



Buchanan Lodge

Family Handbook



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WELCOME FROM THE EXECUTIVE DIRECTOR

Welcome to Buchanan Lodge!

Dear Family and Friends:

It is our prayer that your loved one will be at “home” in their new setting. It is our goal to make this transition as smooth and successful as possible.

We are pleased to provide an information handbook to better support you and answer specific questions you may have.

We look forward to an ongoing relationship with you as we provide care and services to your loved one.

Yours truly,

Serland Orsted
Executive Director

THE SALVATION ARMY IN CANADA MISSION STATEMENT

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

THE SALVATION ARMY TERRITORIAL SOCIAL SERVICES MISSION STATEMENT

Motivated by the love of God and the life and teaching of our Lord Jesus Christ we seek to provide people of all ages with compassionate, practical, holistic care at their point of critical need, respecting their dignity and worth, and with an understanding of their physical, psychological, material, social and spiritual needs.

In partnership with other members of our social services team, and with other social services agencies, we seek to identify and promote the prevention, resolution, and alleviation of social problems by striving for justice and compassion in the treatment of people.

THE SALVATION ARMY BUCHANAN LODGE MISSION STATEMENT

A faith-based home where elders receive the finest care!

- **Faith-based:** God is central to our mission in providing care and services; we seek to do His will and glorify Him. We embrace people from all “walks of life” and backgrounds of faith.
- **Home:** We seek to provide all of the comforts of home and choices for residents’ daily living. It is a place where people like to be because they feel safe and dignified.
- **Elders:** We serve predominately elderly people, and others who meet the complex care requirements stipulated by Fraser Health.
 - Definition for “Elder”
 - Greater than another in age or seniority.
 - An older person, but not necessarily “old”
 - An older, influential member of a family or community.
- **Finest care:** It means that we are resident-centered in our approach to meeting the complex care needs of our residents. We provide compassionate and responsive care to the needs of the residents, always remaining respectful and professional. It also means that resident safety is a key priority.
 - We serve the needs of the whole person in care (mind, body and soul)
 - It requires a strong interdisciplinary team consisting of members with varying degrees of skills and strengths. Team members have the right attitude, work together to provide quality care and services, and align with the organization’s values.

BUCHANAN VALUES

C

Collaboration

- Harmonious and cooperative working relationships where the contributions of the team members produces extraordinary results
- Involving others in decision making and valuing their options = TEAM WORK

Compassion

- Seeing through the eyes of another
- Understand and accept others without being judgmental
- Empathy put into action

Courage

- “Courage is not the lack of fear. It is acting in spite of it” ~ Mark Twain
- Moving out of your comfort zone in the face of challenges despite uncertainty
- Doing the right thing regardless of fear of consequences

H

Humility

- Demonstrating a true understanding of personal strengths and weaknesses as we interact with others
- Willing to learn and grow through positive and challenging experiences

Humour

- Good Humour is wisdom and wit combined
- Staff work well together when they can laugh together
- Dedicated to making our home a fun place to live and work

Honesty

- Being truthful
- Taking responsibility for mistakes
- Follow through with what you say

BUCHANAN VALUES

R

Reliability

- Being dependable to help other team members
- Faithful in achieving excellence through consistent performance
- Doing what one says they are going to do and when they are going to do it

Respect

- Honoring the worth of all individuals [showing no prejudice or favoritism]
- Loving our neighbor as ourselves
- Having consideration and appreciation for others as well as different cultures

I

Integrity

- Actions consistent with beliefs and values
- “Walking the walk and talking the talk”
- Discerning right from wrong; moral ethics
- Honesty

S

Service

- Serving others in a Christ-centered environment

T

Trust

- Willing to share responsibility with others on the team to accomplish goals
- Feeling safe to speak openly and honestly without fear of repercussion
- Accountability with follow through
- Dependability as a team member
- Maintaining confidentiality

HISTORY OF BUCHANAN LODGE

Buchanan Lodge was originally the homestead of Samuel Bentley and Sarah [Sadie] Buchanan and was donated to The Salvation Army in 1946 by Mr. Buchanan. Lieutenant Charles Watt faithfully visited Mrs. Buchanan in her last days. As a memorial to his wife, Mr. Buchanan gave his home and property to The Salvation Army to be used as a rest home. Renovations and extensions were made to make a home for 52 ladies, which included two or three to a room. As time went on, people were reluctant to share rooms. In later years, changes were made in that six rooms were left to share bringing the occupancy to 43.

Buchanan Memorial Sunset Lodge became part of the BC Government's Long Term Care Program in 1980 and provided personal immediate care to 43 residents. In 1985 the home was unionized with the Hospital Employees' Union [HEU] representing the support staff of this facility and in 1998 with British Columbia Nurses Union [BCNU].

In April 1994 the Lodge was vacated and demolished to make way for a new 112 bed multi-level care facility on site. In 1994 our official name became The Salvation Army Buchanan Lodge. In February of 1997 Buchanan Lodge moved to its new facility on 409 Blair Avenue, New Westminster, BC.

LEADERSHIP AND PROFESSIONAL TEAM

Executive Director	Derland Orsted
Director, Resident Services	Patti Cumberland
Chaplains	George Evans, Major Darlene Mollard, Major
Clinical Care Coordinator	Doris Harris
Manager, Human Resources	Dianna Widmer
Manager, Support Services	Joe Roche
Accounts/Volunteer Coordinator	Ruth Courtney
Recreation Coordinator	Trish Foley
Medical Coordinator	Dr. David Freedman

PROFESSIONAL SERVICES

Dietitian	Stan Leatherdale
Physiotherapist	Motion Matters
Occupational Therapist	Motion Matters
Hairdressing Services	Glory Chan
Dental Services	Dr. Nathoo
Podiatrist	Dr. Low

RESIDENT SAFETY

What can YOU do?

Families please.....

- Wash your hands before and after you leave the facility.
- Do not visit the facility if you are ill.
- Report any observed hazard to staff immediately.
- Some residents are elopement risks, be vigilant when exiting the building.
- Participate in Care Conferences and report any concerns.
- Follow staff's directions during emergencies.
- Ask staff for information if you need help with wheelchairs, walkers, etc.

VISITORS AND OUTINGS

Access to the Home

Reception hours are from 9:00am to 4:30pm Monday to Friday.

After hours, please use the intercom system [button by the door] and Indicate who you are visiting. Also when leaving the building, locate the Magnolia Grove Nurse Team Leader to let you out.

Family Security FOBS

Families are encouraged to purchase a security-access FOB from our Accounts office for access to the home. The cost is \$30.00 and this amount is refundable when the FOB is returned.

Parking

There is 2 hour parking available around the home.

A disabled parking spot is available in the parkade for pickup or drop off of your loved ones. Families may also park in the underground parkade after 5:00pm. Reminder: Speed limit in underground parkade is 5mph.

Signing in and out

It is a requirement of the Fire Marshal that all visitors to the facility sign in and out at the reception area. We need to know the number of people in the facility in the event of a fire or other emergency. It also helps our staff to know who is visiting for security reasons.

Visiting Hours

We encourage visitation to take place between the hours of 9:00am-8:30pm hours. When Residents are nearing end-of-life, families may visit at any time.

Leaving the Building

Residents may leave the building whenever they wish unless they are at risk going out alone. For safety and security reasons a sign-out book for residents is located at each nursing station. If a resident will be out of the facility during mealtimes and/or their medications administration time, please discuss options with the Nurse Team Leader.

CARE SERVICES

Nursing

We provide 24-hour a day skilled care by Registered Nurses [RN's], Registered Psychiatric Nurses [RPN's], Licensed Practical Nurses [LPN's] and Resident Care Aids [RCA's].

Medical Services

All Residents living in Buchanan Lodge have their medical needs covered by a group of attending physicians. These dedicated physicians visit regularly and work in cooperation with our Medical Coordinator, Dr. David Freedman, who also has a number of residents in his care.

Pharmacy

All Medications are provided by Community Care Pharmacy located in Surrey, BC. All medications must be stored in the locked Pharmacy room at the main nursing station, and all medications must be administered by a nurse. Items not covered by Pharmacare are charged to the resident by the pharmacy. The pharmacy bill is reconciled and paid monthly by Buchanan, and the money is withdrawn from the Resident's trust account.

Medication/Medical Appointments

Resident's medication is only available through the facility pharmacy. Medications are in blister packs and given to the Residents by the Team Leader [RN/RPN/LPN]. If Residents attend an outside medical appointment, families are asked to inform the specialist that the prescriptions must be faxed to the facility pharmacy for filling. Please ask the Team Leader [RN/RPN/LPN] for the pharmacy name and fax number prior to appointment. For the safety of all residents we request that family, friends or residents do not buy "over the counter" medication. Please give all medications accompanying the resident to the Team Leader [RN/RPN/LPN] on admission.

Care Conferences

Resident Care Conferences are held annually for each resident. The conference provides an opportunity for all departments to share information and concerns regarding each resident while working together to review and improve the resident's individual care plan. We encourage family members to contribute by informing us of the resident's social history, writing concerns and suggestions on the "Family information" form prior to admission. Family members and Residents are invited and encouraged to attend their care conference.

CARE SERVICES

Mobility Aids

Mobility equipment [wheelchairs, walker, etc.] is the responsibility of the Resident and/or family. Maintenance and repairs is also the responsibility of the resident and/or family. Buchanan Lodge has a limited supply of wheelchairs and walkers for short term loan.

Physiotherapist & Rehabilitation Services

Our Physiotherapist from Motion Matters provides mobility assessment and works in conjunction with the Rehabilitation Assistant in offering various mobility and strengthening programs. Treatments are designed specifically for individual needs based on assessment with Resident input. Referrals can be made through the Nurse Team Leader.

Occupational Therapy

Our Occupational Therapist from Motion Matters is available to provide a range of services from seating to mobility assessments. They also provide consultation on equipment needs, specialty mattresses, cushions and other therapeutic interventions. Please consult with the Nurse Team Leader for more information or referral.

Mobile Dental Services

A mobile dentistry service is provided on site in our Treatment room by Dr. Nathoo, who comes in on the last Friday of each month. Dr. Nathoo is able to provide an annual oral screening and professional dental services as required. A signed consent form is required for service.

Foot Care

We have a qualified foot specialist, Dr. Kevin Low, who provides routine foot care to residents every four weeks. A nominal fee is charged. Residents or their representatives must sign a consent form for service.

Hearing Aides and Testing

Families are responsible for supplying hearing aids and batteries for hearing aids. It is important to have extra batteries on hand.

CARE SERVICES

Eye Exams

Annual vision testing is available for residents in-house by an Optometrist. The Optometrist comes to Buchanan Lodge every three [3] months and can make arrangements for the purchase of glasses as needed. Dates and times of visits are posted in advance. The Optometrist is able to prescribe treatment for certain eye conditions and are able to make referrals for Residents if a follow-up appointment is required for an eye specialist. A signed consent form is required.

Dietitian

A registered Dietitian assesses each resident and determines their individual nutritional needs. The Dietitian is available on Tuesdays and Thursdays.

Baths and/or Showers

Residents will receive at least one bath or shower every week. It is important for us to know what their preference is and the best time of day for them. This will help us to plan and schedule as best we can to meet their needs.

Mechanical Lift Policy

Buchanan Lodge has a mechanical lift policy. We use mechanical lifting equipment at all times to assist with resident's needs. The use of mechanical lifts for one and two person residents assists has found to decrease musculoskeletal injuries for staff, and increased security, comfort and safety for the resident.

Least Restraint Policy

Buchanan Lodge has a least restraint policy that defines physical, chemical and environmental restraints. The policy supports "least" restraint that maximizes resident safety and promotes the Resident's choice to live at minimum risk.

SUPPORT SERVICES

Food Services

Food Services staff provides nutritious, appetizing home-cooked meals three times a day to our residents. We provide two seasonal menus [Spring/Summer and Autumn/Winter] offering a great variety of food items. We cater to allergies, special diets and food preferences as needed. Each House has their own dining room where meals are served.

Meal times for the four houses are as follows:

Willow Creek and Magnolia Grove

Breakfast	8:00am
Lunch	12:00pm
Dinner	4:45pm

Rose Garden and Camelia Park

Breakfast	8:20am
Lunch	12:15pm
Dinner	5:00pm

Family and friends are welcome to join us for a meal. You may sign up for a meal by calling our receptionist at least two [2] hours in advance. The cost of lunch meal is \$6.00; supper is \$6.00 and \$1.00 for soup at supper. Lunch entries include juice and dessert. Supper entries include dessert. Afternoon tea is served between 2:30pm and 3:00pm and families are welcome to enjoy refreshments with loved ones.

Furniture

At the entrance to each resident's room is a personal "Memory Box". The lockable cabinet is used to display photos and mementos. They are illuminated and serve as night lights and memory cues to help residents find their own room.

Each room is furnished with an electric hi-lo bed with a specialized mattress, a night stand, a wardrobe, a three-drawer dresser, a sitting chair and a framed bulletin board. Additional furniture may be brought in to supplement existing furniture. If a resident has a favorite recliner then we will replace the existing easy chair with the recliner.

It is our hope that the resident will feel at home and that there is enough room around the bed for the use of lift equipment. Residents are encouraged to bring in their own pictures and other items such as a favorite afghan, bedside chair, television, etc. That helps them to feel more at home.

Electrical Equipment

All electrical equipment such as a television or computer must be in good working order. Prior to placement in the resident's room, electrical equipment must be checked by our Maintenance Team or staff to ensure that it meets the safety standards of CSA.

SUPPORT SERVICES

Housekeeping Services

Rooms are cleaned on a daily basis which includes dusting, sweeping, vacuuming, cleaning the washrooms and making the beds.

Laundry Services

We suggest that all articles of clothing should be machine washable and requires no ironing. All clothing brought to the facility needs to be labeled and there is a one-time charge.

Personal clothing is laundered at least twice a week and more if required. Face cloths and towels are laundered daily as well. All bed linens will be laundered and changed weekly.

Residents and/or families are responsible for replacing worn clothing, clothing that does not fit or no longer meets the resident's needs.

SPIRITUAL CARE

Chaplaincy is available as part of the care offered to residents, families and staff. Chaplains assist with emotional and spiritual needs. We believe that a listening ear is one of the most precious gifts a Chaplain can give. The chaplains may assist a resident in the adjustment to their new home at Buchanan Lodge and offer support in times of illness and sorrow. As members of the health care team the Chaplains provide information and expertise related to end of life issues. Chaplains facilitate religious rites and ceremonies no matter which faith you practice. The Chaplains are available to pray with you and if so desired can assist a resident to reconnect with their own faith community.

Programs are:

- Nondenominational Chapel Services on Tuesdays, Thursdays and Sundays at 10:00am.
- Spiritual Reflections, a topical interactive program on each House on Mondays.
- Easter, Christmas Candlelight family services.
- Workshops for friends and families [Coping with Grief: Visiting Those with Dementia].
- Facilitation of Catholic Mass [1st Wednesday of the month at 11:00am] and interdenominational Holy Communion [3rd Wednesday of the month at 11:00am].
- There is an on call Chaplain 24 hours a day for palliative and bereavement care accessed through the Team Leader or Reception.
- Memorial and graveside services.
- Bereavement Care Program for families when residents pass away.

Resident attendance is optional for all Chaplaincy services and programs.

THERAPEUTIC AND RECREATIONAL SERVICES

Therapeutic and Recreational Activities

Our Recreation team provides a wide variety of activities and leisure opportunities for residents to take part in. These programs help restore, maintain and/or improve residents' physical, emotional, social and psychological well-being. Many of the programs take place in the various houses or neighborhoods. Residents can go on a number of outings including local restaurants, shopping malls, musical concerts and scenic drives. Larger functions and unique programs are held in the Multipurpose Room on the main floor adjacent to the main lobby.

Bus Trips and Outings

Residents may enjoy bus trips and outings for a minimal fee [cost of transportation]. Special attraction such as the IMAX theatre, Bloedel Conservatory, Christmas events, etc. will incur additional admission costs.

Residents may also enjoy shopping trips at the local mall where they may purchase personal items of their choice. For more information on bus trips/outings, please contact our Recreation Department at direct line. 604-636-3659.

Resident Newsletter

"The Buzz" is produced on a monthly basis and is an excellent way to keep up-to-date with dinner parties, birthday teas, quizzes, etc. Copies are available at reception. "The Buzz" can also be found on Buchanan Lodge's web site at <http://www.buchanan-lodge.com>.

We celebrate all Resident birthdays! Consent forms are provided before anyone's personal information such as birthday celebrations and/or pictures are entered into "The Buzz".

Mobile Library Service

The New Westminster Library comes to Buchanan Lodge every second Tuesday morning. Residents wishing to receive books, CD's and DVD's can contact our Recreation Coordinator, Trish Foley, at [604] 636-3659 or drop by to see them when you're in visiting.

OTHER SERVICES

Multipurpose Room

Personal requests, if function does not affect staff or residents, will be treated on an individual basis without prejudice. A rental fee will be charged for the use of this room. Please direct further queries to the attention of the Support Services Manager, Joe Roche at 604-636-3652.

Tuck Shop

Residents may purchase personal sundry items from the Tuck Shop. Staff also support the resident Tuck Shop by purchasing goodies such as candy, chips, pop, etc.

Tuesdays: 10:00-11:00
Wednesdays: 11:00-12:00
House: Rose Garden

Mail

Mail is delivered Monday to Friday by the receptionist. Residents may purchase stamps to drop off outgoing mail in the Residents' mailbox located at reception.

Hair Salon

The hair salon is open on Tuesdays and Thursdays from 9:00am to 5:00pm. Services include haircuts, shampoo/sets, perms, coloring and are charged to the resident's trust account.

GETTING INVOLVED

Family Council

The purpose of Family Council is to enhance the quality of life for residents and to enhance their surroundings. We also give families a voice in decisions that affect them and their loved ones at Buchanan Lodge.

Family Council is active in helping the Recreation Department with projects that residents can participate in as well. Family Council members also visit residents, and help new residents to feel welcome.

Please feel free to contact Bev MacLeod at [604] 524-6469 if you have questions or ideas, or if you would like to join our fun and friendly group!

Resident Council

Positions on the Council are held by the residents [president, vice-president and members-at-large]. The Volunteer Coordinator serves as secretary/treasurer and acts as a liaison between the Resident Council and Leadership.

Community Council

The Council is composed of representation from the Community who act in an advisory capacity regarding the general operation of Buchanan Lodge. Please contact the Executive Director if you require more information.

Family Satisfaction Survey

Every two years, in a joint venture with Fraser Health Authority, Buchanan Lodge facilitates a family satisfaction survey. We encourage as many families and/or residents to participate in providing us important feedback on our services.

Volunteers

Volunteers are an important part of the team at Buchanan Lodge. Many opportunities exist to be involved in a meaningful way that impacts others in a fun and active home. Ask at reception and/or our Volunteer Coordinator, Ruth Courtney for an application form. All volunteers will receive an orientation as well as ongoing training and support.

FINANCES

Accommodation Fees

Rent or accommodations fees are based on personal income. This monthly fee covers the cost of nursing care, all meals and snacks, laundry services (except dry cleaning), housekeeping services and most recreational activities excluding outings. In addition, a damage deposit of \$250.00 is required.

Each resident's fee is assessed and set by Residential Services of the Fraser Health Authority. Fees are due on the first of the month. Pre-authorized withdrawals are the preferred method of payment for monthly accommodation fees; however, the method of payment can be discussed with Ruth Courtney, Accounts office.

Trust Account

A trust (comfort) account must be set up for each resident on coming in to Buchanan, with a minimum balance of \$150.00 to be maintained on a monthly basis. Trust accounts are not to go into a negative balance. The trust account enables the resident to access goods and services such as tuck shop supplies, hairdressing, bus outings and activities without having to worry about keeping cash in their room. A monthly statement is provided to families and can be picked up at reception. A \$35.00 fee will be charged on trust accounts in a negative balance more than 30 days.

Cash and Valuables

Buchanan Lodge is not responsible for the loss of personal items. We advise that residents do not keep money and valuables in their room and/or on their person.

Chargeable Extras

Chargeable items are services, programs or supplies which a resident may use that do not fall under the responsibility of Buchanan Lodge to provide in accordance with the Home and Community Care Policy 7 – Residential Care Services. There are also additional charges of:

Disposal of Personal Items:	\$75.00
Laundry Marking Labels:	\$45.00
Change of Room (request of family):	\$150.00
Telephone (optional):	\$25.00
Initial Hook-Up of Telephone (optional):	\$35.00
Equipment Rental:	\$35.00 to \$80.00
Resident Council (per month):	\$2.00
Shaw Cable (optional):	Family responsibility to setup with Shaw Cable

POINTS OF INTEREST

Alcohol

Alcohol is not permitted anywhere on the premises.

Designated Smoking Area

Buchanan Lodge is a non-smoking facility. However, a designated smoking area is located outside the front door to the left hand side of the building.

Chemicals in Residents Rooms

To ensure the safety of residents and staff, no authorized chemicals and/or solutions will be allowed in resident rooms. Only those chemicals/solutions used for personal grooming or care are permissible.

As some residents and/or staff may have allergic reactions to certain perfumes/chemicals, we ask that you do not purchase chemicals and/or solutions that have a strong odor. For further information please contact the Manager, Support Services.

Annual General Meetings

Held annually, at which time Leadership reviews the financial and departmental reports of the past year and presents the projections and strategic plans for the coming year.

REPRESENTATION AGREEMENT

What does “representative” mean?

A “representative” is defined as “an adult who has been given authority to make health and personal care decisions on behalf of a person in care who is capable to making these decisions”.

Representative is a generic term which means a “decision-maker” under the terms of any of the following legislation:

- Health Care [Consent] and Care Facility [Admission] Act
- Adult Guardianship Act
- Representation Agreement Act

Does a person in care require a “representative”?

No, a “decision maker” is only required if the person in care is deemed incapable.

We encourage families and/or residents to discuss the matter of health choices and decision making with one another in advance so that the person in care’s requests are formally acknowledged. By doing this, families can reduce stress and anxiety related to care issues.

Please contact Patti Cumberland, Director of Resident Services if you would like more information:

Phone: [604] 522-7033

Email: pattic@buchanan-lodge.com

REPORTING CONCERNS

What should I do if I have a concern in regards to the care being provided for me or my family?

1. If you have a concern, please speak with your Nurse Team Leader or ask to speak to the Clinical Care Coordinator, Doris Harris and/or Director of Resident Services, Patti Cumberland. Concerns are best addressed and resolved at the time and place they occur.
2. If you feel that the concern is unresolved or requires a Manager's attention please ask your Nurse Team Leader to have a Manager or Director come and speak with you.
3. If you are still not satisfied with the outcomes, and you would like to make a formal inquiry about the quality of care, please contact the Patient Care Quality Office:

FRASER HEALTH

In person:	<i>32900 Marshall Road Abbotsford, BC, V2S 0C2</i>
Toll-free:	<i>[1-877- 880-8823]</i>
By fax:	<i>[604] 854-2120</i>
By email:	<i>pcqoffice@fraserhealth.ca</i>
Website:	<i>www.fraserhealth.ca</i>

4. If you have already contacted a Patient Care Quality Office and remain unsatisfied, you may request a review by an independent Patient Care Quality Review Board. For more information, please visit www.patientcarequalityreviewboard.ca or call [1-866-952-2448].

INFECTION CONTROL

Hand washing is one of the best ways to prevent the spread of infections. Buchanan Lodge has placed hand sanitizer dispensers at main entrances to the home and four houses as well as all public washrooms and elevators.

We encourage you to wash your hands or use these sanitizing dispensers to protect you and your loved ones.

If you are feeling unwell we ask that you refrain from visiting the home.

During an Influenza or Gastroenteritis Outbreak situation:

If you have symptoms, you are not permitted to visit the home until you are clear of symptoms. If it is absolutely necessary to visit, the visit is limited to your loved one.

We will post information to keep you informed of the status of the outbreak situation.

FALLS PREVENTION PLAN

Preventing Falls and Related Injuries

All residents are at risk for falls and injuries, and everyone has a role in fall prevention. Here are some ways you, your family and friends can help reduce someone's risk of falling and getting injured:

Environment

- **Call Bell**

Please use your call bell to get help if you need assistance to get out of bed or a chair, or if you need to go to the washroom. Please be patient and wait for help to arrive.

- **Resident's Room**

When you are in a new place, it is important to become familiar with the arrangement of the room's furniture. Please avoid bringing in excess items and cluttering the room. Please do not rely on furniture to support you.

- **Bathroom**

Falls commonly occur in the bathroom. Ask for assistance if needed. Always use the handrails by the toilet and sink.

- **Belongings**

Keep your personal items within your easy reach.

- **Lighting**

Learn where the light switches are in your room and be sure to always use them.

- **Vision and Hearing**

Wear your glasses and hearing aids at all times. Make sure they are clean and working properly.

- **Footwear**

Wear low heeled, walking shoes and non-slip slippers and/or socks.

- **Keep Active**

Participate in as many exercise and activity programs as you can.

FALLS PREVENTION PLAN

- **Mobility Aids**

Our therapy staff can assess your needs and help you decide which mobility aid is most appropriate for you to move around safely. Please make sure you use your mobility aid at all times.

- **Before you leave the bed**

Sit on the bed for a minute before you stand up. Standing up quickly or after being in bed for a long time can make you dizzy.

- **Bed Safety**

Potential risks of bed rails may include:

- A more serious injury by climbing over the bed rail as the fall is from a greater height.
- Most of our electric hi-lo beds can be lowered to approximately six [6] inches from the floor to prevent serious injury while in bed.

- **Hip Fracture Prevention**

The chance of sustaining a hip fracture can be greatly reduced by wearing a hip protector. Hip protectors should be worn 24 hours a day as falls can happen anywhere, any time.

RESIDENTS BILL OF RIGHTS PROMOTES BETTER CARE

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

Commitment to Care

A resident has the right to a care plan developed:

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

Rights to Health, Safety and Dignity

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

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

Rights to Participate and Freedom of Expression

A resident has the right to participate in his or her own care and freely express his or her views, including a right to all of the following:

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

RESIDENT BILL OF RIGHTS PROMOTES BETTER CARE

Rights to Transparency and Accountability

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

- To have ready access to copies of all laws, rules and/or policies affecting a service provided to the resident.
- To have ready access to a copy of the most recent routine inspection record made under the Community Care and Assisted Living Act, the Hospital Act, or any other applicable act.
- To be informed in advance of all charges, fees and payments that the resident must pay for accommodation and services received through the facility.
- 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.
- To have his or her family or representative informed of the matters described in this section.

Contact:

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