



# **Resident and Family Handbook**

## **Residential Care Programs**

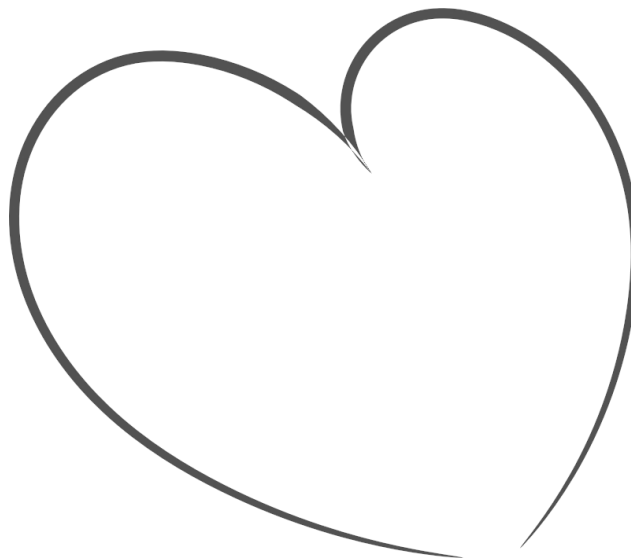
**Hawthorne Seniors Care Community**

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*Hawthorne is*  
*Where the Heart is*

Welcome to the Residential Care programs at Hawthorne Seniors Care Community. At Hawthorne, we take a palliative approach to care with a focus on living and quality of life. This means that our interdisciplinary team will work with you and your Family, from a holistic perspective, to maximize your comfort and well-being at your present life stage. We recognize that many people moving into Residential Care have advanced, life-limiting chronic illnesses.

We encourage you and your Family to be involved with activities at Hawthorne. We also encourage you to maintain your contacts in the community. It is natural that your move to Hawthorne will take some adjustment and it may take time for you to feel at home. We hope that this Handbook is a helpful resource for you to learn more about living in the Hawthorne community.



# Table of Contents

Hawthorne’s Mission, Vision, Values and Code of Ethics.....	5
Resident Rights & Responsibilities .....	6
Campus of Care .....	7
Residential Care Programs (Lodge and Cottages) .....	8
Hawthorne Care Team.....	9
Medications .....	12
Programs and Services .....	12
Comfort Care .....	12
Hair Salon.....	13
General Store.....	13
Wellness Centre.....	13
Snorezen Room and Carts .....	13
Vaccinations.....	13
Mobile Health Care Professionals .....	14
Mental Health Services .....	14
Private Pay Companion Services .....	14
Additional Programs from the Community .....	15
Pet Therapy Programs .....	15
Spiritual Services .....	15
Volunteer Services and Community Partnerships .....	15
Hospitality and Maintenance Services.....	16
Food Services.....	16
Housekeeping .....	17
Laundry Services .....	17
Maintenance Services .....	17
Clothing and Personal Supplies (What to bring).....	18
Communication and Input .....	19
Care Conferences.....	19
Resident Advisory .....	20
Resident Food Council.....	20
Hawthorne Family Council.....	20
Hawthorne Website .....	20
Residential Care Expenses .....	21
Residential Care Rate.....	21
Trust Account.....	21
Other Expenses .....	21
Personal Articles .....	22
Additional Services and Information.....	23
Media (Telephone, Cablevision and Wi-Fi).....	23

<b>Social Media</b> .....	<b>23</b>
<b>Newspapers</b> .....	<b>23</b>
<b>Mail</b> .....	<b>23</b>
<b>Library Services</b> .....	<b>24</b>
<b>Shopping</b> .....	<b>24</b>
<b>Day Outings and Vacations</b> .....	<b>24</b>
<b>Medical Appointments</b> .....	<b>24</b>
<b>Transportation</b> .....	<b>24</b>
<b>Parking</b> .....	<b>25</b>
<b>Visitors</b> .....	<b>25</b>
<b>Pet Visitors</b> .....	<b>25</b>
<b>Smoking</b> .....	<b>25</b>

## **Hawthorne's Mission**

*Hawthorne is where the heart is – working together to make a difference.*

## **Hawthorne's Vision**

*Hawthorne will be the model supportive community, promoting excellence and innovation; the place where people want to live and work, and where meaningful community partnerships are expanded.*

## **Hawthorne's Values**

### ***We Believe...***

- *All people should be treated with respect, compassion and dignity.*
- *In recognizing the uniqueness of all individuals and being responsive to their changing needs.*
- *In respecting and supporting people in their right to make decisions that affect them.*
- *Open and direct communication is everyone's responsibility.*
- *In continually monitoring our programs and services for opportunities for improvement.*
- *Relationships with external community partners enhance quality of life within the Hawthorne Community.*
- *In recognizing the potential for growth that exists in all individuals.*
- *In using ethical business practices in all that we do.*

## **Hawthorne's Code of Ethics**

- *We treat everyone with respect, compassion and dignity.*
- *We are responsive to the changing needs of our stakeholders.*
- *We support the needs of the individual and organization through trust, participation & negotiation.*
- *We each take responsibility for open, honest and respectful communication.*
- *We nurture the passion and drive for continual improvement to better meet the needs of our community.*
- *We use innovation to create what we want from what we have.*

# Resident Rights & Responsibilities

## Each Resident has the right:

- ❖ *To be treated as an individual*
- ❖ *To be treated with dignity and respect*
- ❖ *To feel safe and secure*
- ❖ *To assume risk*
- ❖ *To have their privacy protected and respected*
- ❖ *To have opportunities for their social, emotional, physical and spiritual needs to be met*
- ❖ *To select and maintain social and personal relationships*
- ❖ *To be fully informed about their state of health in understandable terms*
- ❖ *To be involved in decisions about their care*
- ❖ *To express their opinions and be heard*

## Each Resident has the responsibility:

- ❖ *To live in harmony with other Residents*
- ❖ *To treat all Residents and Staff with dignity and respect*
- ❖ *To communicate their concerns to the Staff and Management*
- ❖ *For their own health and wellbeing, as far as they are able*
- ❖ *To participate with the Staff and Physician in planning their care*
- ❖ *For all possessions, including valuables they bring to the Care Community*
- ❖ *To provide their own personal care supplies*
- ❖ *To abide by the Care Community's policies and safety initiatives*
- ❖ *To be aware that rent and billable extras are due and payable upon receipt of their monthly statement*

# Campus of Care

Hawthorne Seniors Care Community is a **Campus of Care**, providing an array of housing, care and service options. A **Campus of Care** is designed, so that whenever possible, people can continue to live in the same community as their health care needs change.

Services offered throughout Hawthorne Seniors Care Community focus on wellness and quality of life. Supports aim to maximize an individual's abilities and enable individuals to self-direct as much as possible. Residents are encouraged to participate in, and contribute to, the Hawthorne Community. A broad range of opportunities for participation are available.

The following programs are part of Hawthorne's Campus of Care.

- **Adult Day Program** – home support service for older adults living in the community. Provides recreational, social and health services.
- **Assisted Living** – supportive housing for older adults who are able to direct their own care. Services include: two meals/day, weekly housekeeping and assistance with tasks such as showering or medication management. Planned recreational and social activities are available, as is a 24-hour emergency response system.
- **Residential Care Programs (Lodge and Cottages)** – 24-hour nursing care to those with complex health care needs. Offers a safe and secure living environment, personal assistance and support, nutritious meals, laundry services and recreational programs.

**All Campus of Care programs are contracted through the Fraser Health Authority. For eligibility and access, please contact the Fraser Health Home Health Service Line at 1-855-412-2121.**



Welcome

# Hawthorne Residential Care Programs

In our Residential Care Programs, we aim to provide Resident-centered care. We strive to make Hawthorne as home-like as possible. We encourage you to bring familiar items to personalize your living space. We appreciate input from you, your Family and the important people in your support network to best meet your needs. We are always open to suggestions for improving the care that we provide. We encourage you to take part in the activities and events that are offered.

## The Lodge

There are 75 Residents who live in the Lodge. It opened in 1994. The Lodge has three wings: Arbutus, Birch and Cedar. There is a mix of private and semi-private rooms. Once our current renovation (projected end date: Summer 2018) is complete, there will be 63 private rooms and six double rooms. We hold an internal waitlist for Residents in shared rooms who would prefer a private room. All of the rooms are equipped with ceiling lifts. The Lodge also offers specialized services for Residents on peritoneal dialysis.

## The Cottages

The North and South Cottages opened in January 2006. They are each divided into four units. Each unit, referred to as a “Cottage,” has a living room, dining room and kitchen. Seven Residents live in each “Cottage” and most Residents have a private room.

The Cottages were specifically designed and built for providing care to individuals living with dementia. Residents are independently mobile and have a diagnosis of dementia along with behaviours related to their dementia that require a specialized care environment.

### **Please note:**

As Hawthorne is a **Campus of Care**, our goal is to have Residents remain at Hawthorne and move within our programs as their needs change. For instance, if a Resident living in the Cottages has a change in their physical care needs, becomes less mobile and/or no longer requires a secure and specialized environment for their behaviours related to dementia, they may move to the Lodge where we are able to meet their care needs more appropriately.

## Room Assignments

Your room assignment (semi-private or private) is determined by room availability and care needs. Hawthorne staff reserve the right to reassign rooms as necessary. If you would like to have your name on the waiting list for a private room, please discuss this with the Social Worker.



# Meet Your Hawthorne Care Team

Our caring and dedicated team at Hawthorne works together to provide you with a wide range of care and support services. Our team includes the following staff members:

- **Director of Resident Services** – oversees all clinical services in the Lodge and the Cottages. Supports nursing and care staff, as well as the interdisciplinary teams.
- **Resident Care Coordinators (RCC)** – provide leadership and clinical support to the nursing and care teams. They coordinate the day-to-day operations in the Residential Care programs. There is one RCC who oversees the Cottages and one who oversees the Lodge. The RCCs are Registered Nurses.
- **Clinical Care Coordinators (CCC)** – are Registered Nurses who work primarily in the Lodge. They provide nursing care and contribute additional clinical expertise and leadership to the nursing and care teams.
- **Licensed Practical Nurses (LPN)** – provide daily nursing care and support. There is one LPN in each wing of the Lodge and one in each of the Cottages.  
The Nurse would talk to you and/or your family about any changes in your care. They are available to answer questions and concerns as well as liaise with physicians and specialists, as needed. Each Resident has a “Primary Nurse” who is responsible for coordinating their care and following up on all necessary assessments and consultations.
- **Resident Care Aides (RCA) and Daily Living Assistants (DLA)** – provide personal care services and help with your daily living activities, as needed (e.g. assist with meals, personal care, bathing, dressing). RCAs provide services to Residents in the Lodge and DLAs provide services to Residents in the Cottages.
- **Service Support Workers** – provide cleaning services, laundry support and meal delivery.
- **Medical Director** – oversees the medical standards and care at Hawthorne. Part of this process is the regular review of your medications, in co-operation with your own physician, to reduce the effects of polypharmacy (too many medications). When you are living at Hawthorne you must have a Primary Physician to oversee your care. This can be Hawthorne’s Medical Director or a Physician/Nurse Practitioner in the community who is able to provide care for you at Hawthorne. All Physicians/Nurse Practitioners from the community need to have admitting privileges at Hawthorne. These are granted at the discretion of the Board Chair and subject to registration with the appropriate regulatory body (i.e. College of Physicians and Surgeons of BC or College of Registered Nurses of BC).

*Please notify your community physician if you are planning to change physicians when you move to Hawthorne.*

- **Recreation Therapists (RT) and Recreation Therapy Aides (RTA)** – create opportunities to support your physical, cognitive, social, emotional and spiritual well-being through a wide variety of programs and services. The Lodge and the Cottages have their own RT and RTA. The Recreation Therapists work with you to develop an individualized plan based on your needs and preferences. Daily activities are posted on the white boards in the Lodge and in the Cottages’ Dining Rooms. A monthly calendar of activities is also available. Family members and friends are encouraged to attend events with you. Some examples of activities include:

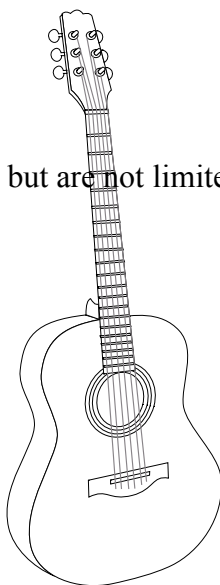
- fitness and active games
- gardening
- crafts and baking
- gentle touch
- Pub night and entertainment
- special meal programs
- cultural/seasonal celebrations
- one-to-one visiting



- intergenerational programs
- community outings
- church services
- memorial events
- trivia and word games
- bingo
- news and views
- educational workshops

- **Music Therapists (MT)** – provide emotional, social, cognitive, physical, communicative and spiritual support for Residents at Hawthorne. Working with you, your Family and the care team, the Music Therapist implements a care plan to focus on your unique needs. A variety of group programs and one-to-one visits are available. There is one MT in the Lodge and one MT who works in both the North and South Cottages. Musical experiences include:

- singing and playing instruments
- songwriting
- movement to music



- art and music
- creating instruments
- performing

The benefits of Music Therapy include, but are not limited to the following:

- distract or reduce pain
- maintain language skills
- improve orientation to setting
- facilitate life review
- validate spiritual beliefs
- develop an awareness of strengths and abilities
- promote socialization

- maintain cognitive abilities
- maintain physical activity
- increase motivation and promote relaxation
- develop alternate forms of communication (non-verbal)
- develop a sense of community
- provide enjoyment and fun!

**\*\*\*It is important to note that anyone can enjoy the benefits of Music Therapy. You do not need to have past musical experience.**

- **Dietician** – contributes expertise in regards to food and nutrition. The Dietician works with you and the care team to assess your nutrition, develop and monitor the effectiveness of your care plan, as well as provide you with dietary counselling, as needed. Together with the Director of Hospitality Services, the Dietitian sits on the Resident Food Council.

- **Physiotherapist (PT)** – provides services in the Lodge and is available for consultation in the Cottages, as needed. The Physiotherapist’s primary role is to provide support to Residents and Staff in regards to mobility, skin integrity and equipment needs. **The focus of physiotherapy services is not on rehabilitation.** It is expected that any acute rehabilitation would be completed prior to your move or return to Hawthorne. The Physiotherapist accepts referrals from a Physician and other team members. Self-initiated and family member referrals are also encouraged. There is no fee for services.

A **basic wheelchair** can be provided by Hawthorne on loan, as appropriate. Availability of other equipment for loan varies. The Physiotherapist can work with you to liaise with a vendor if you would like to purchase or rent your own equipment.

Various types of exercise equipment are available if you would like to improve your general well-being and/or are looking for a form of meaningful activity (e.g. stationary bicycles, stationary stepper, cuff weights, pulleys, stretch bands, parallel bars). The Physiotherapist will assess whether these activities are suitable for you.

- **Social Worker** – provides emotional and practical support to you and/or your Family in regards to living in Residential Care. The Social Worker can provide information, referrals and assistance in navigating government and income security programs as well as community resources. The Social Worker is the Staff Liaison for the Hawthorne Family Council.
- **Dental Hygienist** – meets with you soon after your move to Hawthorne and then annually to complete an oral assessment and oral care plan. The Dental Hygienist may make recommendations for follow-up dental care with either a mobile or community dentist. Oral care is very important to overall health and well-being. If you no longer have your own teeth, it is still important that you have an oral screening and assessment done annually. The oral assessment includes an ultrasonic denture cleaning, if indicated. Each Resident pays a monthly fee of \$5.00 for the Oral Care Program, based on a pro-rated annual fee of \$60. If you would like additional services with the Dental Hygienist, you would complete the appropriate sections on the consent form in your Resident and Family Package. Payment for these additional services is arranged directly by the Resident or Family with the Dental Hygienist.
- **Clerk** – provides clerical support to the care team. You may receive telephone calls and/or e-mails from the Clerk in regards to appointments and/or care conference scheduling.
- **Pharmacy Services** – are provided by Davies Pharmacy. Medications are delivered on a daily basis. The Pharmacists at Davies share their clinical expertise at Medication Reviews and as needed. (For further information about Medications, see page 12.)

# Medications

Side effects and medication reactions are more common in older adults than in other age groups. **To ensure safety, all medications must be prescribed by your Physician and administered by the Nurse. Over the counter medications must not be taken without discussion with the Nurse or Doctor.** If you would like to take any supplements, herbal preparations and/or over-the-counter medications, it is extremely important that you inform your Nurse and/or Physician. If your Physician feels it is safe to do so, he/she will prescribe the remedy. You or your family may be asked to supply it and it would then be sent to our pharmacy to be repackaged according to guidelines.



***\*\*\*Please note that if you would like to review the options available for self-administration of medication, please speak to the Director of Resident Services.***

## Programs and Services

### Comfort Care

At Hawthorne, we take a palliative approach to care with a focus on living and quality of life. Many people moving into Residential Care have advanced, life-limiting chronic illnesses. The goals of care are focused on maximizing Residents' comfort and quality of life at their present stage.

Comfort Care is provided when there is a major change in a Resident's health condition and it appears that the Resident is moving towards the end stages of life, or "actively dying." At this time, the goals of care are focused on keeping a Resident comfortable in a dignified environment. Residents receive support holistic compassionate care based on their unique needs.

In addition to the continued nursing and personal care provided, Residents and their Families can also access the following:

- Monarch Room - a specially designed room located in the Lodge for end of life care. It provides a private and serene space for family and friends to spend time with their loved one nearing end of life.
- Comfort Care Volunteers - highly trained and caring volunteers who provide additional support to Residents who are nearing end of life. These dedicated volunteers provide end of life companionship that can include activities such as: visiting, reading and/or listening to music.
- Comfort Cart - available for Families while visiting with their loved one at end of life. It has a wide range of items such as: massage creams, music, books and resource material.



## Hair Salon

- The Hairdressing Salon is located near the Lodge entrance. The salon is open various times, Monday-Friday. The schedule is posted on the Salon door. There is a Hair Care consent form in the Resident and Family Package. Fees for salon services are charged to your Trust Account. For appointments and/or to speak to the Hairdresser, please call 604-468-5039.

## General Store

- The General Store is located in the corridor linking the Lodge with the Assisted Living Tower. Toiletries, snacks, cards, gifts and other personal items are available. Volunteers typically open the store for two hours daily from Monday to Saturday. Hours are posted on the door. Residents can charge General Store purchases to their Trust Account.



## Wellness Centre

- The Wellness Centre is located next to Hawthorne's General Store, in the corridor linking the Lodge with the Assisted Living Tower. Exercise equipment, including items that are modified for Residents with different levels of mobility, is available. The Centre is open at various times during the week when the Physiotherapist can assist Residents, as needed.

## Snnozelen Room and Carts

- Located inside the Wellness Centre, the Snnozelen Room provides a multi-sensory experience to Residents who may benefit from a soothing or stimulating environment. There are also mobile Snnozelen carts that Recreation staff can use with Residents in their room. To accompany a Resident in the Snnozelen Room, Family Members would need to complete the one hour training. For more information, please speak with the Recreation Therapist in your program area.

## Vaccinations

As people age, they are at a greater risk of complications from influenza. Residents and their caregivers are encouraged to get an influenza vaccine ("flu shot") each year. Unless contraindicated, your Physician will prescribe the vaccine to be given annually, in the Fall.

The Pneumococcal vaccine can prevent pneumonia and other infections. It is recommended for people 65 years of age and older. The vaccine protects about 50 to 80 percent of people against pneumococcal infection and also makes the disease milder for those who contract it. This vaccine has been used in Canada since 1983. Please let your Nurse know if you already received this in the community.



# Mobile Health Care Professionals

You are welcome to continue seeing your regular health care professionals in the community.

There is a **mobile dentist** who can provide services at Hawthorne if you prefer. For more information, please speak to your Nurse or the Dental Hygienist. Fees for services would be paid directly to the service provider.

You may also wish to consult or have other health care practitioners visit you at Hawthorne. These may include the following:

- **Foot Care Nurse**
- **Podiatrist**
- **Massage Therapist**
- **Chiropractor**
- **Physiotherapist**
- **Occupational Therapist**

These practitioners must conform to the professional standards appropriate to their discipline. Please speak to the Resident Care Coordinator in your area to confirm required credentials. Fees for services would be paid directly to the service provider. Scheduling visits would be your responsibility.

For a list of local Foot Care Nurses, please see your Nurse or the Social Worker.

# Mental Health Services

**Tri-Cities Mental Health Team** provides consultation, assessment and treatment services that complement and support the care of Residents who are experiencing mental health issues and/or behavioral challenges related to dementia. Referrals are made by a Resident's Physician or Nurse.

# Private Pay Companion Services

Hawthorne respects your right to arrange additional companion services to complement your care. It is recommended that you or your Family employ the services of a recognized and reputable agency that specializes in providing companions to individuals living in Residential Care. All private pay companions must:

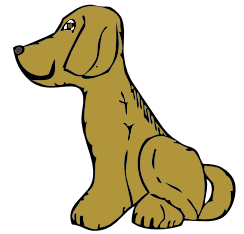
- be bonded or be able to provide acceptable references
- have completed the requisite criminal records check
- have been screened for TB
- be covered by WorkSafeBC (through arrangements made by you/your family or an agency)

Prior to hiring a regular companion, please consult with the Director of Resident Services or Social Worker for the required written approval.

# Additional Programs from the Community

## Pet Therapy Programs

Two recognized pet therapy programs visit Hawthorne. These programs provide opportunities for you to enjoy pet visitors “one-to-one” and/or in groups. The pets and their handlers are screened, monitored annually and have appropriate training for this role.



## Spiritual Services

A number of church services take place on a weekly and/or monthly basis at Hawthorne, including:

- Lutheran
- Anglican
- Cantonese and
- Roman Catholic
- United
- Mandarin speaking

Please speak to the Recreation Therapist in your area if you would like to attend a church service.

# Volunteer Services and Community Partnerships

## Volunteer Services

At Hawthorne, we promote and value volunteerism throughout our community. We have strong connections with individuals and community groups who volunteer in various capacities to support many of our programs at Hawthorne. Our Volunteer Team is committed to enhancing the quality of life for Hawthorne Residents.

**To learn more about our Volunteer Program, please see Volunteer Opportunities on our website:  
[www.hawthornecare.com](http://www.hawthornecare.com).**

## Community Partnerships

Hawthorne Seniors Care Community values community partnerships and involvement. We are a proud member of the following organizations:

- Tri-Cities Chamber of Commerce
- Rotary Club of Port Coquitlam Centennial

We also have strong ties with the following community groups:

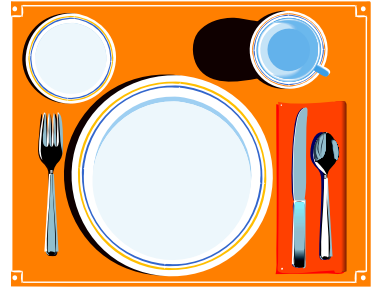
- The Kinsmen
- New View Society
- PoCo Garden Club
- Wilson Centre

Staying connected to your local community is important. We encourage involvement on a number of levels. Many community groups including local schools, churches and various local talents come to Hawthorne to assist with programs and provide entertainment. You may also choose to be involved in community activities such as the May Day Parade and the Terry Fox Run.

# Hospitality and Maintenance Services

## Food Services

We aim to make mealtimes enjoyable and dignified. All food is prepared in our Kitchen.



- **Breakfast** is served anytime in the morning after you wake up. In the Lodge, breakfast is served down the Wings or in your room. In the Cottages, breakfast is served in the dining areas.
- **Lunch and Dinner** are served in the dining areas at set times. Lunch is generally the larger meal of the day.
- **Snacks** and nutritious supplements are available, as appropriate, throughout the day.

**Menus** – Spring/Summer menus and Fall/Winter menus are developed every year to include seasonal foods. Residents’ input is very important for menu ideas. There are special meals to celebrate holidays such as: Christmas and Chinese New Year. We also have summer barbeques and special breakfasts. Meals are based on Canada’s Food Guide and designed to meet Residents’ nutritional needs. Various texture modifications are available for those with chewing and swallowing difficulties.

The **Resident Food Council** meets quarterly. Interested Residents give feedback on meals, submit their own recipe ideas and help plan special meal events.

**Meal Assistance** – Staff assist Residents at meals, as needed. Family members are also welcome to provide meal assistance to their loved one, as appropriate. Through our Volunteer Meal Assistance program, trained volunteers may be matched with Residents. Along with providing company and conversation, these volunteers assist Residents who need help with setting up their meals and supporting their independence with eating.

Once all of the Residents have been served their meal, and there is enough food left, we will offer a meal to family members who are assisting.

If a Resident is planning to have more than one family member at a meal, we ask that you contact the Recreation Therapist in your area in advance to purchase a meal ticket. Recreation Staff would also assist in arranging a suitable table for you to enjoy your meal together.

**Outside Food** – Your Family is welcome to bring you food, if suitable. Before doing so, please consult the Nurse or Dietitian to ensure that there are no dietary concerns. All outside food that requires refrigeration would need to be labelled with your name and date on it. Please liaise with staff, as needed.

*If you would like to gather as a family, please speak to the Recreation Therapist in your area to reserve the Lodge Activity Room or the Cottages Middle Meeting Room.*



## Housekeeping

Service Support Staff work in all areas throughout the Hawthorne community. They take pride in keeping Hawthorne clean and tidy. Their focus is to help you feel comfortable and secure in your home.

## Laundry Services

Laundry Services Staff wash all the towels and linens, as well as the personal clothing for the Residents in the Lodge. For Residents in the Cottages, your personal clothing is laundered by the Staff in the North and South Cottages. You are encouraged to participate in these activities, if you wish.

When you move to Hawthorne, Laundry Services Staff do an inventory and label all of your clothing. As you bring in new clothing items, please give them to the Resident Care Aide (Lodge) or Daily Living Assistant (Cottages) so that the clothing can be sent for labelling first.

**Please note: There is a one-time clothing labelling fee of \$35.**

Clothing should be machine washable with no ironing required. **Please make alternate laundering arrangements for delicate fabrics such as silk or wool, as well as for items that require dry cleaning.** Staff do their best to ensure that mishaps do not occur, however, Hawthorne does not assume responsibility for lost or damaged clothing.

## Maintenance Services

The Maintenance Team works to keep Hawthorne safe for Residents, visitors and staff. The Maintenance Team is responsible for servicing and maintaining the buildings and grounds on a regular basis. They also ensure that all equipment is in working order.

**If you would like pictures hung on your wall, please let the nurse in your area know. They will ask Maintenance staff to hang them for you.**

### **Please note:**

**Maintenance staff must check all personal electrical items such as: radios, razors, clocks and televisions, before use at Hawthorne.**

**For safety reasons, heating pads, electric blankets and lamps with halogen light bulbs cannot be used in Resident areas.**

# Clothing and Personal Supplies - What to Bring

## Clothing

Residents generally prefer clothing that is comfortable and easy to put on and take off. Wardrobe space is limited. It is helpful to go through your wardrobe on a regular basis, rotating your seasonal clothing and clearing out any clothes that you do not wear regularly.

The following list is an example of clothing that Residents typically require:

- 3-4 pairs of pants (elastic waist, jogging pant style) and/or dresses, skirts
- 4 shirts (button-up, t-shirt) short and long-sleeve
- 2 sweatshirts or sweaters (cardigans, washable)
- underwear (4 undershirts, 4 pairs of underwear, 2 bras if normally worn)
- 2 pairs of shorts (for warmer weather)
- 6 - 8 pairs of socks
- 4 pairs of pajamas/nightgowns, 1 housecoat/robe
- 2 pairs of slippers (non-slip & washable)
- 1 pair of shoes (non-slip, runners or flat dress shoes)
- Gloves, hat, scarf and coat, as needed



Over time, you may need to consider adaptive clothing options to increase your comfort and make dressing easier. For a listing of adaptive clothing stores and on-line options, please speak to the Social Worker. Those familiar with basic sewing techniques can also adapt your current clothing, as needed.

## Personal Supplies

The following personal articles are your responsibility. They are to be replaced, as needed.

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| ○ Electric shaver and after-shave | ○ Kleenex                            |
| ○ Makeup                          | ○ Toothbrush, toothpaste             |
| ○ Brush, comb, hair ribbons/pins  | ○ Deodorant, soap                    |
| ○ Denture cleaning items          | ○ Manicure items (including one pair |
| ○ Body lotion, unscented          | of nail clippers for finger nails)   |



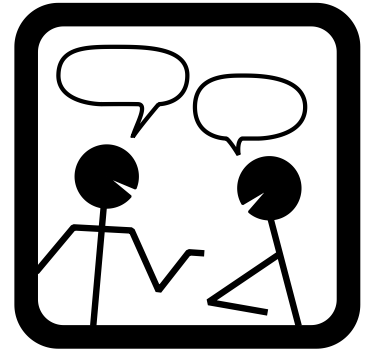
**NOTE:** No baby/talcum powder due to extreme slipping hazard if it gets on to the floor.

***Please note:***

***Your Resident Care Aides (Lodge) or Daily Living Assistants (Cottages) are a helpful resource if you have any questions about what you need in regards to clothing and personal items.***

# Communication and Input

Ongoing open communication is very important to all of us at Hawthorne. All staff members have an open door policy and encourage you to communicate any concerns or questions as they arise. Our *Compliments and Complaints Policy* reflects the understanding that compliments highlight our strengths and complaints show us where we need to improve. Feedback Boxes are located in the front lobby of the Lodge and in the Middle Meeting Rooms of the North and South Cottages.



## Care Conferences

A **Care Conference** provides an opportunity for a Resident and/or their Representative to meet with the care team and review the Resident's care plan and goals of care. It allows the care team to deepen their understanding of the Resident's values, needs, wishes and strengths.

At the **Care Conference**, a Resident and/or their Representative is invited to share a little bit about the Resident, identify important aspects in regards to their care and highlight how the Resident is doing from their perspective. Each member of the Care Team discusses their assessments and recommendations. They also invite feedback and discussion. Sometimes, specific issues that are only relevant to one team member are covered in a one-to-one discussion after the conference. Some Residents prefer not to attend the meeting and prefer to meet with their Nurse following the meeting.

Along with the Resident and/or their Representative, the following members of the care team attend the Care Conference:

- Nurse
- Resident Care Coordinator
- Director of Resident Services
- Medical Director
- Dietitian
- Physiotherapist, as appropriate
- Recreation Therapist
- Music Therapist
- Social Worker

A Resident's **care plan** outlines their goals of care and directs the care, support and services that the Resident receives. The care plan is built on an understanding of the Resident's strengths, preferences, and care needs. The care plan is reviewed and updated regularly.

**Goals of Care** may be the prevention of disease, maintenance of current abilities, or improvement in health and well-being. Goals of care are reviewed annually and as needed.

**An initial Care Conference is held six to eight weeks after you move to Hawthorne and then annually, or as the need arises. Generally, Care Conferences take place on Wednesdays. You will receive a telephone call or e-mail in the month prior to the Care Conference being scheduled.**

## Resident Advisory

Both the Lodge and the North Cottages have Resident Advisory Committees that are open to all Residents in those areas. The Advisory meetings provide Residents with an opportunity to liaise with the Leadership regarding concerns, suggestions for change and/or improvements in programs and services. The Recreation Therapists in each area facilitate the Advisory meetings.

## Resident Food Council

You are encouraged to join the Residents' Food Council. The Council meets quarterly to discuss menus and meal service issues. They also share favourite recipes. The Dietician and Director of Hospitality Services attend the Resident Food Council meetings.

## Hawthorne Family Council

The Family Council provides a forum for Families and Friends of Residents to gather and share experiences and information. The Family Council also offers an opportunity for Families and Friends to learn about, and become more familiar with the Hawthorne community. The Family Council brings a unique voice to the Hawthorne community and aims to enrich the quality of life and experience of care for all Hawthorne Residents.

*All Family Members and Friends of Hawthorne Residents are welcome to attend the monthly meetings and events.*

**Meetings:** 4th Monday of each month from 1:30 – 3:00 pm in the Lodge Boardroom (2<sup>nd</sup> floor)

The Family Council meeting schedule and copies of meeting notes are available on the Notice Boards in the Lodge and in the Middle Meeting Rooms in the South and North Cottages. Meeting notes are also sent by e-mail to those who have indicated an interest in receiving them.

For any questions about Family Council, please speak to the Social Worker.

**Please note:** A *care conference* is specific to one Resident, while the *Family Council* is related to the Hawthorne community, as a whole.

## Hawthorne Website – [www.hawthornecare.com](http://www.hawthornecare.com)

Hawthorne's website has general information on Hawthorne as well as the current Activity Calendars. The *Hawthorne Happenings* newsletter can also be found on the website. Residents enjoy the special electronic cards, known as *Cheer Cards*. These can be created on the website by Families and Friends.

# Residential Care Expenses

## Residential Care Rate

The BC Ministry of Health sets your monthly Residential Care rate based on up to 80% of your individual, after tax income. The rate is updated annually and is subject to periodic increases. In addition to the Residential Care rate, Hawthorne also charges a \$5.00 monthly fee (\$60/year pro-rated on a monthly basis) for the Oral Care Program. This service includes an annual oral care assessment and care plan done by the Dental Hygienist, as well as consultation, as needed.

Payment is due in advance on the first of each month. Hawthorne's Business Office will help you set up your preferred method of payment (e.g. automatic withdrawals from your bank account, post-dated cheques, or monthly payments). Monthly payments by cheque may be mailed or placed in the locked mailbox near the main entrance to the Lodge.

Payments continue to apply when you are on a leave of absence (e.g. vacation, extended visit with family) or during a hospitalization. If a bed is to be given up due to a lengthy hospitalization or a change in care needs, the Fraser Health Residential Care Liaison will arrange for this to happen in discussion with you and/or your Family.

When a Resident leaves Hawthorne (e.g. moves or passes away), room charges stop immediately and a refund, made out to the Resident or the Estate of the Resident, is paid out within six to eight weeks.

**Income Taxes:**  
For Residents, it is very important to file income taxes every year in a timely manner. The Residential Care rate is based on the previous year's Notice of Assessment, as are some income security programs.

**Please note that when a Resident leaves Hawthorne, all belongings must be removed from their room within 24 hours. Hawthorne is not able to dispose of, or accept, donations of clothing, furniture, televisions or other personal articles.**

## Trust Account

A Trust Account is an account set up in a Resident's name with the Hawthorne's Business Office. For your convenience, some charges such as medication costs, hairdressing, costs related to Recreation programs and General Store purchases are paid directly from your Trust Account. We suggest that you make an initial deposit of \$250.00 and keep a minimum balance of \$50.00 in your Trust Account. You will receive a monthly statement. Funds can be deposited and withdrawn from your Trust Account through the Business Office, as needed. Cheques for the Trust Account can be deposited in the locked mailbox near the main entrance to the Lodge.

## Other Expenses

You will have many of the same expenses as you do at home. Typical expenses are:

- Cablevision, Telephone, Newspaper

- Hairdressing services, personal hygiene and grooming products
- Transportation (e.g. Wheelchair taxi, HandyDart)
- Some recreation and activity charges (e.g. pub night, Bingo)
- Purchases from the Hawthorne General Store
- Companion Services for Medical Appointments, as required
- Medications not covered by Pharmacare and non-prescription medications
- Health services not covered by the Medical Services Plan (e.g. ambulance, podiatry, dental care, vision care and/or private physiotherapy)
- Health equipment not covered by other parties (e.g. wheelchairs, walkers and/or specialized seating equipment and supplies)
- Maintenance fees for health equipment that is on loan from Hawthorne, as needed

***Please note: There is a one-time charge of \$35.00 for clothing labeling and \$15.00 for an identification bracelet.***

## Personal Articles

We encourage you to personalize your room with items such as photographs and pictures. Depending on the size of your room, there may be space for a small piece of furniture, as long as it allows for safe movement within your room. Maintaining a safe and clean environment is very important. Area rugs and carpets are a tripping hazard and we ask that you do not bring them in. **For safety, we ask that no items be placed on top of the over-bed light fixtures. Please note that all electrical items (e.g. TVs, radios, razors) must be checked by the Maintenance Staff before use.** Please have all personal items that you are not using currently, such as suitcases and seasonal clothes, stored elsewhere.

**Please ask to have our Maintenance Staff assist you to hang up your pictures. In the Cottages, please have the glass on large framed pictures replaced with plexiglass.**

**Insurance Coverage:** Hawthorne does not assume responsibility for any of your personal belongings and/or property. Please ensure that all your personal items, other than clothing, are securely labeled. It is strongly recommended that you consider purchasing insurance to cover items of value such as eyeglasses, dentures, hearing aids and TVs, where such insurance is available.

**Money:** We suggest that you keep no more than \$5.00 in your room.

***Please note: Hawthorne does not have the resources to dispose of, or accept, donations of clothing, furniture, televisions or other personal articles that are no longer needed. If you have equipment (e.g. wheelchair, walker, hip protectors) that you would like to donate for the use of other Residents, please speak to the Physiotherapist.***

# Additional Services and Information

## Media (Telephone, Cablevision and Wi-Fi)

You are welcome to bring your own television, radio, video player and/or computer. Prior to hook-up the Maintenance Department must check the items to ensure safety compliance.

**Telephone:** All rooms are fitted with a telephone outlet. To set up service, you would contact a telephone service provider of your choice. Payment is made directly to the service provider. It is advisable to ask for an unlisted number so that you will not be bothered by telemarketers.

**Wi-Fi:** Shaw Open Wi-Fi is available free of charge in the Main Building at Hawthorne. You would be responsible for the set-up and payment of any other internet service that you choose.

**Cablevision:** You are welcome to bring a television for use in your own room. All rooms are fitted with a cablevision outlet, basic digital box and remote that can be activated for a monthly charge of \$31, payable to Hawthorne Seniors Care Community. There is a Cablevision consent form in the Resident and Family Package. A basic cable package is included. To receive additional channels, please call Shaw Cable Systems at 1-888-294-7581 and tell them that you are calling for a Resident at Hawthorne Seniors Care Community. All televisions should be either wall mounted by Hawthorne Maintenance Staff (see *Media Information and Consent form* for cost) or placed on a secure base and positioned in such a manner that they do not impede movement within the room.

***Please note that you are responsible for returning the basic digital box and remote to Hawthorne when you no longer require cablevision.***

## Social Media

A Resident's right to privacy is of utmost importance. Taking photographs or videos within Hawthorne's shared spaces is strictly prohibited without prior permission. We ask that no photographs or names of Residents and/or their Families be posted on the Internet through social media sites or other medium.

## Newspapers

If you would like to receive a newspaper, you would need to arrange delivery and pay for the service.

## Mail

If you require assistance in managing your personal affairs, we recommend that you have your mailing address changed to that of the person who helps manage your affairs. Otherwise, your personal mail should be addressed to you at: 2111 Hawthorne Avenue Port Coquitlam, BC V3C 1W3

## Library Services

The Terry Fox Library is located two blocks from Hawthorne, at Mary Hill Rd. and Wilson Ave. The Fraser Valley Regional Library visits the Lodge monthly and provides services such as large print and talking books.

## Shopping

Shaughnessy Street, the Port Coquitlam shopping district, is four blocks west of Hawthorne. Lodge Residents who are able to shop independently enjoy shopping trips to local malls and stores. On these outings, Residents are accompanied by Recreation staff and Hawthorne volunteers. Family members are encouraged to participate in these trips.

## Day Outings and Vacations

Please notify the Nurse in advance of any outings (minimum 24 hours prior) to give the staff sufficient time to help you get ready and to have your medications prepared. If you are going on a vacation for longer than three days, please notify your Nurse 72 hours prior to leaving. The daily charges will continue even though you are on leave.

*When Residents leave Hawthorne for an outing, appointment or vacation, please inform the nurse and use the “sign in and out” binder at the Lodge Nursing Station or the middle meeting room in the Cottages.*

## Medical Appointments

Your Nurse can assist you in arranging your medical appointments. You are, however, responsible for getting to the appointments and meeting any requirements that the appointments may involve. If you are able to go to your appointments alone, we can help arrange transportation (e.g. HandyDart or Taxi), but you would be responsible for the cost of transportation. If you require someone to accompany you to appointments, you would need to arrange with a Family Member, Friend or private companion.

**Please note:** Hospitals often require a paid companion to accompany Residents for any tests or procedures due to the potential need for personal care while at the appointment. You would be responsible for the cost of a private companion and transportation for these appointments. For further information about transportation options and companion services, please speak to your Nurse or the Social Worker.

## Transportation

Many Residents use HandyDart and/or Wheelchair Taxis for medical appointments and outings. Local public transit, including buses and West Coast Express, are also available. Hawthorne has its own wheelchair accessible bus for outings with the Recreation Team.



If you have questions about transportation services, please speak with the Social Worker.



## **Parking**

Free parking is available in the Lodge parking lot and alongside the North Cottages. Street parking is also available in some areas. Designated handicapped parking stalls are clearly marked. Please respect all parking signs and do not park in restricted areas such as Fire Lanes.

## **Visitors**

Residents' family and friends are encouraged to visit and participate in the Hawthorne community. While there are no designated visiting hours, it is important to respect that this is the home of all of the Residents. Doors are locked at dusk. Children are welcome when accompanied by an adult.

## **Pet Visitors**

Hawthorne recognizes the value that pet visits contribute to Residents' health and well-being. We undertake to maintain a pet-friendly environment that is safe for Residents, Staff and Visitors. Along with the animals that visit under the auspices of the approved Pet Therapy programs, family pets are welcome to visit once they have been screened for safety and appropriateness. All pets that visit on a regular basis must be approved by the Director of Resident Services or Designate.

Regular pet visitors must:

- be screened annually by a veterinarian for temperament and general health;
- produce an up-to-date rabies vaccination certificate;
- be graduates of an obedience training program; and
- be approved by the Director of Resident Services or Designate.

***A Pet Visitor form must be completed and is included in the Resident and Family Package.***

## **Smoking**

For the comfort and safety of Residents, Hawthorne is designated as non-smoking. However, we recognize that some Residents may wish to continue smoking. Ideally, Residents will smoke off property. To ensure safety of Residents and Staff, currently, there is one area on our property where ONLY Residents may be permitted to smoke, providing they meet the criteria in a Safe Smoking Assessment. The assessment is carried out when a Resident moves to Hawthorne and at regular intervals thereafter. If appropriate, a Care Plan and Safe Smoking Contract are completed. If a Resident requires supervision to smoke, that supervision must be provided by family and/or friends. If the Safe Smoking Contract is violated or there is a risk to the Resident and/or others, the Resident will no longer be able to smoke. For Residents expressing a desire to stop smoking, staff will assist you to access appropriate resources.

**Please note that there is no on-site smoking area for Family Members or Friends.**