

RESIDENT & FAMILY HANDBOOK

KinVillage West Court

KinVillage West Court
5410 10th Avenue
Delta, British Columbia
PH: 604.943.0155



Welcome

On behalf of our staff and volunteers, I'm very pleased to welcome you, your family and friends to your new home at KinVillage West Court.

KinVillage has been faithfully serving residents of South Delta for over 40 years.

We offer a continuum of high quality health and housing programs, with West Court providing a caring home for those with more complex health needs.

At KinVillage, you'll be encouraged and supported to live as independently and fully as possible. We are committed to providing excellent person centered care, working together with you to help meet your needs with dignity and compassion. Since family members and friends play an important role in the health and well-being of their loved ones, we value and appreciate their and your involvement in your care and in our community. We look forward to getting to know you and your loved ones!

You will likely have many questions about long-term care and life at KinVillage West Court. If your questions are not answered in this handbook, please do not hesitate to speak with any of our staff. Nadine Brown, Director of Care, and all of our dedicated staff are here to help you in any way possible.



Dan Levitt
CEO



Key Contact Information

| | |
|--|--------------|
| KinVillage West Court | 604-943-0155 |
| Reception/Front Desk (Mon-Fri, 9 am – 5 pm) | Ext 221 |
| Nurse | |
| 1 st Floor (24 Hours/Day) | Ext 301 |
| 2 nd Floor (10 am – 6 pm Daily) | Ext 302 |
| 2 nd Floor A/B LPN (7 am – 11 pm Daily) | Ext 304 |
| 2 nd Floor C/D LPN (7 am – 11 pm Daily) | Ext 305 |
| Parkview (7 am – 11 pm Daily) | Ext 303 |
| Aran Virk, Social Worker | Ext 271 |
| Bettina Salini, Director of Wellness | Ext 250 |
| Cynthia Langenberg, Director of Health Services | Ext 232 |
| Dan Levitt, Chief Executive Officer | Ext 223 |
| Kamal Dhaliwal, Clinical Practice Leader | Ext 280 |
| Louise Jackson, Registered Dietician | Ext 239 |
| Nadine Brown, Director of Care | Ext 226 |
| Tomomi Marsden, Accounting Clerk | Ext 230 |
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| Kiran Dhillon, Marquis, Manager Housekeeping and Laundry | Ext 264 |



Table of Contents

PART ONE - Getting Started

| | |
|--|-----------|
| Introduction | 1 |
| About this Handbook | 1 |
| About KinVillage..... | 1 |
| Residents’ Bill of Rights..... | 2 |
| Our Commitment to Quality | 4 |
| Licensing..... | 4 |
| Accreditation..... | 4 |
| We Need to Hear from You | 4 |
| Complaints Process | 5 |
| Moving In | 6 |
| What to Expect | 6 |
| What to Bring – Clothing and Personal Care Items | 6 |
| Dentures, Eye Glasses and Hearing Aids | 7 |
| Medications | 8 |
| Personal Furnishings and Electrical Equipment | 8 |
| Valuables..... | 9 |
| Financial Information | 10 |
| Residential Care Monthly Fees | 10 |
| Comfort Fund | 10 |
| Resident Accounts..... | 10 |
| Additional Costs (Chargeable Extras)..... | 11 |
| Managing Finances | 12 |

PART TWO – Life at KinVillage

| | |
|--|-----------|
| Day to Day | 13 |
| Your Room | 13 |
| Housekeeping | 13 |
| Laundry | 13 |
| Meals | 14 |
| Recreation and Leisure Activities..... | 14 |
| Visitors..... | 15 |
| Alcohol | 15 |
| Going Out | 15 |



| | |
|--|-----------|
| Hairdressing/Barber Service | 16 |
| Keeping Informed | 16 |
| Mail | 16 |
| Newspaper | 17 |
| Pet Visits..... | 17 |
| Recognition of Staff/Gifts | 17 |
| Residents' Council..... | 17 |
| Scent Free | 17 |
| Television, Phone and Internet Services..... | 18 |
| Transportation Information | 18 |
| Witnessing Documents | 18 |
| Your Care | 19 |
| What to Expect | 19 |
| The Care Team | 19 |
| Care Planning | 20 |
| Personal Health Care Decisions | 20 |
| Palliative Care..... | 21 |
| Pharmacy | 21 |
| Spiritual Care..... | 22 |
| Additional Care Services | 22 |
| Independent Service Providers..... | 23 |
| Personal Mobility Aids | 23 |
| Protecting Your Privacy..... | 23 |
| Transfers and Discharges | 24 |
| Your Safety and Security | 25 |
| Commitment to Safety..... | 25 |
| A Respectful Environment | 25 |
| Protection of Persons in Care | 25 |
| Safety and Aggression..... | 25 |
| Building Safety | 26 |
| Infection Prevention and Control | 26 |
| Fire Safety | 27 |
| A Smoke-Free Environment | 27 |
| Falls Prevention..... | 27 |
| Least Restraint Policy..... | 28 |
| Identification | 28 |
| Disclosure..... | 28 |
| Notes..... | 29 |



INTRODUCTION

About This Handbook

This booklet provides you and your family with helpful information about KinVillage including the care and services available to you.

We hope this guide will answer your questions about moving in and creating a home here. Our staff is here to support and help you in any way possible and we encourage you to speak to them if you have any questions, concerns or just need some additional information.

About KinVillage

KinVillage offers a continuum of health and housing (from independent living to long-term residential care) as well as recreational and wellness programs, including those offered in our Community Centre, located adjacent to West Court. Our Mission is to support older adults to live their lives fully, while nurturing a sense of community. KinVillage strives to be a caring community where older adults experience exceptional service and in which every person feels they matter, every day.

And every day, our Values are reflected in the way we provide our services and support our residents, clients, members and staff:

Community – We cultivate a welcoming and trusting community that encourages involvement, fosters partnerships and supports relationships.

Growth – We promote learning and continuous improvement and recognize potential.

Quality– We inspire excellence and champion safety.

Respect – We treat everyone with kindness, compassion, dignity, and appreciation.

Stewardship – We demonstrate responsibility and accountability for our actions.



Residents' Bill of Rights

The B. C. Government established the following *Residents' Bill of Rights* to promote the rights of adults who live in residential care homes and to emphasize that individual rights are maintained when a person lives in a long-term residential care home. These are your rights, and our commitment to them, while living here.


Commitment to care

1. An adult person in care has the right to a care plan developed:
 - (a) specifically for him or her, and
 - (b) 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

2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
 - (a) to be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity;
 - (b) to be protected from abuse and neglect;
 - (c) to have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
 - (d) to have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces;
 - (e) to receive visitors and to communicate with visitors in private;
 - (f) to keep and display personal possessions, pictures and furnishings in his or her bedroom.

Rights to participation and freedom of expression

3. An adult person in care 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:
 - (a) to participate in the development and implementation of his or her care plan;
 - (b) to establish and participate in a resident or family council to represent the interests of persons in care;
 - (c) to have his or her family or representative participate on a resident or family council on their own behalf;
 - (d) to have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
 - (e) to be informed as to how to make a complaint to an authority outside the facility;
 - (f) to have his or her family or representative exercise the rights under this clause on his or her behalf.
- 

Rights to transparency and accountability

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:
 - (a) to have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
 - (b) to have ready access to a copy of the most recent routine inspection record made under the Act;
 - (c) to be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;
 - (d) if any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;
 - (e) to have his or her family or representative informed of the matters described in this clause.

Scope of rights

5. The rights set out in clauses 2, 3 and 4 are subject to:
 - (a) what is reasonably practical given the physical, mental and emotional circumstances of the person in care;
 - (b) the need to protect and promote the health or safety of the person in care or another person in care, and
 - (c) the rights of other persons in care.



OUR COMMITMENT TO QUALITY

Licensing

KinVillage West Court is licensed under the Community Care and Assisted Living Act and receives regular monitoring and inspection by Fraser Health to ensure that persons in care are provided for in a healthy and safe environment and that the minimum standards are being met. These standards include cleanliness, food quality, building and furniture acceptability and documentation.

Accreditation

KinVillage Association is accredited. Accreditation is an external peer review process to assess and improve the services health care organizations provide to their patients and clients, based on national standards of excellence set by Accreditation Canada. KinVillage is committed to meet the standards set by Accreditation Canada to provide safe, high quality care. In November 2020, KinVillage was accredited for another four years.

We Need to Hear from You

It is important for us to hear from you and your families so we can continue to improve the services we provide. We invite feedback from you:

- a) through satisfaction surveys that are administered about every two years;
- b) through discussions at Resident Council meetings; and
- c) on a regular basis through the comments and suggestions you provide to our management and staff.

Your comfort, safety and well-being are our primary concerns. We encourage your suggestions to improve the quality of care and the quality of life of our residents. Your feedback is important to us.



Complaints Process

If there are concerns or questions about the care you or your family member is receiving, it is best to raise them at the time and place the concern arises. This includes addressing concerns directly with the Resident Care Aide (RCA) or Nurse. Most concerns addressed in this way are resolved quickly and can contribute to strengthening staff, resident and family relationships.

If the RCA or Nurse is unable to resolve the issue please speak with Kamal Dhaliwal, the Clinical Practice Leader (CPL). If, after speaking with the CPL, you feel a satisfactory resolution has not been found please contact Nadine Brown, the Director of Care. In the unlikely event that your concern has still not been addressed, please contact Dan Levitt, KinVillage Chief Executive Officer.

If your care concern has not been addressed at KinVillage, and you want to make a formal care quality complaint, you are encouraged to contact the Patient Care Quality Office of Fraser Health.

The Patient Care Quality Office will:

- formally register your complaint
- work with you to identify a reasonable resolution to your concern
- provide you with a response to your complaint and an explanation about any decisions and actions taken as a result of your complaint

The Fraser Health Patient Care Quality Office is located at Ridge Meadows Hospital in Maple Ridge:

11762 Laity Street, 4th Floor
Maple Ridge, BC V2X 5A3
Toll free: 1-877-880-8823
Fax 604.463.1888
Email: pcco@fraserhealth.ca

Office Hours: Monday to Friday from 8:30 a.m. – 4:30 p.m.
Closed on weekends and statutory holidays.

Complaints may be made verbally (in person or by phone) or in writing (by letter, fax or email). Remember to mention KinVillage's name when submitting your complaint in writing. (For additional information, please see "Concerned about quality of care? Let us know." in the *Fraser Health Information Package*.)



MOVING IN

What to Expect

On your move-in day, staff will greet you and guide you through the process to support you in getting settled.

What to Bring – Clothing and Personal Care Items

We recommend that you bring enough clothing, including outdoor garments, to last seven days. Clothing should be comfortable, easy to put on and take off, and durable (easily laundered, wash and wear, and not need ironing). Staff can assist you in choosing adaptive clothing, should the need arise.

Closet space is limited; seasonally appropriate clothing is best. Alternate seasonal clothing should be kept off-site by the family (if applicable). Shoes should be comfortable, provide adequate support and have non-slip soles.

Marking Clothes for Identification

All clothing must be labelled with your name to minimize loss.


Our staff labels your clothing with a heat seal machine when you move in and as new clothing arrives. There is a small one-time fee for this service. Special care fabrics may get damaged with the heat seal machine so it is recommended that family label these items separately.

Special Care Fabrics

Dry cleaning of special care clothing such as silk or wool is a family responsibility. Please be aware that special care clothing may be sent to be laundered. These items are not recommended to be provided as KinVillage is not responsible for damaged garments.

Suggested Clothing

Men

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

- 3 pajamas
- 1 house coat
- cap, gloves, scarf and jacket or coat

Women

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

Suggested Toiletries

You and your family members are responsible for providing and replenishing the following toiletry items. Please label the items with the resident's name and, with products, the date the item was opened.

- electric shaver
- make-up, brush, comb
- ribbons, pins or small combs for hair
- denture cleaning material (if required)
- body lotion (unscented)
- skin cleanser
- deodorant
- manicure items (finger nail clippers)
- tissues
- mouthwash
- toiletry bag to hold these articles

Dentures, Eye Glasses and Hearing Aids

Eye glasses and dentures must be clearly marked with your name. An optometrist and/or dentist office can do this for you. We also recommend hearing aids be fitted with a safety attachment device to secure to clothing. The repairs and/or replacement of these items are the responsibility of you and your family members.



Although we make every effort to safeguard these items we recommend you obtain insurance to cover the cost of replacing these items due to loss or breakage.

Medications

Please bring a current list of all medications, including prescriptions, vitamins and laxatives you are currently taking, with proper name, dose and frequency, and give it to your Nurse. An up-to-date list can be obtained from your pharmacist.

Please do not bring medications you have at home. The pharmacy at KinVillage is unable to repackage a resident's own medication supply for safety and quality assurance reasons. If you wish to dispose of these medications, they may be sent to the pharmacy for proper disposal. New prescriptions will be ordered and provided to you.


Some herbal remedies and alternative medications may interfere with your prescriptions and there are policies in place to support the residents' right to access the therapy of their choice. Please speak to the Nurse if you are using alternative health products.

Personal Furnishings and Electrical Equipment

Your room will be furnished with a bed, bedside table and dresser. To help you feel at home, you may want to bring some personal belongings such as a favourite chair, quilt, pictures, lamps, easy-to-read clock and calendar, special mementos or plants from home.

You are also welcome to bring in your own television provided it is CSA approved and fits the space and layout of your room. Small computers or laptops are also permitted. You will be responsible for arranging and paying directly for any cable or internet services.

For safety reasons, we do not permit the use of heating pads, electric blankets, electric kettles or extension cords; power bars with built-in circuit breakers are a suitable alternative. CSA-approved fans (24" or less) are permitted.



While we encourage you to personalize your room, it's necessary that your belongings do not limit movement throughout the room in a way that could create an unsafe situation. Area rugs/carpeting in the room is also not permitted for safety reasons.

You may be asked to remove or replace items that are deemed to be too large or unsafe for your room. Please discuss the items you wish to bring with your Nurse before bringing them in.

Speak to a staff member to arrange for our Maintenance staff to hang pictures in your room.

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

Valuables

We strongly advise you to leave jewelry, cash, credit cards or other valuables with a trusted relative or friend. KinVillage assumes no responsibility for loss or damage of valuables or personal items as the result of negligence or theft. It is recommended that you carry adequate insurance on any item of value that you choose to bring with you.

Residency Agreement

Once you have had a chance to settle in, our Social Worker, Aran Virk, will arrange to meet with you and/or your personal representative, typically within the first week of moving in to go over the Moving in Handbook, the Residency Agreement and any legal directives, documents you may have in place including a Representation Agreement, and/or a Power of Attorney.



FINANCIAL INFORMATION

Residential Care Monthly Fees

Monthly rates for your accommodation are set by the Ministry of Health and vary depending on income. They are calculated by multiplying your “after tax income” (as defined in the Continuing Care Fees Regulation) by 80 per cent, subject to minimum and maximum rates. Rates are typically adjusted on an annual basis and you will be advised by Fraser Health in advance of any change to your rate. Enquiries about your rate should be directed to Fraser Health’s Patient Accounts office by calling 604-520-4860, or toll free (Canada) 866-844-0106. (For additional information, please see “Your Monthly Residential Care Rate” in the *Fraser Health Information Package*.)

You will continue to pay these fees even if you are away, such as in hospital.

Comfort Fund

Comfort funds provide all residents with a secure method of maintaining their personal funds and promote resident independence and choice. They provide a simple means for residents to pay for participation in special activities (e.g. bus trips, Happy Hour), purchase certain goods and services (e.g. hairdresser/barber), and/or withdraw cash for personal shopping or transportation.

Subject to the needs of each resident, authorized monthly disbursements from a Comfort Fund are typically about \$200 and you or your designated financially responsible person are responsible for maintaining a positive balance at all times. The maximum balance in a Comfort Fund is \$500.

Resident Accounts

Setting up your resident accounts, for both your monthly accommodation fees and your Comfort Fund, will be done at the Accounting office. (See “Pre-Admission Information: Financial Responsibility” in the *KinVillage Forms Package*.) If you are not managing your own finances, you will need to identify the person responsible and provide us with relevant documentation (e.g. Enduring Power of Attorney, Representation Agreement – Section 7).

You will receive two statements each month – A Rent Account Statement and a Trust Account Statement. Your Trust Account Statement will detail deposits, disbursements



and the account balance of your Comfort Fund. If this account balance is negative, your Comfort Fund is overdrawn and this must be remedied as soon as possible.

Payments on each of your accounts can be made either through:


- pre-approved withdrawals from your bank account (preferred method).
- cheque payable to KinVillage Association. Note that cheques for the Comfort Fund must be separate from cheques for accommodation monthly fees because Comfort Funds are held in a special Trust Account. Cheques may be mailed to or dropped off at West Court to the attention of the Accounting Department. A mail slot is available to the left of Reception should neither Reception nor Accounting staff be available to accept your cheque.

KinVillage will refund accommodation charges, adjusted for any balance in your Comfort Fund, by cheque within six weeks of discharge. A balance of \$10 or less will not be charged or refunded.

Tomomi Marsden, Accounting Clerk, will assist you in making necessary financial arrangements and answer any questions you may have about your accounts.

Additional Costs (Chargeable Extras)

When living here, you will continue as much as possible to pay suppliers directly for goods and services you may require such as:

- Medications/supplies not covered by Pharmacare;
 - Personal cable connection and monthly fee;
 - Personal telephone connection and basic services;
 - Personal newspaper, magazines and periodicals;
 - Hearing aids and batteries, including replacement batteries;
 - Personal transportation;
 - Purchase or rental of equipment that is for your exclusive use, such as walker, specialized or modified wheelchair, crutches, canes or other devices, and maintenance as required;
 - Companion services; and
 - Personal dry cleaning or laundry services for items requiring special attention.
- 

If KinVillage pays for goods and services on your behalf that are not covered by the monthly residential care fee and which have been appropriately authorized, the resident's Comfort Fund will be charged for these "chargeable extras".

Additional charges may include:

- Labelling of clothing (one-time fee at move-in);
- Hairdressing/barber services;
- Foot care;
- Nutrition supplements, if you request a specific commercial brand rather than the brand provided;
- Extra or optional craft supplies, entertainment and recreational activities that are additional to activities and supplies provided;
- Personal hygiene and grooming supplies that you choose in preference to general supplies provided;
- Maintenance and, if necessary, repair of KinVillage-supplied specialized wheelchairs or modified wheelchairs;
- Room clearing and disposal fees if personal effects are not removed within 24 hours after discharge.

Managing Finances

We encourage you and your family to continue managing your personal finances independently. If you need support, our Social Worker, Aran Virk, is happy to provide information about accessing financial options available to you, including the Provincial Office of the Public Guardian and Trustee. She can provide information that will help you decide who your most financially responsible person could be, should the need arise.



DAY TO DAY

Your Room

All residents here have a private room. We encourage you to make yourself comfortable and add some personal touches so you feel at home. If there are changes in your care needs, or the care needs of another resident, it is possible that you may have to be relocated to another room. If there is a need to relocate you, we will do our very best to minimize any disruption this may cause.

Housekeeping

Our housekeeping staff freshens up your room daily and on an as-needed basis. A thorough cleaning, which includes changing your bed linens, is performed weekly. Staff comply with infection control procedures and always try to respect your personal space.

Laundry

We provide laundry service for your personal items. Our staff picks up clothing items from special hampers, washes and returns them to your room. Personal laundry must be labeled to help us return your clothing to you. KinVillage, however, is not responsible for damaged or missing items. Please report any lost items to staff and we will do our best to locate them.

Family members are also invited to look through the Lost and Found items to identify their loved one's missing clothing.

Any linen, including comforters, duvet covers, blankets and quilts, brought by families are to be labeled with the resident's name.

Laundering of all items, other than personal clothing, is the responsibility of the resident or their family.

Family members are responsible for dry cleaning, alterations and mending.



Meals

All meals are served in the dining room; however, there may be specific occasions (e.g. illness) when you have a meal in your room.

We serve three regular and varied meals daily and menus are posted near the dining room. Special dietary needs (e.g. diabetic, low salt, vegetarian) are accommodated and our Dietician, Louise Jackson, is available to review your nutritional needs and to discuss your questions and concerns.

Family and friends are welcome to join you for a meal at a nominal charge. Please advise Reception (Monday to Friday) or staff if you plan on having guests.

Family and friends are also welcome to bring food for you. We request that family and other visitors check with your Nurse to ensure your dietary needs are consistently met and that food and beverages brought in are stored safely in your room.

Snacks and beverages are also available throughout the day.


Recreation and Leisure Activities

We offer a variety of individual and group programs and events seven days a week. Our focus is on your abilities and expressed desires. It helps us better understand these if you or your family shares information with us. (See “Leisure and Recreation Information” in the *KinVillage Forms Package*.)

We encourage you to participate in some of our scheduled activities as a way of becoming part of life at KinVillage. A reminder of daily activities is posted each morning by the first floor main elevator. A monthly schedule of activities is also posted by the first floor elevator and on the KinVillage website.

You are of course welcome to pursue your own interests such as reading, visiting, walking in the gardens or watching television. And there is a Community Centre right next door which offers a variety of activities and events that may interest you. Friends and family are welcome to join in the activities at any time. Suggestions are welcome; please speak to a member of the Recreation staff.

A small fee may apply to special activities (e.g. Bus Trips, Happy Hour alcoholic beverages, Dining In meals, Special Events). This fee will be payable only by those residents wishing to participate in these. (See “Authorization for Special Recreation Programs and Fees” in the *KinVillage Forms Package*.) Residents not participating will not be charged a fee.



Visitors

We strongly encourage family and friends, including children (small children must be accompanied by an adult), to visit anytime and as often as possible. They are invited to join activities and activity equipment is available for your use; our Recreation staff will assist in any way they can.

Our courtyards are designed to provide you and your visitors with fresh air, beautiful flowers and greenery. The adjacent Community Centre offers a Café (open Monday through Friday during the day), the Unique Boutique, and special events, such as concerts, that may interest you.

Some parking is available in the lot immediately in front of West Court. If there are no spots available, then please park along the street.

Alcohol

You may enjoy the occasional social drink providing we have obtained your doctor's consent.

Please label all personal alcoholic beverages and leave them with the Nurse to store in the secured cupboard in the medications room.

Visiting family and friends may not bring alcohol in for their own consumption; alcohol is available to them only when they are joining you at a KinVillage activity such as Happy Hour or a Special Event/Dinner.

Going Out

You may wish to visit with your family and friends away from West Court. You must sign out in the book located at Reception if you will be leaving West Court on an outing, including going to our Community Centre.

Please let staff know as far in advance as possible so they can prepare necessary medications and cancel your meal service if you will be out over meal time.



Hairdressing/Barber Service

A salon is located on the first floor, near Reception. Appointments are made in advance, or can be made on a regular basis. A price list is available and authorized charges are deducted from your Comfort Fund. (See “Hairdressing - Authorization for Services and Charges” in the *KinVillage Forms Package*.)

Keeping Informed

In addition to informal communication with staff and between residents, Resident’s Council and Semi-Annual forums for families, KinVillage has three main ways of sharing written information of interest to residents and families.

Bulletin Board

A Resident and Family Bulletin Board is near the entrance to the main dining room. On it, you will find items of interest such as minutes of Resident Council meetings, important notices, and Licensing Inspection reports.

The Residents’ Monthly

Our newsletter will keep you and your family up to date about what is happening at KinVillage and will provide you with information specific to those living in West Court, such as activities and events.

Website

The KinVillage website (www.kinvillage.org) offers comprehensive information about all of our programs and services and includes videos, photos, maps, news and stories. The special “For Residents” section can be accessed from the Quick Links menu at the top of the home page. You will have access to information such as newsletters, activity schedules, notices, and so on, after entering the password **h@ppyfam!ly**

Mail

Our staff will deliver mail to your room. Outgoing mail may be left at Reception for mailing; please provide your own postage. Family and friends can send mail to you at:

KinVillage West Court
5410 10th Avenue
Delta, BC
V4M 3X8



Newspaper

Newspaper delivery can be arranged. Subscriptions should be ordered or arranged by yourself or your family directly from the newspaper's circulation department.

Pet Visits

Family pets are welcome to visit. Healthy, immunized and well-behaved dogs are welcome to visit but must be leashed and supervised by their owners at all times. Other pets must be kept in an appropriate carrier.

Please, no animals in the kitchen or dining areas. Animals also come to West Court as part of the pet visitation program.

Recognition of Staff/Gifts

Our staff members and volunteers appreciate your compliments and thanks. However, individual staff members cannot accept personal gifts or money from you or your family. If you are considering providing a modest gift for a group of staff, please speak with Nadine Brown, Director of Care, or Kamal Dhaliwal, Clinical Practice Leader.


Residents' Council

We believe that Resident and/or Family Councils can help to improve communication between residents, families, staff and care home leaders by working together in the interest of the residents.

Families have not formed a Council at KinVillage, however family members of residents who are not able to speak for themselves are welcome to attend the Residents' Council. This Council meets once a month. Meetings serve as a forum for raising issues, sharing concerns, providing input and making suggestions (for example, about meals and activities) regarding life in West Court.

Scent Free

Many individuals have allergies or medical conditions triggered by the smell of flowers, perfumes or after shaves, lotions, etc. We maintain a scent-free environment and ask



you to join us in limiting/eliminating the use of scented products. While flowers are permitted in rooms, those with a strong fragrance are discouraged and may need to be removed.

Television, Phone and Internet Services

Televisions are available in three lounge areas of West Court and there is a public phone available at Reception. WiFi is available in some lounge areas and the WiFi password is available from Reception.

There is a phone jack and cablevision hook-up in each room. You are responsible for arranging phone, cable and/or internet service in your own room. Reception can provide information to assist you with this. All costs, including installation, are your responsibility. We encourage you to use earphones so you can enjoy your favorite TV and radio programs in comfort in your own room, without disturbing others.

Transportation Information

HandyDart is a public transit service with special equipment for carrying passengers unable to use the regular transit system. Wheelchair taxis are specially-equipped cabs available for the same price as a regular taxi. Reception is pleased to help you access these services.

Ambulance Charges

Please note that you are responsible for ambulance or alternative transfer charges incurred between West Court, the hospital and other care providers in the community. If you have premium assistance with Medical Services of BC, the charges may be waived.

All costs for transportation are the responsibility of you and your family.

Witnessing Documents

To protect our residents, employees and organization, our staff is not permitted to witness signatures on documents unless the documents are specifically related to KinVillage's business and staff are directed to do so as part of their duties.



YOUR CARE

What to Expect

Your daily care is developed to best meet your personal needs. Our goal is to assist you and your family to develop an individualized care plan within our resource capacity, to support you in being as independent as possible and meet your care needs.

The Care Team

Members of the Care Team work together with you and your family to plan and review appropriate care and services. Each member offers their own particular talents and skills to benefit our residents. KinVillage's Care Team includes the following:

- Resident Care Aides
- Nurses
- Activity Workers
- Rehabilitation Assistant
- Dietician
- Physiotherapist
- Occupational Therapist
- Music Therapist
- Art Therapist
- Pharmacist
- Physicians
- Nurse Practitioner
- Social Worker
- Medical Coordinator
- Director of Care
- Clinical Practice Leader
- Director of Wellness
- Volunteers and Students



Care Planning

We invite you and your family to attend scheduled Care Plan Conferences to communicate your needs and wishes to the Care Team. An initial meeting is held four to six weeks after you move in. You will be notified of the date and time.

Following the initial meeting, we schedule Care Plan reviews annually and any time your situation or condition changes significantly. A Medication Review will occur at least twice per year, one of these during your annual Care Plan Conference. (For additional information, please see “Medication Review in Residential Care: The best medication could be less medication” in the *Fraser Health Information Package*.)


Your Care Team is present at the conferences to review all aspects of your care and to ensure we are meeting your specific needs. These meetings also provide an opportunity for you to ask any questions you may have and voice any concerns.

Personal Health Care Decisions

As a capable adult, you make your own health care decisions. Talking with family, friends and your Care Team about the care you want or do not want in the future will guide them if there comes a time when you are unable to make decisions for yourself.

Many people lose the ability to make decisions about their own care when they become very ill. If you cannot provide consent for health care decisions, the Medical Order for Scope of Treatment (MOST) can guide your care. The MOST is a doctor’s order based on advance care planning conversations which explore your values, goals and the range of treatments available. The MOST helps care providers’ honour what is important to you. You may ask for a copy of the *My Voice Advance Care Planning Guide* to assist you and your family in working through this decision making process. (For additional information, please see “Medical Order for Scope of Treatment or ‘Most’” in the *Fraser Health Information Package*.)

In B.C., a substitute decision-maker is a family member or close friend who has the legal right to make health care decisions on your behalf if you cannot provide consent. It is important that you talk with your substitute decision maker so they know about the care you want. Under B.C. law, substitute decision makers must honour your previously expressed wishes. The Province of B.C. has adult guardianship laws which ensure people’s rights and wishes are respected even when they are unable to communicate them. The adult guardianship legislation has specific criteria about who is able to make decisions on your behalf.



Please note that in B.C., someone who has Power of Attorney does not have decision-making powers for medical decisions; only financial and/or legal decision-making power. If it is your wish to appoint a specific individual to speak on your behalf regarding your care decisions, your Nurse can provide you with information on Representation Agreements and Advance Directives.

For more information, please speak with Nadine Brown or Aran Virk or call 1-877-825-5034 or visit the following website: http://www.fraserhealth.ca/your_care/advance-care-planning/

Palliative Care

The Care Team is very skilled at providing palliative (end-of-life) care for residents who have a disease or illness that cannot be cured. This care aims to make residents as comfortable as possible and ease pain and discomfort from their symptoms. We provide care in accordance with best practice standards and that reflects our ethical principles. The goal is not to hurry or postpone death but to comfort and support the resident, as well as their family and friends, through their illness with consideration for the resident's and the family's wishes.

End-of-life planning is an essential part of ensuring there is reduced stress for you and your family members as death nears. We recommend you have discussions with your family regarding funeral home arrangements in advance. Please be sure to let us know the funeral provider with whom you or your family has made arrangements.

Pharmacy

Care homes like KinVillage's are required to contract services from an exclusive pharmacy so all resident prescriptions are supplied by our partner CareRx Specialty Pharmacy. Its dedicated team of pharmacists and support staff dispense medications, provide education and support to our nurses and you, as well as provide 24 hour on-call service and delivery of prescriptions.

Most medication costs are covered under Pharmacare. Only when coverage is not available would you need to pay for the medication. When you move into West Court, you will set up an account with CareRx and provide directions for how you will pay it directly for any charges.

For enquiries about your pharmacy statement and charges please contact CareRx at 604-254-4354. *(For additional information and forms to complete, please see "Pharmacy Information for New Residents" in the KinVillage Forms Package.)*



Spiritual Care

We encourage you to continue your spiritual activities. Through partnerships with community faith groups a variety of inclusive religious services are offered reflecting the demographic needs of residents and respecting freedom of choice.

Your own spiritual advisor, pastor, priest, imam or rabbi is welcome to visit you. If you or your family are unable to arrange this, at your or their request, staff will contact and ask her/him to visit you.

Additional Care Services

Medical Appointments

Should you or a family member arrange a medical appointment outside of KinVillage, please be sure to notify the Nurse of the date, time, Doctor's name and reason for the appointment.

Foot Care

A Foot Care Nurse visits West Court regularly and, for a nominal fee per visit (which may be amended over time), will provide foot care including, as needed: assessment, nail cutting, callous care, corn management, foot massage and health teaching. The Nurse can arrange this service for you. You will need to provide consent and authorize related charges to your Comfort Fund. (See "Foot Care - Consent and Authorization of Charges" in the *KinVillage Forms Package*.)

Dental Care

You may choose to continue seeing your own dentist in the community. Alternately, if you are interested in seeing a dentist on-site at KinVillage, please let the Nurse know that you would like to see Dr. Nathoo when he is here. You will need to sign a consent form and agree to the annual examination fee. (See "Dental Care - Consent and Authorization of Charges" in the *KinVillage Forms Package*.) You are responsible for paying the Dentist directly for the costs of any services you receive.

Eye Care

An annual eye exam is covered by the Medical Services Plan for all B.C. citizens over the age of 65. Most people, age 60 and over, should have an annual eye examination. While eye care is available in the community, we have arranged for periodic visits to West Court by Dr. Andrew Chan, Optometrist. If you would like an appointment with Dr. Chan, please speak with the Nurse to sign a consent form. (See "Consent to Care by an Optometrist" in the *KinVillage Forms Package*).



Dr. Chan can also dispense spectacles (with your pre-approval), the cost of which may be partially funded under the B.C. Medical Services Plan. You will pay Dr. Chan directly for the costs of any services he provides to you.

Independent Service Providers

You may wish to hire an independent service provider, such as a Companion or a health professional. Companions may visit, read, take you on outings, or do crafts with you. If you wish to engage a health professional from the community to provide you with any treatment, this will need to be approved by your Physician to ensure your treatment is coordinated and focused on the same goals. You or your family is responsible for hiring any Independent Service Providers, paying them directly and ensuring they abide by KinVillage's expectations and applicable policies.

Personal Mobility Aids

The Physiotherapist or Occupational Therapist can provide an assessment to help you choose mobility equipment that best suits your needs. If you need a basic wheelchair, KinVillage can supply you with one. For other wheelchair needs and other types of mobility aides (e.g. walkers, canes) purchase, regular servicing and maintenance costs are your responsibility. Our Therapists can help determine your eligibility to access extended health or third party payer benefits.

Please note that, for safety reasons, powered mobility devices are not permitted in West Court.

Protecting Your Privacy

We treat all your personal information collected for our records as confidential at all times. KinVillage complies with the Freedom of Information and Protection of Privacy legislation and with the terms of its agreement with Fraser Health to provide residential care services.

KinVillage will disclose limited information about you to other care providers for the purpose of providing ongoing treatment and care and to authorized inspectors (e.g. from Fraser Health Licensing) for the purpose of quality review. All other requests for access to personal health care information must be made to and authorized by Fraser Health. (For additional information, please see "Caring for Your Information" in the *Fraser Health Information Package*.)



Further, while we like to use images (e.g. photographs) and stories of residents to build both a sense of community within KinVillage and broader awareness of KinVillage's services and events, our policies and procedures are designed to ensure that this happens only with your permission. (See "Resident/Client Permission for Recording and Use of Photographs, Images and Stories" " in the *KinVillage Forms Package*.)

Transfers and Discharges

Your Care Team will review your care on a regular basis. If there are sudden changes in your care needs, the care we are able to provide, or if the environment in which the care provided no longer suits your needs, alternate care arrangements may need to be discussed. If this happens, we will provide you and your family with information about other options available. This may include going to hospital or moving to another care provider.

If KinVillage was not your first choice of care home and you wish to place your name on the transfer list please speak with Nadine Brown, Director of Care or Anna Shott, Social Worker.



YOUR SAFETY AND SECURITY

Commitment to Safety

We recognize safety as a foundation upon which quality of care and service are built and we encourage you to join us in supporting a safe resident environment.

We inform and educate residents and families about their role in safety, recognizing that choice and independence must be balanced with potential risks to safety, of oneself and of others. While we focus on preventive approaches, we strive to create a supportive environment in which safety hazards or incidents are readily reported. Safety rounds are conducted regularly to identify risks and ensure follow up with any recommendations from reported safety hazards or incident investigations. If you notice anything that may constitute a safety hazard or cause some level of concern or risk, please speak with any staff member.

A Respectful Environment

We expect all staff, volunteers, residents, family members, visitors and other service providers to treat each other with respect, dignity, honesty and courtesy. Behavior that goes against these expectations will not be tolerated. If you have a concern with the way you or another resident is being treated we strongly encourage you to bring your concern forward to a member of the Care Team or management.

Protection of Persons in Care

KinVillage is committed to a “zero tolerance” approach to resident abuse. All staff is required to have Criminal Record Checks and have a duty to protect people living in West Court from abuse. They must report alleged abuse acts that they have witnessed or of which they become aware. All such incidents are thoroughly investigated and reported to Fraser Health Licensing.

Safety and Aggression

In an environment shared by those who are physically frail and/or those who have dementia, there is a risk that one resident may harm another. We want you to know that this rarely occurs and we do everything we possibly can to minimize the risk of harm to Residents living at West Court.



Prevention is key. Our care staff is highly skilled in how to care for people with dementia and attend regular training about how to reduce violent incidents. Our person-centered care includes identifying whether a resident may become aggressive, implementing effective strategies to prevent this from occurring or managing it should it happen, and alert systems to ensure that all our staff is aware of risks present and how to minimize and manage these.

We are also fortunate that all of our residents' suites are private and that we have a special neighbourhood – Parkview - that is available for those who benefit from a smaller, calmer environment. On very rare occasions, we may have to transfer a resident elsewhere if we are not able to safely manage aggressive behaviors within our care environment.

Building Safety

Your room and bathroom are equipped with emergency call bells if you need assistance.

To provide a safe environment for all of our residents, exits and stairwells are alarmed or secured. Please check with staff for the access codes of secure doors. The front door is locked at night with access obtained by ringing a doorbell at the entrance. When visitors are leaving West Court, please be mindful that a resident at risk does not follow out the exit.

Infection Prevention and Control

You are encouraged to have yearly flu shots. Visitors, including children, during flu season (generally from November to March) are required by provincial law to wear a mask if they have not had a flu shot. Masks are available at the entrance.

We also believe that “clean hands are caring hands” and remind you to wash your hands with soap and water before and after meal times and washroom breaks. For additional information, please see “Preventing Infections in Residential Care” in the *Fraser Health Information Package*.)

We also ask that you and your family:

- frequently use the hand hygiene products (alcohol based gels) installed throughout the building; and



- cover your mouth and nose when coughing or sneezing. Please sneeze into your sleeve or, if you use a tissue, make sure you put the tissue in the garbage, followed by washing your hands.

We ask your family members and visitors to not visit when they are feeling ill or have symptoms of vomiting, diarrhea or influenza (fever, cough, sore throat, generalized aches and pains). They should stay away until symptom free for 48 hours.

Fire Safety

Every effort is made to protect against fire. The building is equipped with sprinklers and electronically-monitored heat and smoke detectors. Open flames such as candles are not permitted in the building. We schedule regular fire drills and staff training sessions.

In the event of a fire drill or a fire, move away from any doorway and await instructions from staff. If you discover a fire, please sound the nearest alarm (there is an alarm at every exit) and report the location of the fire to a staff member.

A Smoke-Vape Free Environment

Due to licensing, and fire and safety regulations, no one may smoke and/or Vape while on the premises of West Court, including in the parking lot at the front of the building. Residents who smoke may do so in one of two designated **resident only smoking** areas - on the patio just outside of the dining room/lounge or 3 metres from the front entrance. You must be able to smoke independently as our staff and volunteers are unable to assist you. Residents who smoke must leave any smoking products, matches or lighters with nursing staff; these are not allowed in residents' private rooms.

There is a designated outdoor smoking area for the public near KinVillage's Community Centre.

Falls Prevention

Supporting freedom of movement and independence presents a risk for falls. We try our best to minimize your risk of falling by providing handrails, adequate lighting, reduced glare on smooth-surface flooring and by keeping hallways and common areas clear of clutter or other hazards. The Care Team will assess your risk of falls and the potential for injury. They will discuss the assessment with you and may recommend a fall mat and/or hip protectors.



Hip protectors may prevent a hip fracture as a result of a fall. You are responsible for the purchase of hip protectors if you choose to wear them.

(For additional information, please see “Your Guide to Preventing Falls and Related Injuries” and “Hip Protectors: Always on your side” in the *Fraser Health Information Package*.)

Least Restraint Policy

A restraint is anything that restricts a person’s movement or access to his or her own body. (e.g. full bed rails, seatbelts, tilted recliner chair, medications in certain circumstances). We have a practice of least restraint to promote autonomy and your rights for freedom of choice and movement while balancing the need for safety. This means that KinVillage will try all available alternatives before considering the use of a restraint.

A restraint may be needed in certain situations, such as if a resident becomes a danger to him/herself or others. You and/or your family members and your physician will be involved in any discussions about restraints. If a restraint is indicated, it will always be the least restrictive type of restraint and will be used for the shortest period of time possible.

Identification

Your photo will be taken when you move in to assist staff with identification processes. Standards require staff to use at least two identifiers before providing any high risk service or procedure such as delivering medications or serving a special diet. You may also be asked by staff to state your name to confirm accurate identity.

Disclosure

We value open and honest communication. If an error occurs, we will let you know as soon as possible. We will investigate so you are aware of what happened and develop a plan so we can prevent a similar situation from occurring in the future.



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