, sleep wear and outer wear, in good repair, to allow for weekly laundering without causing undue inconvenience. This should include allowance for emergencies due to incontinence, loss, or tearing. Closet space in rooms is limited. Families may want to keep off-season clothes in their homes for their relatives.

Again, residents are reminded to have their clothes labeled before or upon admission, either by themselves or by Windermere for a flat fee of \$20.00.

Whenever new clothing is brought in, please ensure it is prior to being stored in a resident's room.

Despite our best intentions, clothes do become lost on occasion. If clothing is missing, please see the Receptionist who will complete a form describing the missing clothing. Windermere can not be responsible for lost or damaged clothing.

Each resident should have a pair of well-fitting walking shoes in good condition.

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 family members. Please try to keep an open mind. If you have a concern, please make sure that you have as much specifics about what happened as possible, including who, what, when, and where. Concerns may be brought to our Administrator, Nurse, or to the person in charge of the concern area, e.g. for diets, our Dietitian

(See also *Section IV: Who Does What? p. 24*).

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

If your concern has not been adequately addressed after a reasonable amount of time, you are welcome to talk to our Administrator. For more serious concerns, you may also talk to the Case Manager at Vancouver Coastal Health assigned to our facility at 604-736-9844.

DISCHARGES AND TRANSFERS

When a bed has been closed, the resident's belongings need to be cleared the same or next day unless special arrangements are made with 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 also "*Hospitalization*" p. 17)

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 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, after which the process is referred to and handled by Vancouver Coastal Health. It is the responsibility of Vancouver Coastal Health to help the resident and family to find a facility which can meet the health and safety concerns of the resident.

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, when the call bell is pulled, the receptionist at the front desk is notified. S/he will answer the bell, and call the appropriate staff person.

If a resident has had an event or injury that cannot be treated at Windermere, he or she may be transferred to hospital for acute care (please see also *Level of Intervention, p 35.*)

GOING OUT, LEAVES, AND HOLIDAYS

Residents are free to come and go as long as there is no safety risk. Please sign the *Residents' Sign In and Out Book* at the Front Desk both when you leave and upon your return. We also require that you leave the telephone number of the person you are leaving with or visiting.

Residents may leave for up to 72 hours to visit with family or friends. Medication needs can be arranged with the Nursing Office on the 5th floor.

Absences of over 72 hours require a form to be filled out. The 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 management and will be charged a daily fee.

If you will be out for a long period, from a few hours to a few days, please make sure you let the nurse know in advance so that medications can be arranged. Also, please be aware that if you return late, there are fewer care staff available to help with evening and bedtime regime.

HOSPITALIZATION

Residents requiring diagnostic procedures, extensive therapy, treatment or emergency medical care will be transferred to hospital.

Beds can only be closed by the Continuing Care Program. 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.

Residents who are admitted to hospital will return to the Center as long as the facility is able to meet their needs. 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, p.16*)

KEYS

A room key and locking drawer key will be issued to each resident upon admission. Should keys get lost, a duplicate will be cut as soon as possible. Arrangements will have to be made with Director of Resident Services if keys continue to be lost. There is a small replacement fee for lost keys.

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 hospital.

LAUNDRY AND DRY CLEANING

Laundry is done on a weekly basis. We regret we cannot assume responsibility for fading, shrinkage or lost items. (see also *Clothing, p.14.*)

Ironing service is not provided.

A dry-cleaning service is available twice weekly. This service can also provide repairs to personal belongings. Please leave your clothes at the Front Desk or ask your care attendant to do it for you.

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

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

MEDICATION

In order to maintain the residents' optimum health and provide a safe environment, all medication is administered by nurses, unless otherwise approved by the Medication Advisory and Safety Committee. This includes vitamins as well as over the counter medications such as laxatives, aspirin, and cold preparations. If you bring over the counter medication with you on admission, please leave it with your nurse.

Medication cannot be left in the room to be taken at a later time.

Medications not covered by Pharmacare will be billed directly to the resident/designate. This includes the over the counter medications listed above.

A consulting Pharmacist from Lancaster Prescriptions is available. Pharmacare requires that all medication prescribed by your doctor be obtained through a single pharmacy. Please bring all prescriptions back to the Centre and a nurse will obtain the medication from Lancaster for your use.

Residents or their families should consult with the nurse if herbal remedies or vitamins are being used in order to avoid adverse reactions with medications.

Lancaster Prescriptions is conveniently located at:

601 West Broadway
Vancouver, B.C. V5Z 4E2
Phone: 604-873-8585

(Please see also *Going Out, Leaves, and Holidays*, p.16)

RESIDENT COUNCIL

The Resident Council exists to provide residents with an opportunity to contribute to life at the Windermere, and bring any problems to the attention of management. Any resident is eligible to join the council, and everyone is encouraged to bring suggestions to it. Meetings are held once a month.

RESTRAINTS

Windermere has a “ NO RESTRAINT” policy. Residents may come and go as they please. No restraints are used to prevent residents from normal activities of daily living.

The Centre does, however, have a system of protecting wandering residents from getting lost in the community. A bracelet called, “Watchmate™”, can be worn by the resident. It will notify staff by setting off an alarm by the Receptionist Desk if the resident is attempting to leave. Please be aware despite this system, sometimes residents who should not leave on their own, do so (Please see *Discharges and Transfers, p. 15*).

ROOMS

Residents are encouraged to make their rooms as homelike as possible, with pictures, plants, knickknacks, and furniture that will fit safely in the room.

Please help us keep rooms and surroundings neat and tidy. 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.

Please remember cookies, chocolate, and other foods 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 food 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.

SMOKING

Smoking is restricted to the Main Floor Smoking Room for both residents and visitors. Smoking is also permitted in the garden where ashtrays are present. Outdoor smoking is not permitted within 6 metres of any entrance or open window. Please use ashtrays when disposing your cigarette butts.

Residents must keep their cigarettes, matches and lighters at the Reception Desk and pick them up one at a time from the Receptionist for use in the Smoking Room.

Smoking is not permitted in resident rooms, bathrooms, corridors, and lounges. All "NO SMOKING" signs must be strictly observed.

NON-COMPLIANCE OF SMOKING RESTRICTIONS MAY LEAD TO EVICTION.

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 other 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 residents in keeping track of these items, but cannot be responsible for replacement or repair.

VISITORS AND VISITING

Relatives and friends are encouraged to visit residents at the Centre. Visiting hours are open, and visitors are invited to take part in our activities. Children are particularly welcome. Pets are also welcome. Visiting can be emotionally difficult for family members. If you would like some help or advice please talk to our Director of Care or the Nurse.

Visitors are requested to check in at the Reception Desk upon arrival and before proceeding to residents' rooms. This allows the resident to be notified of the visitor, a courtesy important to our residents.

Residents may entertain their guests at meals as space permits. Please make reservations at the Front Desk to ensure that space is available.

Rates:	Breakfast	\$4.50	Lunch	\$5.50
	Dinner	\$6.50	Special Events	\$8.00

Please note these rates are subject to change.

WINDERMERE RESIDENTS SOCIETY

The Windermere Residents Society is a non-profit society organized to do fundraising for the residents of Windermere. In the past they helped buy our bus, and paid for our large screen TV. We encourage families and residents to be active in the Society.

SECTION III: HEALTH AND LIFE SERVICES

MEDICAL CARE

Medical care is provided by the resident's personal physician. These physicians must be willing to make house calls to the Centre and must have admitting privileges to a local hospital.

If your physician is unable to provide care at the Windermere, the Director of Care or Assistant Director of Care can assist you with a referral to a doctor who is able to meet these criteria.

A Medical Advisor is available to the Windermere to assist with the provision of medical services to the residents.

RESIDENT HEALTH CARE

Resident health care and supervision is provided on a 24 hour basis by nurses and care aides. The resident 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.

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. We strongly recommend residents and their 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.

DENTAL CARE

Residents are required to undergo a dental assessment upon admission. This service is provided by the Vancouver General Hospital/UBC Dental Program for a nominal fee which will be charged to the Resident Trust Account. Follow-up dental procedures may be recommended as a result of the assessment. All residents should continue to visit their dentist regularly. Family or Nursing staff will make appointments as necessary.

PODIATRY

Podiatry services are provided by Foot Care Nurses who come regularly to the Centre. The dates are posted at the Front Desk. You will be notified when the Foot Care Nurses are here. These services are not covered by Medical Services Plan. Consequently, there is a supplemental charge for these services which is billed to the Residents Trust Account.

PHYSIOTHERAPY AND OCCUPATIONAL THERAPY

Consultation with the Community Care physiotherapist and/or occupational therapist can be arranged by the nursing staff as prescribed by your doctor. If you would like additional physiotherapy or occupational therapy, you are welcome to engage a private practitioner.

RECREATION

We place great emphasis on the importance of maintaining an active and enjoyable social life. Activities, exercises, and entertainment events are held on a regular basis. Residents are encouraged to participate as often as possible.

A calendar of events is published at the beginning of each month in the monthly newsletter called "*IN THE WIND*". A copy of the newsletter is available at the front desk at the beginning of each month. Daily activities are posted on the Activity Board on the Main Floor.

Friends and relatives are welcome to attend all our special events. We would encourage family and friends to consider volunteering. There are many opportunities to make a difference to the quality of life for our residents.

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 our recreation staff.

SECTION IV: WHO DOES WHAT?

Windermere Care Centre is owned and operated by Windermere Care Centre, Inc. Staff directly employed by Windermere include Management, Nurses, Receptionists and Administrative personnel. Marquise Hospitality Services Corp., Pro Vita Care Management Inc. and Westcoast Dietetics Ltd. provide the other services available at Windermere as described below. (For specific names and departments, please See *Appendix D: Who to Contact About What*, p.32).

WINDERMERE CARE CENTRE INC.

ADMINISTRATION AND NURSING

Administrator	Is responsible for the day-to-day operation of the Centre.
Director of Care	Is responsible for planning, coordinating and evaluating all resident care programs. Liaises with Pro Vita Care Management, and supervises Nursing staff. She is also in charge when the Administrator is absent.
Assistant Director of Care	The Assistant Director of Care assists the Director of Care and are in charge of nursing in the absence of the Director of Care.
Director of Resident Services	Is responsible for monitoring services provided by and liaising with Marquise Hospitality Services. The Director of Resident Services is also responsible for rooms, furniture, and maintenance. The Director of Resident Services is in charge when the Administrator and Director of Care are absent from the building.
Director of Finance	Is responsible for finance, administration, and other business functions.
Office Services Manager	Is responsible for supervising the Receptionists, administering payroll and employee benefits, and completing other bookkeeping functions.

Recreation and Volunteer Manager	Is responsible for the programming of physical, social, and recreational activities and recruiting and coordination volunteer services. The Manager along with the recreation staff assist residents in participating in their chosen activities. A monthly recreation calendar appears at the beginning of each month. You may pick it up at the front desk.
Bookkeeper	Is responsible for resident rent and Guest Trust Accounts, preparing monthly statements and invoices, and maintaining a record of payments made.
Maintenance Staff	Are responsible for maintaining and upkeep of the buildings and grounds. Maintenance personnel are not responsible for residents' private property.
Nurses	Are responsible for assessment, care planning, and coordinating the care of the residents. One nurse takes charge of the Centre in the absence of management staff on evenings, nights, weekends and holidays.
Receptionists	Are responsible for answering the telephone and calls from residents' room and greeting and directing residents and visitors. They are on duty seven days a week.

WESTCOAST DIETETICS
DIETETIC SERVICES

Registered Dietitian	Dietetic Services are provided by Westcoast Dietetics. The Registered Dietitian is responsible for the planning of therapeutic and modified texture diets. The Dietitian completes individual nutritional assessments and regular reviews according to current nutritional standards and provincial guidelines.
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Pro Vita Care Management Inc.

LICENSED PRACTICAL NURSES, CARE AIDES AND RECREATION STAFF

These services are provided by Pro Vita Care Management Inc.

Care Manager	Is responsible for overseeing care aides and recreation staff. Communicates with residents and families on care issues. Liaises with the Director of Care to coordinate care and nursing services.
Care Aides	Help with what are called Activities of Daily Living (ADL). These include washing, dressing, grooming, bathing, getting to the washroom, and getting in and out of bed. They will help with what the resident is unable to do by him or herself. <i>We encourage all residents to do as much as possible for themselves.</i> Similar to nursing, each floor has steady care aides assigned to that floor.
Recreation Staff	Recreation staff assists residents in participating in their chosen activities.
Licensed Practical Nurses	Are responsible for assessment, care planning, and coordinating the care of the residents.

MARQUISE HOSPITALITY SERVICES CORP.

HOUSEKEEPING, LAUNDRY AND FOOD SERVICES

Housekeeping, Laundry and Food Services are provided by Marquise Hospitality Services Corp.

Director of Support Services	Is responsible for managing all the services provided by Marquise Hospitality Services Corp. The Director of Support Services' office is next to the kitchen, off of the dining room.
Food Services Supervisor	Reports to the Marquise Director of Support Services and is responsible for supervising kitchen and dining room staff. The Food Services Supervisor's office is next to the kitchen, off of the dining room.

Environmental Services Supervisor	Reports to the Marquise Director of Support Services and is responsible for housekeeping and laundry. The Environmental Supervisor's office is on the Lower Main Level of the building.
Cook/Food Service Staff	Are responsible for preparing and serving all meals and cater special events and parties.
Housekeeping Staff	Assist the residents in keeping their rooms clean and are responsible for cleaning all public areas of the Windermere.
Laundry Staff	Are responsible for doing all the Windermere laundry as well as the residents' personal laundry. Please remember that in order for you to get your clothes back they must be marked correctly with your name and room number. Make sure new clothes are marked whenever you bring them in.

APPENDIX A: 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. It can take from three to six 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. Many people describe it as an emotional roller-coaster. Remember, though, like on a roller coaster, the bumps get smaller the further on you go; at the end of the roller-coaster, the ride is smoother and not as frightening. It will get better.

It is helpful to get to know the staff who work regularly on the floor. Generally, the same nurses and care aides are working on the floor, with variations due to shift change, 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

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 eleventh 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 604-715-5550
- 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

INTERNET RESOURCES

The Caregiver Network	www.caregiver.on.ca
Canadian government	www.seniors.gc.ca
Eldercare Online	www.ec-online.net
Family Caregiver Alliance	www.caregiver.org
Ontario Network for the Prevention of Elder Abuse	www.opnea.org
Peace Of Mind	members.shaw.ca/bcseniors

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.

APPENDIX B: 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. This page and the following explain the Degrees of Intervention.

Degree One: Supportive Care in Facility

- Nursing care
- Pain relief
- Control of fever
- Oral fluids
- Psychological and spiritual Support
- Oxygen
- No CPR

Degree Three: Transfer to Acute Care Hospital

- Transfer to acute care
- No CPR

Degree Two: Therapeutic Measures in Facility

- Nursing care; Pain relief
- Control of fever
- Oral fluids
- Psychological and spiritual support
- Oxygen
- Medication as indicated by condition and ordered by physician eg. antibiotics
- No CPR

Degree Four: Maximum Therapeutic Effect

- Transfer to acute care
- CPR if witnessed cardiac arrest

INTERPRETATION

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.

Degree One 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 is felt that the facility cannot keep the resident comfortable or there is any other condition, such as a fracture, unrelated to the terminal condition, hospitalization would still be indicated.

Degree Two This measure of intervention provides the same level of care as Degree One. However, in addition to these measures, medications 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 any other condition, such as a fracture, unrelated to the terminal condition, hospitalization would still be indicated.

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

APPENDIX C: WHO TO CONTACT ABOUT WHAT

604-736-8676

Administrator	Ross Sugimoto
Director of Care	Joanna Martin
Assistant Director of Care	Josie Esguerra
Director of Resident Services	Erna Verstraten
Dietitians	Rhonda Smyl/Susan Reid
Director of Finance	Ken Stuike
Bookkeeper	Emily Szczepulski
Care Manager (Care Aides)	Marilyn Vimvalencia
Recreation & Volunteer Managers	Azmina Khimji
Food, Housekeeping and Laundry	Helen Wong
Housekeeping and Laundry	Paulette Fikus

The following information is provided to let you know who to contact to discuss various aspects of care and services.

For Questions, Comments or Concerns Regarding:	CONTACT
<ul style="list-style-type: none"> • Current general health • Concerns about care • Medications/treatments • Medical appointments 	<ul style="list-style-type: none"> • The Nurse on Duty for the floor. Give the Receptionist the room number and she will connect you with the appropriate nurse. <i>OR</i> • Assistant. Director of Care, Josie Esguerra Monday to Friday 9:00 am to 5:00 pm
<ul style="list-style-type: none"> • Dining room • Meal service • Housekeeping • Room concerns • Laundry • Maintenance 	<p>MARQUISE HOSPITALITY SERVICES</p> <ul style="list-style-type: none"> • Director of Support Services, Helen Wong Monday to Friday 9:00 am to 5:00 pm <i>OR</i> <p>WINDERMERE CARE CENTRE</p> <ul style="list-style-type: none"> • Director of Resident Services, Erna Verstraten Monday to Friday 8:00 am to 4:00 pm

For Questions, Comments or Concerns Regarding:	CONTACT
<ul style="list-style-type: none"> • Changes in Care Level • Concerns about physician • In house moves • Nursing concerns • Facility Placement 	<p>WINDERMERE CARE CENTRE</p> <ul style="list-style-type: none"> • Director of Care, Joanna Martin Monday to Friday 8:30 am to 4:30 pm <li style="text-align: center;"><i>OR</i> • Assistant Director of Care, Josie Esguerra Monday to Friday 9:00 am to 5:00 pm
<ul style="list-style-type: none"> • Therapeutic diets • Nutritional concerns 	<p>WESTCOAST DIETETICS</p> <ul style="list-style-type: none"> • Dietitians, Rhonda Smyl / Susan Reid Monday to Friday 9:00 am to 5:00 pm
<ul style="list-style-type: none"> • Baths • Daily care routine 	<p>PRO VITA CARE MANAGEMENT</p> <ul style="list-style-type: none"> • Care Manager, Marilyn Vimvalencia Monday to Friday 9:00 am to 5:00 pm
<ul style="list-style-type: none"> • Social/Recreation/Leisure needs • Activity programs • Pastoral services • Special event arrangements • Library • Volunteer • Tuck Shop • Bar 	<p>WINDERMERE CARE CENTRE</p> <ul style="list-style-type: none"> • Recreation & Volunteer Manager, Azmina Khimji Monday to Friday 9:00 am to 4:00 pm
<ul style="list-style-type: none"> • Bills • Guest Trust Accounts • Safe keeping 	<p>WINDERMERE CARE CENTRE</p> <ul style="list-style-type: none"> • Bookkeeper, Emily Szczepulski Monday to Friday 9:00 am to 4:00 pm • Business Services Manager, Elsa Sun Monday to Friday 8:00 am to 4:00 pm • Director of Finance, Ken Stuike Monday to Friday 9:00 am to 5:00 pm

For Questions, Comments or Concerns Regarding:	CONTACT
<ul style="list-style-type: none"> • Special or confidential issues 	<p>WINDERMERE CARE CENTRE</p> <ul style="list-style-type: none"> • Administrator, Ross Sugimoto Monday to Friday 8:30 am to 4:30 pm
<ul style="list-style-type: none"> • Hairdresser appointments • Dining room reservations • Bus outings / reservations • Lost & found 	<p>WINDERMERE CARE CENTRE</p> <ul style="list-style-type: none"> • Receptionist 7:00 am to 11:00 pm
<p>For questions, comments, or concerns in the EVENINGS, on the WEEKEND and on STATUTORY HOLIDAYS</p>	<p>WINDERMERE CARE CENTRE</p> <ul style="list-style-type: none"> • Nurse in Charge (24 hours)