



**GEORGE
DERBY
CENTRE**

Resident Handbook

A Resident and Family Guide to Life at the Centre





GEORGE
DERBY
CENTRE

Welcome

It is our pleasure to welcome you to George Derby Centre and our privilege to assist you through your transition to **Life at the Centre**.

We recognize that there will be an adjustment to moving into residential care, as there usually is with any major lifestyle change. The “settling in” period can vary a great deal in length from resident to resident.

We are here to support you and your family while you become familiar with **Life at the Centre** and we will make every effort to ensure you are as comfortable as possible. Please ask for more information or share your concerns with staff.

Residents' Bill of Rights

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 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 clause 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.

Notes

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Table of Contents

Moving In	1
Clothing List	2
Hygiene Products.....	3
Resident Living Areas	3
Resident Rooms	4
Personal Belongings	
Assistive Devices	5
Personal Equipment.....	5
Power Scooters	5
Power Wheelchairs.....	5
Optional Services	6
Estate Planning	6
Facility Services	
Dental.....	7
Financial Services	
Monthly Rent	7
Trust Account.....	7
Foot Care Services.....	8
Hearing (Audiology)	8
Mail	8
Massage Therapy	8
Medical Order for Scope of Treatment (MOST)	9
Medical Services	9
Nursing Services.....	9
Nutrition Services (Dietary)	10
Pharmacy Services	10
Recreation.....	10
Rehabilitation Services.....	11
Social Work Services	11
Spiritual Care Services.....	11
Support Services	
Dining and Meal Service	11
Housekeeping	12
Laundry	12
Transportation	12
Safety and Security	
Alcohol Use	12
Emergency Response	13

Table of Contents

Falls Prevention.....	13
Infection Control	13
Flu Shot	13
Handwashing.....	13
Illness	13
Outbreaks.....	14
Sneezing/Unexpected Cough.....	14
Use of Sanitizers.....	14
Personal Identification.....	14
Smoking.....	14
Main Street	
Artworks.....	15
Chapel	15
Dental Clinic	15
Finance Office	15
Gift Shop	15
Hairdressing Salon	15
Library	16
Public Washrooms	16
Reception	16
Rose Room	16
Spiritual Care Office	16
Town Hall	16
Vending Machines.....	16
Resident and Family Participation	
Family Support Group.....	17
Resident Care Conferences.....	17
Residents' Council.....	17
Social Leave.....	17
Visiting Hours	18
Volunteers.....	18
Quality of Care	
Concerned about Quality of Care?	18
Patient Care Quality Office	18
Important Communication from Fraser Health	
Welcome to Residential Care at Fraser Health.....	19
Your Monthly Residential Care Rate.....	19
Reminder to File Income Tax	19

Moving In

When you arrive at George Derby Centre, please visit the reception desk, located near the main doors. A staff member will be called by the receptionist to greet you and accompany you to your room. If you are arriving by transport, they may bring you directly to your unit. Staff will help you bring your personal belongings to your room if you require assistance. Shortly after, a nurse will meet with you to do an admission assessment and staff will provide lunch and arrange for your daily meals. We do not have space in the dining room for families.

Usually a bath/shower is done by a care worker on the day you arrive. If you have come from a hospital setting there may be a risk of bringing infections to the Centre. Therefore, you may have to stay in your room for 48 hours for your safety and protection of other residents.

Over the next few days, staff will give you a tour of the Centre and you will also meet:

- ◆ The care coordinator
- ◆ The dietitian who will discuss your food preferences and any diet restrictions
- ◆ An activity worker who will ask about your activity and leisure interests
- ◆ Our Physician will conduct a medical assessment to ensure you receive any necessary medications and treatments
- ◆ The Chaplain
- ◆ Kitchen, laundry and housekeeping staff.

For everyone, there is an adjustment to moving into residential care, as there usually is with any major lifestyle change. As well, the “settling in” period can vary a great deal in length from resident to resident. We are here to support you and your family during this time.

Approximately six weeks after you move in, a care conference will be scheduled. You and your family member or representative will be invited to attend. This is a meeting with the members of the care team. We will provide you with a summary of your medical status, medications and discuss how we can support you in your adjustment to your new home and Life at the Centre.

We encourage family members to attend as this is an opportunity to ask questions and discuss concerns with the team. After the initial care conference, they will be held on a yearly basis.



Clothing List

Following is a list of clothing items that you should have at George Derby. Storage space is very limited; therefore you should not bring items in addition to those listed. Staff will let you know if they feel you need any other items.

On the day you move in, please bring in clean or new clothing. All clothing and footwear will be picked up by laundry staff for labelling. After this day, all new clothing and footwear needs to be brought to the nursing station; staff will send it to be labelled. All items must be washable and laundry proof. Do not put away clothing or footwear without it being labelled.

The laundry services 300 residents and ***George Derby Centre is not responsible for missing clothing or footwear and damaged or shrunken items. They will not be replaced.***

- 7 pair of elastic-waist pants or skirts or dresses
- 7 loose tops (short and long sleeved)
- 7 undershirts
- 4 sweaters
- 7 pair of socks
- 7 pair of underwear
- 4 bras or camisoles for the ladies
- 4 pair of pajamas
- 1 housecoat
- 2 belts/suspenders
- 2 pair of good support, non-slip, lace-up or Velcro fastening footwear
- 2 pair of slippers (with Velcro fastenings)
- 1 spring/summer jacket
- 1 winter jacket
- 1 pair of gloves
- 1 winter hat
- 1 summer shade hat

Hygiene Products

The following personal grooming items are needed. These items are your responsibility and are not included in your monthly cost.

- ◆ Shampoo and Conditioner
- ◆ Soap/body wash
- ◆ Comb/hairbrush
- ◆ Nail Clippers
- ◆ Electric Razor
- ◆ Skin Lotion
- ◆ Deodorant
- ◆ Toothbrush
- ◆ Toothpaste/Denture Cleaner
- ◆ Denture Cup
- ◆ Tissues

Resident Living Areas

George Derby Centre accommodates 300 residents. The living area is divided into four units. Three of the units are open (unsecured with unlocked doors) and each is home to 81 residents. Our “Special Care Unit” (secured with locked doors) is where residents with behavioural symptoms are cared for. This unit is further separated into two smaller units.

Each unit has:

- ◆ Central dining room with tables for four
- ◆ Central bathing areas with showers, tubs, shower chairs and special lifting devices
- ◆ Several small lounges for visiting and activities
- ◆ Outside areas.



Resident Rooms

Most resident rooms are private. Initially, you may move into a semi-private room and if desired, can be put on the waitlist for a private room. Couples may request to share a semi-private room, if appropriate.

Every room is furnished with:

- ◆ A twin-size electric bed
- ◆ Night table with a locked drawer
- ◆ Sturdy chair
- ◆ Bed side lamp
- ◆ Curtains
- ◆ Clothes closet
- ◆ Chest of drawers
- ◆ Floor lamp
- ◆ A call bell at bedside and in the bathroom
- ◆ Shelving for your television and personal mementoes.
- ◆ Bathroom with sink and toilet.

Decorating of rooms with pictures, mementoes and bed coverings is welcome. Televisions must be flat screened, 33" or smaller and ***cannot be wall mounted***. All electrical devices must first be inspected by maintenance for safety. Two folding chairs for additional seating may be stored in the closet. For the safety of residents, staff and visitors, room clutter cannot be allowed. ***Any additional items to those listed must be first approved by the care coordinator.***

You may acquire your own television and telephone services. It is your responsibility to set up these services and arrange payment method with your service provider. If payment is made by someone other than the resident, please arrange for the statements to be sent to the payee's home, as they could go astray in the facility. ***Please note that television service is provided by Shaw and telephone service is provided by TELUS.***

Memory boxes are located outside each resident's room. This can be used for photos and other memorabilia which tell the resident's' personal story. It provides information that promotes conversation with the resident, staff and visitors. It can also help a resident recognize their room.



Personal Belongings

No items of financial or sentimental value should be brought in; it is very common in residential care for things to go astray. Photos and documents should be copied and the originals kept elsewhere.

George Derby Centre is not responsible for any missing personal items and they will not be replaced.

Assistive Devices

We request that you engrave or permanently mark your name on your eyeglasses, dentures and hearing aids before you move into the Centre. Please advise staff if your aids or dentures have not been properly marked so that we can assist you.

Personal Equipment

Staff must be notified if electrical items are brought in. All electrical items must be inspected by maintenance before use to ensure that they conform to CSA Safety Standards and Fire Regulations.

Items that do not meet legislated fire safety standards are ***heating pads, electric blankets, portable electrical heaters, air conditioners, kettles, microwaves or toasters into your room. These items are prohibited at George Derby Centre.***

Power Scooters

Power scooters are not permitted to be used by residents because of safety concerns for our frail and sensory impaired residents.

Power Wheelchairs

Power wheelchairs are not permitted to be used by residents in general. If a resident cannot independently use a manual wheelchair but has the potential to safely manage a power wheelchair, the rehabilitation staff will conduct an extensive and usually lengthy assessment process. The resident can only use a power wheelchair after the rehabilitation staff has deemed the resident eligible to do so. The resident will be reassessed to ensure safety, as felt appropriate by staff.

Optional (Additional Charge) Services

The following services are not included in your monthly costs:

- ◆ Adaptive clothing
- ◆ Audiology
- ◆ Barber/Hairdressing
- ◆ Companions
- ◆ Dental
- ◆ Equipment (mobility and adaptive aids)
- ◆ Foot Care
- ◆ Gift shop items
- ◆ Hip protectors
- ◆ Identification bracelet (metal)
- ◆ Medical escort
- ◆ Newspaper
- ◆ Pharmacy items
- ◆ Socials (eg. Pubs, restaurant outings)
- ◆ Telephone
- ◆ Television cable

Estate Planning

We encourage you to have estate planning in place. It is important for you to be registered with a funeral home or crematorium. You may want to discuss funeral arrangements with your family so that your final wishes are honoured.

Family members are required to be the first contact to funeral homes in the event that your loved one passes.

Facility Services

Dental Services

George Derby Centre has a fully equipped dental clinic located on Main Street. The dentist and dental hygienist are in the office three times a week. All regular dental work can be performed; for specialized treatment you will be referred to a community dental specialist.

If you are a veteran, the dentist will bill Veterans Affairs Canada directly. If you are a non-veteran, you are responsible for all charges incurred for dental services. The dental coordinator can arrange for payments through your personal dental health insurer.

Financial Services

Monthly Rent

Monthly rates are set by Fraser Health based on the resident's net income from the previous tax year. Some veterans are subsidized by Veterans Affairs Canada; this depends on their eligibility status, which is determined by Veterans Affairs Canada. At the time of admission, our finance office will contact Veterans Affairs Canada to obtain this information and will let you know the final monthly rate. The monthly rate is paid by pre-authorized debit and the finance department will make these arrangements with you. Payment is due the first of each month and every resident (or their representative) is responsible to ensure this payment. On discharge, a pro-rated refund (if applicable) will be mailed in approximately four to six weeks.

Trust Account

On admission, a trust account is set up to pay for services or items that are not covered in the monthly rate. The items that are typically charged to the trust account are:

- ◆ Audiology
- ◆ Bus outings
- ◆ Dental
- ◆ Foot Care
- ◆ Gift shop purchases
- ◆ Hairdressing/shaving
- ◆ Identification/allergy bracelet
- ◆ Medical escorts and companions
- ◆ Pharmacy items not covered by Pharmacare
- ◆ Pub refreshments and food items
- ◆ Transportation
- ◆ Specialized (adaptive) clothing and footwear



The main reception manages the trust account. Deposits can be made by cheque or cash, in person or mail. If no one is present at the desk, the deposit can be inserted into the secure internal mail slot which is located to the right of the reception kiosk. A positive balance of \$200.00 should be maintained to cover unanticipated future costs. Monthly statements are not regularly mailed, but can be requested at reception. On discharge, any funds remaining in the account are mailed in approximately six weeks.

Foot Care Services

For residents who require specialized foot care, a certified foot care nurse is available to see a resident on referral from nursing staff. If the resident is a veteran, the foot care nurse will bill Veterans Affairs Canada directly. Please contact the nursing staff in your living area if you would like to arrange an appointment.

If you are a veteran, the foot care nurse will bill Veterans Affairs Canada directly. If you are a non-veteran, you are responsible for all charges incurred for foot care nurse services. You can arrange for payment to be made through your trust account.

Hearing Services (Audiology)

An audiologist visits once a week to test hearing and provides a full range of services, such as hearing tests, hearing aid ordering and hearing aid repair. On admission, a resident's hearing aids are sent to the audiologist for marking. Please contact the nursing staff in your living area if you would like to arrange an appointment.

If you are a veteran, the audiologist will bill Veterans Affairs Canada directly. If you are a non-veteran, you are responsible for all charges incurred for audiology services. You can arrange for payment to be made through your trust account.

Mail

Mail is received Monday through Friday from Canada Post. It is delivered to the living areas and can be brought to the room. Please ensure that all mail which needs to be dealt with by the Power of Attorney is mailed directly to the POA's address, as the mail could go astray in the facility. There is a mailbox outside the front entrance for out-going mail. Stamps can be purchased at the Gift Shop.

Massage Therapy

A registered massage therapist visits the living areas regularly and is available to provide massage therapy as requested.

If you are a veteran, the massage therapist will bill Veterans Affairs Canada directly. If you are a non-veteran, you require a referral by a doctor and you are responsible for all charges incurred for massage therapy services. You can arrange for payment to be made through your trust account.

Medical Order for Scope of Treatment (MOST)

Each resident has the right of choice regarding their health and personal care decisions. Capable adults have the right to give consent, deny consent, or withdraw consent for treatments for health and personal care, including life-saving or life sustaining measures. Capable adults may also designate a substitute decision maker for these things. In cases where adults are not capable of making the decisions or appointing a decision maker, there are legislated steps that we must follow to obtain consent from a capable adult. The physician will discuss the resident's values, goals and treatment options with the resident or substitute decision maker. Once decisions are communicated to the physician, the physician will record them on a Medical Orders for Scope of Treatment (MOST) form. It is important to make these decisions before a medical crisis so that care providers can honour your wishes. The MOST form is the guideline for them to follow.

Medical Services

George Derby Centre has contracts for the provision of medical services with several physicians. One of the physician acts as Medical Coordinator to oversee all physician services. On admission, one of the physicians is assigned to be the resident's doctor. Shortly after the resident moves in, they will be seen by the physician, who directs the medical care. Every physician has a regularly scheduled day to come to the Centre. After an initial meeting, the physician will meet with the resident as it is deemed necessary. If the family or resident wishes to meet with the physician, the nursing staff should be advised. The physician will keep family members, or other designated substitute decision maker, informed of the resident's medical status as appropriate. The physician will also refer residents to community specialists as needed. There is a psychiatrist, who is a specialist in geriatric psychiatry, who visits the Centre and sees residents on referral from the physician.

Nursing Services

There are either registered nurses or licensed practical nurses on each living area 24 hours a day, seven days a week. The nurses provide on-going assessments to evaluate your care plan and identify and respond to your health care needs as they change. They will administer all medication and provide treatments such as wound care. Nurses communicate with physicians and substitute decision makers as required and will make the necessary referrals to other health care team providers.

Resident care aides are also on the living area 24 hours a day, seven days a week. They assist with your daily personal care (activities of daily living or ADLs) such as getting into and out of bed and a wheelchair (transfers), grooming, bathing and assisting with meals. There are fewer nurses and care aides during the evening and night time than there are during the daytime. Please speak to one of the nursing staff if you have any medical or personal care concerns.

Nutrition Services (Dietary)

The dietitian will do a nutritional and dietary assessment on admission, including food preferences and allergies or intolerances. If there is a need for a specialized diet because of medical issues, the dietitian will arrange for this. The dietitian also monitors the resident's weight regularly.

Pharmacy Services

There are legal requirements for the Centre to use an approved medication administration system which meets licensing and professional standards. We have a service agreement with a community based pharmacy that serves a number of care facilities. The George Derby physician is the only professional who can prescribe a medication. When this is done, the prescription is faxed to Pharmacy and the medication is then delivered by pharmacy to George Derby Centre in the approved dosage system. Any over the counter items such as vitamins, laxatives, pain and cold treatments, ointments and drops must also be prescribed by the physician. This is extremely important because seemingly harmless items can have adverse interactions with medications, both internally and on the skin. It is also important to bring in on moving day any medications that are used at home.

Please note that medications and other items not covered by Pharmacare will be billed directly to your trust account.

Recreation

Residents are encouraged to participate in recreation and social programs which are opportunities for physical activity, creativity, socialization and a sense of accomplishment, all of which contribute to a sense of well-being. There are both in-house and community activities, some of which are open to every resident and some by invitation only (ie. Legion outings).

Following are examples of programs:

- ◆ Art therapy
- ◆ Bingo
- ◆ Birthday celebrations
- ◆ Discussion groups
- ◆ Entertainment
- ◆ Gardening
- ◆ Group exercise
- ◆ Holiday/commemorative celebrations
- ◆ Legion visits
- ◆ Music therapy
- ◆ Pub socials
- ◆ Restaurant outings
- ◆ Scenic drives
- ◆ Trivia

Rehabilitation Services

The rehabilitation staff meets with residents when a referral is sent from other care team members.

Physiotherapists assess fall risk, functional ability and the potential to benefit from safety, mobilization and strength building programs.

Occupational therapists assess fall risk, seating, wheelchairs, mobility aides and adaptive, assistive and injury minimizing equipment. The therapists work closely with community agencies and suppliers to assist residents with obtaining appropriate equipment, whether the equipment is funded by Veterans Affairs Canada, private medical coverage or by the resident themselves.

Rehabilitation assistants work with residents in the individualized programs set up and supervised by the physiotherapist or occupational therapist.

Social Work Services

The social workers conduct regularly scheduled group tours. They initiate the admission process and connect with families to provide information about admission, co-ordinate the admission with other care team members and complete paperwork and financial arrangements. The social workers facilitate a monthly family support group, are available for resident and family support and can provide direction in how families might deal with adjustment to residential care, financial issues and other family issues.

Spiritual Care Services

Multi-denominational chaplains provide spiritual and emotional support and grief counselling. There are weekly church services and memorial services held every second month to honour our deceased residents and provide a venue for remembrance by residents and staff.

Support Services

Dining and Meal Services

Dining and meal service is provided by the in-house kitchen. The food is cooked in the kitchen and brought to the living area dining room on “hot carts” to keep it warm. Meals are plated on tableware and served to the resident by the resident care aides. There are three main meals served daily. Snacks of fresh fruit and sandwiches are given between meals. At breakfast, there are choices of hot and cold food. At lunch and dinner there is a main entrée and an alternate choice of a lighter meal. Meal times are breakfast-8:00am, lunch-12:00pm and Supper-5:00pm. The menu for each meal is posted on a “white board” next to the dining area. Water, juice, tea, coffee, hot chocolate and cookies are always available in the living areas.

Housekeeping Services

Housekeeping staff clean resident's rooms according to a set schedule. They also clean the living areas and the building as a whole.

Laundry Services

Laundry provides, cleans and maintains a supply of linens, towels and face clothes. The linen is sent to an external laundry service. Residents' clothing is washed in-house. It is extremely important that all clothing, hats, jackets, etc. are labelled. Please ensure any NEW items brought in are given to the care aid to be sent for labelling or they will be laundered without knowing who the item belongs to. ***Please see "Clothing" on page 4. We are not responsible for any missing items.***

Transportation

The Centre does not provide transportation but, staff can arrange transportation for medical appointments. It is a requirement of health care providers to have an escort to appointments; therefore, if no family members or privately arranged escorts are available for this, staff will arrange an escort. The cost of both transportation and escort will be charged to the resident trust account. For some veterans, Veterans Affairs Canada will reimburse part of the cost of the transportation and escort. Please submit your receipts to Veterans Affairs Canada.

Safety and Security

Safety and security are the responsibility of everyone: staff, residents, family, visitors and volunteers. Please be diligent and cooperative with the protective policies and structure that are in place. ***Report any issues or suspicious activity to staff.***

All exterior doors are on an electromagnetic locking system and the building perimeter is fenced. Residents who are assessed as being at risk of wandering are put on the "Wanderguard system". The bracelet is designed to lock the front entrance door when the resident approaches. The system also alerts staff that the resident has left the unit and may be at the front entrance.

Alcohol Use

Alcohol is served at pub socials held twice a week and on special occasions. A maximum of two alcoholic beverages is offered. Non-alcoholic beverages are also available. Beverages are charged to the resident's trust account. Family and visitors are welcome to attend and are charged for the cost of their beverages and any food obtained.

Alcohol is not allowed in resident rooms or elsewhere on the premises.

Emergency Response

Emergency response policies and procedures which comply with provincial standards are in place. All staff is required to participate in an annual emergency preparedness update and on-going fire drills. Please take direction from staff in the event of an emergency situation.

Falls Prevention Program

Falls prevention and reduction of injury from falls is an important priority of George Derby Centre. We have many initiatives towards fall prevention, such as promoting the use of hip protectors, proper footwear, non-slip socks, strength training and falls mats. Please speak with staff to learn how you can support this important program

Infection Control

Infection Control is important all year long as viruses and bacteria are circulating constantly. All visitors have a responsibility to help us protect our residents, staff and fellow visitors by practicing the same hygiene procedures that are expected to be used by staff.

Flu Shot

Fraser Health policy requires that during the “influenza season”, anyone who has not had a flu shot and wishes to enter a care facility, must wear a protective mask while in the facility. Protective masks are supplied free of charge and are available at the front entrance.

Fraser Health will notify the Centre when the flu season is in effect, usually at the beginning of December, and when it is considered over, usually at the end of March. This information is posted at the front entrance of the Centre.

Hand washing

Hand washing is the single most important action in infection control. Wash your hands thoroughly and regularly throughout the day, before eating or handling food, and after using the washroom. Thorough washing includes the use of warm water and well-foamed soap and scrubbing palms, top of hands and fingers, and between fingers and wrists. A simple rule to keep in mind is that washing your hands thoroughly should take as long as singing “Happy Birthday”.

Illness

If you have a fever, coughing, sneezing, flu, respiratory symptoms, gastro-intestinal symptoms or diarrhea do not come into the facility. If you have had any of these symptoms and feel you are now recovered, telephone the nursing station and ask whether it is now permissible for you to visit.



Outbreaks

Symptoms observed in residents are reported to Fraser Health. The Medical Health Officer monitors these reports and will make a decision to declare an outbreak and close the facility. During an outbreak, the movement of residents, staff and visitors is highly restricted. The length of time of an outbreak can be many weeks. Please observe all preceding instructions on infection control.

Sneezing/Unexpected Coughing

If you feel a sneeze or cough coming on, turn your head and sneeze/cough into your shoulder to prevent the moisture release from travelling into the surrounding air.

Use of Sanitizers

Hand sanitizing stations are located throughout the building. Hand sanitizers can be used when hand washing is not immediately available, but should not be used as a permanent alternative, as the lotion will build up over time and actually have the opposite effect by allowing bacterial accumulation.

Personal Identification

Residents must wear personal identification in the form of a metal bracelet which lists the resident's name with identifying information and allergies. The cost of the bracelet is charged to the trust account.

Smoking

Smoking by veterans is permitted **only** in the designated smoking room on their unit. **Staff, family, visitors and volunteers are not permitted to smoke in any area of the building or on George Derby Centre property.**

We are required to comply with the smoking regulations of the National Fire Safety Code, provincial legislation and WorkSafe BC. The regulations are strictly enforced. We will assist residents to smoke safely by restricting the amount of cigarettes given and the use of lighters and matches. If a resident does not comply, they will be required to move to alternate accommodations. We strongly encourage no smoking and provide supportive interventions to help residents to quit.



Main Street

Main Street is a central area where many services are located.

Artworks Studio

Veterans Affairs Canada funds the Artworks program which is free to all veterans. Artworks staff work with residents to encourage the expression of their creative side, which also can be emotionally therapeutic.

The Artworks Studio provides an appropriate environment for art projects, as well as equipment and supplies and a large work space. The studio is open Monday through Saturday from 9:00am to 12:00pm and from 1:00pm to 4:00pm. Many resident-crafted items are on display for sale. Family members and visitors are welcome to visit the Artworks Studio and purchase items.

Chapel

There is a small chapel on Main Street. It provides an atmosphere for quiet reflection. The chapel is open 24 hours a day and everyone is welcome to use it.

Dental Clinic

The dental clinic is located on Main Street next to the reception desk. The dental clinic schedule is posted on the door.

Finance Office

The finance office is located close to the rear entrance doors.

Gift Shop

The Gift Shop is operated by the George Derby Centre Volunteer Society. All proceeds from the Gift Shop are dedicated by the volunteers to provide equipment for residents and to support social events. Items such as toiletries, clothing, gift items, snacks and beverages can be purchased in the shop. Outside the shop, there are tables and seating for socializing. There is also a jukebox which is free to use.

The Gift Shop hours are Monday through Friday 9:00am-3:00pm, Saturday 9:00am-12:30pm and Sunday 10:00am-1:00pm.

Hairdressing Salon

A fully equipped hairdressing and barbering salon is located on Main Street. Hairdressing is available on Tuesday, 9:00am-3:00pm and Thursday, 9:00am-12:00pm. Shaving is available on Monday, Wednesday and Friday from 9:00am-12:00pm. Prices for services are posted on the salon door. Please let staff know if you wish any of the services.



Library

The Burnaby Public Library also visits the Centre regularly and you can make arrangements to use this service. Please speak to the Activity Worker assigned to your living area to make lending arrangements with the Public Library.

Public Washrooms

For your convenience, there are two public washrooms on Main Street, one is located across from the Artworks Studio and the other is located across from the reception desk.

Reception

The George Derby reception kiosk is located that the main entrance.

Rose Room

The Rose Room is located next to the Gift Shop. It may be reserved on weekends for family events based on availability. Call the Coordinator, Administrative Services for room availability.

The Centre does not charge families to use the Rose Room although a donation to our general donation fund would be appreciated.

Spiritual Care Office

The Chaplains' office is located on Main Street.

Town Hall

The Town Hall is a large multi-purpose room that hosts facility wide social events and activities such as bingo, socials, religious services and commemorative events. Each day from 11:30am-12:45pm a food cart is available and staff, family, visitors and volunteers may purchase a meal. Cash may be used to purchase a meal but the correct amount is required as the food hostess does not make change. Prices are posted on the cart. Residents who want to join their family for lunch can pick up their meal from the living area and bring it to the Town Hall.

Staff is not permitted to serve food from the Town Hall cart to residents due to safety concerns.

Vending Machines

Vending machines are located across from the Artworks Studio.

Resident & Family Participation

Family Support Group

The Family Support Group meets on the last Tuesday of the month in the Rose Room between 10:00-11:30am and is facilitated by the social workers. Please look for posters on the living areas the week prior for specific information on the topic of the month.

Resident and Family Feedback

George Derby Centre welcomes the feedback of residents and families. We are interested in your compliments, concerns or complaints and will follow up promptly.

Please speak with the social worker, care coordinator in your living area or the Director of Care.

In addition, George Derby Centre conducts a family satisfaction survey on a regular basis.

Resident Care Conferences

An initial care conference will be held approximately six weeks after a resident moves in. The care conference involves members of the health care team meeting to review the resident's functioning and continued needs and how we can meet those needs. Staff members who cannot attend provide a written report for the conference. Family members are invited to attend and we strongly encourage them to do so as it is an opportunity to obtain information about specific concerns and provide input to the care plan.

Residents' Council

The Residents' Council is facilitated by the Director, Therapeutic Programs. Members are residents elected from the open living areas and family representatives of the special care unit. The Residents' Council is a forum for generating ideas and communicating with George Derby Centre's administration on matters of interest that are common to all residents. It is not a forum for individual resident or family concerns.

Social Leave

For safety reasons, ***it is extremely important that staff know where residents are at all times. Anytime a resident leaves the building, including*** going just on the grounds, the "sign out" book located at the nursing desk must be signed. It must also be signed on return. It is very common for residents to go for social outings or appointments for several hours.

Residents are also permitted by Fraser Health to be on leave for 72 hours at a time without jeopardizing their residency status. Nursing staff must be given 48 hour notice when an overnight leave is planned so there is ample time to prepare medications. For any leave, it is suggested that the nursing staff be given prior notice, and a phone call be made the morning of the outing to remind staff that the resident needs to be ready to go out.

Fraser Health allows residents to be absent for a total of 30 nights a year without jeopardizing their residency status. This does not include 72 hour social leaves. Five days minimum notice is required to be given to nursing staff for leaves longer than 72 hours.

Visiting

We are happy to have family and friends visit as often as possible. There are no specific visiting hours but we ask that visiting take place between the hours of 9:00am to 8:00pm out of respect for most residents' need for quiet outside of these times. We also ask that no one be present in the room when residents are being given care. There is a registry at the main entrance that visitors must sign when entering and exiting. Visitors are expected to be respectful of residents and staff at all times and will be required to leave if anyone is being disturbed. The main entrance doors are locked from 8:00pm to 7:00am. During these times the intercom located at the front door must be used to authorize entrance and exit from the building.

Volunteers

We are fortunate to have the active involvement and support of our volunteers. The George Derby Centre Volunteer Society operates the Gift Shop, from which all proceeds go to equipment and programs. They also devote many hours to assist directly with resident activities, outings and events, and individual companionship. Representatives of many veteran service organizations visit George Derby residents who are veterans and invite them to community functions. The veteran service organizations also provide significant financial contributions that allow the purchase of special amenities which enhance the residents' quality of life.

Quality of Care

Concerned about Quality of Care?

If you have a concern or complaint, please first speak with the person who provided the service (resident care aide, licensed practical nurse, registered nurse) or to the care coordinator of the area. If your concern remains unresolved, you may also speak to the Director of Resident Care. Complaints are best addressed and resolved at the time and place they occur. If we have not met your expectations, we are committed to working with you to find a reasonable solution.

Patient Care Quality Office

If your complaint remains unresolved after discussing the issue with staff at George Derby Centre, we encourage you to contact Fraser Health, Patient Care Quality Office at 1-877-880-8823 or pcqoffice@fraserhealth.ca. The Patient Care Quality Office is open Monday to Friday (except statutory holidays) from 8:30am-4:30pm.



Important Communication from Fraser Health

Welcome to Residential Care at Fraser Health

There is a Residential Care Liaison with Fraser Health.

Now that you or your loved one has moved into a residential care site, your file will be transferred to her office.

The Residential Care Liaison is available to assist you and your family with any questions or concerns you may have regarding living in residential care. In fact, her role is very similar to the case manager you worked with while living in the community.

You may contact Residential Services at 604-519-8568.

Your Monthly Residential Care Rate

Please be advised that your residential care rate is reviewed on an annual basis.

Information from your previous tax year's Notice of Assessment from Revenue Canada is used to calculate your rate for January 1st of each year. To be eligible for a subsidized rate (this is the monthly amount paid to the residential site), the resident and, where applicable, the resident's spouse, is required to file an income tax return.

If you (or your financial representative) have not yet filed a tax return, your residential care rate will automatically be set to the highest level, which is in excess of \$3,092.60 per month.

It is important to note that withdrawals from a Registered Retirement Savings Plan (RRSP), Registered Retirement Income Fund (RRIF) or other investment increases your income and will directly increase your residential care rate.

Should you have any questions regarding your residential care rate, or if your current income is significantly different than the income you had reported, or if your personal financial circumstances have changed, please contact the Residential Contracts and Services office at 604-516-8520 to discuss a review.

Reminder to File Income Tax

In order for Fraser Health to determine the most accurate residential care rate for you or your loved one, it is important to file an income tax return as soon as possible.

Please note that residents who do **not** file a current income tax return will be charged the maximum monthly subsidized rate as set by the Ministry of Health Services; this rate is in excess of \$3,092. If you have any questions regarding this information, please feel free to contact the Residential Financial Team at 604-519-8520.



GEORGE DERBY CENTRE

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