



# **Resident and Family Handbook**

## **Complex Care**

Hawthorne Seniors Care Community

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

## **Tours and Applications**

Tours can be arranged to show potential Residents and their families what the facility has to offer. Health Care Workers are also invited to tour the Campus. To arrange a tour, please contact the Social Worker at 604 468 5014.

The Fraser Health Authority manages the assessment and admission processes to all the programs on the Hawthorne Campus. Prospective Residents must meet the Provincial Ministry of Health guidelines for the respective programs.

Information on the eligibility requirements and application process is available through the Fraser Health Authority's Tri Cities Home Health Office at 604 777 7300.

# Hawthorne

## Is Where the Heart is

### **Welcome to Hawthorne Complex Care**

We look forward to welcoming you as a Resident. The staff at Hawthorne will make every effort to help you to maintain, as closely as possible, the lifestyle you have had in your own home. Our goal is always to support and promote your independence within a secure, caring, Residential environment while providing the help you need to maximise your health and well-being.

We encourage family and friends to be involved with activities on the Campus and to help you keep your contacts in the community. Your move to Hawthorne will take some adjustment and it may take time for you to feel at home. To help you in your transition we have prepared this Handbook. We hope it will give you enough information about how things work at Hawthorne and be a handy reference for the future.

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## **The Healing Continuum**

Health is a state of physical,  
emotional and spiritual well-being,  
not just the absence of disease or infirmity.

It is having the energy, joy  
and courage for life's activities.

It is accepting the fact that life has  
problems, and that one works  
responsibly and courageously toward  
a solution or modification of those problems.

Health is not an end in itself.

It is a quality through which  
hopes and dreams may be achieved.

## **Hawthorne's Mission Statement**

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

## **Hawthorne's Values**

WE BELIEVE:

All people should be treated with respect, compassion and dignity

In recognizing the uniqueness of all people 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

In recognizing the potential for growth that exists in all individuals

In using ethical business practices in all that we do

## **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 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

## Campus of Care

Hawthorne Seniors Care Community is a “Campus of Care” that provides an array of housing, care and service options. The **Campus of Care** concept means that older adults can remain living in familiar environments in the same “neighborhood” in the face of changing health care needs. Services offered throughout the Campus focus on wellness and quality of life and offer all possible supports to maximize functional ability, enable Residents to self-direct and to keep a sense of control in their lives.

All the Programs of Care at Hawthorne are built on a social model of service and care offered in an environment that speaks of “home”, with strong ties to the community. Residents and Tenants are encouraged to participate in and contribute to the functioning of their Hawthorne home and community. A broad range of opportunities for participation is available. Our vision is one in which the boundaries between home and community are porous, creating a free flow back and forth to reduce the loneliness, boredom and isolation that some experience when the external world is no longer readily available to them.

The **Adult Day Program** is a home support service funded by the Fraser Health Authority. Older adults with health related disabilities who wish to remain in their own homes benefit from recreational, social and health services. The Fraser Health Authority’s Tri Cities Home Health Office at 604 777 7300 determines eligibility. The **Adult Day Program Handbook** is available to prospective clients and families.

The **Assisted Living Tower** offers a housing option for seniors who need support but are able to maintain an independent lifestyle. The Tower consists of 70 private suites and a combination of hospitality services with some personal care support. The basic personal care delivery package includes two meals each day (lunch and supper), weekly housekeeping of the suites and laundering of towels and bed linens (2 loads weekly). Personal care support may include assistance with tasks such as showering or assistance with medication. Planned recreational and social activities are available as well as a 24-hour emergency response system. Fraser Health Authority’s Tri Cities Home Health at 604 777 7300 determines eligibility for the program.

The **Complex Care Program**, situated in the **Lodge** and the **Cottages**, is a subsidized Residential care program that provides a safe and secure living environment, 24 hour nursing care, personal assistance and support, nutritious meals, basic linen and personal laundry services and recreational programs.

## **Hawthorne Complex Care - Programs of Care**

In Complex Care, we aim to provide Resident-centered care, recognizing that this is your home. We encourage you to bring familiar items from home to personalize your living space. We look for opportunities to get input from you, your family and the important people in your support network and we are always open to suggestions for improving the care we provide.

Hawthorne is a busy place and we encourage you to take part in all the activities and Resident committees that are offered.

### **The Lodge**

The Lodge houses 75 Residents. It opened in 1994 and is still often referred to as “Extended Care”. Many of the Lodge Residents have difficulties with mobility and/or multiple medical conditions and need help with the activities of daily living. With support from the renal team at the Royal Columbian Hospital, we also offer care to those who require peritoneal dialysis in a Residential setting.

The Lodge has three wings, two with 24 beds and one with 27. There are 25 single and 25 double rooms. All the rooms have ceiling lifts for easier transfers in and out of bed. Outdoor patios adjoin each wing. Room assignment is determined by availability. Typically, new Residents move into semi-private rooms and then request a private room, if that is their wish.

### **The Cottages**

The North and South Cottages opened in January 2006. They are in the north – west corner of the Campus and are housed in two buildings, each divided into four different units. Each unit, referred to as a “Cottage”, has a living room, dining room and kitchen. Seven Residents live in each cottage and most have their own room. The Cottage environment is reminiscent of home.

The Cottages were specifically designed and built for dementia care. Residents are independently mobile and have a diagnosis of dementia along with dementia-related behaviours that require a specialized care environment. If the Resident’s care needs change, mostly in relation to declining physical independence, the Resident will move to the Lodge, if possible. For example, if the Resident is no longer able to participate in moving from bed to chair and needs a full lift, a move to the Lodge would be indicated.

## **Hawthorne Complex Care – the Program Teams**

Consistent, interdisciplinary teams of qualified employees who are enthusiastic and committed to their work staff each program of care. The **Lodge teams** are made up of Resident Care Coordinators and Clinical Care Coordinators (Registered Nurses), Licensed Practical Nurses, Resident Care Aides and Service Support Workers. A Recreation Therapist, Music Therapist and Recreation Assistant work together to cater to Resident leisure needs. Reporting to the Director, Resident Services, teams provide dedicated service to a particular wing. This is done to increase the consistency of care and reduce the numbers of people you need to deal with on a day-to-day basis.

A Resident Care Coordinator (a Registered Nurse) and the Director, Resident Services support the **Cottage teams**. As in the Lodge, the teams are consistent. The Cottage teams include Resident Care Coordinators who are Registered Nurses or Registered Psychiatric Nurses, Licensed Practical Nurses, Daily Living Assistants, Service Support Workers, Recreation Therapists and a Music Therapist.

The Lodge and the Cottage teams share the services of the Social Worker and the Dietitian. A Physiotherapist provides services in the Lodge and is available for consultation to the Cottage teams as required.

## **The Hawthorne Health Care Team**

### **Nursing**

Registered Nurses, Registered Psychiatric Nurses, Licensed Practical Nurses, Resident Care Aides and Daily Living Assistants provide twenty-four hour-a-day care. Their goal is to support your well-being and maintain your independence so that you can care for yourself as much as you are able to and to provide you with the help you need when you need it.

The terms Resident Care Coordinators and Clinical Care Coordinators refer to Registered Nurses who provide nursing care and hold leadership positions in the teams. The Resident Care Coordinators co-ordinate the day-to-day operations in the programs and provide leadership and assistance to the program staff. Clinical Care Coordinators work primarily in the Lodge and contribute additional clinical expertise and mentorship to the team.

Each Resident has a “Primary Nurse”. Your Primary Nurse is responsible for coordinating your care, making sure to follow up on all necessary assessments and consultations. She or he will talk to you and your family about any changes in your care,

answer your questions and concerns and liaise with physicians and specialists as needed.

Resident Care Aides (Lodge) and Daily Living Assistants (Cottages) provide you with personal care services and assist with meal times and nourishment as needed. Their responsibilities differ slightly between the program areas as each program develops its own culture in response to its Residents' needs.

## **Service Support Workers**

Service support workers provide cleaning services, laundry support and meal delivery. Additional responsibilities grow out of the specific needs of each of the program areas.

## **Medical Services**

### **Your Physician**

When you are at Hawthorne you must have a physician overseeing your health care. If you choose, you may continue with your current physician or find a new physician in the community, provided that he / she agrees to care for you while you are here. If your physician is not currently on the Hawthorne Seniors Care Community list of admitting physicians, he/she will need to apply for admitting privileges. This involves completing the application process and signing the Hawthorne Physician Agreement. Admitting privileges are granted at the discretion of the Chairman of the Board and are subject to registration with the College of Physicians and Surgeons of BC.

## **Pharmacy**

Davies Pharmacy meets Hawthorne's pharmacy needs and the pharmacists share their expertise at Medication Review. Medications are delivered daily. As a rule, nurses must administer all the medications and, to ensure safety, all medications must be prescribed by your physician. If you are taking any over-the counter medications, please inform the nurse who will ask your physician to prescribe them for you.

If you would like to review the options available for self-administration of medication, please see the Director, Resident Services.

## **Clerical Support**

Clerical support is available to the nursing staff on a part-time basis. The Administrative Assistant assists staff with appointment bookings and arranging transport for appointments. You may expect to be contacted by this person to discuss arrangements for appointments and your family may be contacted if you need someone to accompany you to the appointment.

## **Social Work**

The Social Worker is available to provide short-term counseling and support to you and your family as you deal with the challenges associated with communal living, care giving, and living with chronic illness, disability and loss. Information and referrals to Federal and Provincial benefits and community resources, as well as practical assistance in navigating complex systems like Income Security Programs, Revenue Canada, and Continuing Care is provided as needed. The Social Worker is the staff liaison to the Hawthorne Family Council.

## **Rehabilitation Consultant**

The Physiotherapist is available to you four days a week. Doctor referrals are recommended but not required. The services are free of charge. The Physiotherapist assesses your needs and offers recommendations and treatment if you require:

*strengthening* due to weakness or recent hospitalization;

*pain control* due to musculoskeletal dysfunction or recent injury or surgery;

*mobility assessment* related to gait disturbance, compromised balance, frequent falls etc;

*chest physiotherapy*;

*equipment consultation or assessment* i.e. walkers, wheelchairs, braces, Activities of Daily Living (ADL) equipment etc.

Various types of equipment are available if you want to improve your general well being or are looking for a form of meaningful activity — stationary bicycles, cuff weights, pulleys, balance boards, stretch bands, parallel bars, etc. Everyone is welcome to join in and the Physiotherapist is available to provide advice, encouragement and supervision on Tuesdays, Wednesdays, Thursdays and Fridays.

## **Dietitian**

The Registered Dietitian contributes expertise in food and nutrition to your care plan with the goal of maintaining your health and well-being. The Dietitian will include you and the health care team in assessing your nutritional status, developing your care plan, monitoring the effectiveness of the nutrition interventions and providing you with nutritional counseling.

The dietitian will meet with you, or with your family where appropriate, to discuss your food preferences, shortly after your admission. Together with the Manager of Hospitality Services, the Dietitian sits on the Resident Food Council.

## **Dental Hygienist**

The Dental Hygienist works closely with Hawthorne's visiting Dentist to offer a comprehensive dental program to Hawthorne Residents. She will meet with you on an annual basis to perform an oral assessment and draw up an oral care plan. She may make recommendations for follow-up dental care. Even if you no longer have your own teeth, it is important that you have an oral screening and assessment done annually and the oral assessment includes an ultrasonic denture cleaning, if indicated. Each Resident pays a monthly fee of \$5.00 to cover this important service. You have the option of contracting further services with the Dental Hygienist, which may include scaling and polishing, by completing the Dental Hygiene Care consent form. Payment for these additional services is arranged directly by the Resident or family with the Dental Hygienist.

## **Recreation Therapist and Recreation Therapy**

Recreation Therapist services create opportunities to support your physical, cognitive, social, emotional and spiritual well-being. The Recreation Therapists work with you to assess your needs and preferences and to develop a custom-made plan. You, and your family, if appropriate, will meet with the Therapist within three days of your admission to

discuss your interests and needs and get information about the programs and services.

You will receive a monthly calendar with a list of scheduled daily activities. Calendars are readily available in the Lodge and Cottages and on the Hawthorne website. Changes are posted on bulletin boards and white boards in the Resident living areas. Family members and friends are encouraged to attend programs and special events with you – favourites include the pub programs, entertainment and seasonal or cultural celebrations.

## **Therapeutic Programs and Leisure Activities**

A variety of programs and services are available to meet your individual needs and interests.

### **Physical Needs**

- Fitness programs, weight training, walking programs, bowling, active games, gardening, Therapeutic Stretch.

### **Social Needs**

- Pub programs, entertainment, one-to-one visiting, birthday celebrations, active games, special meal programs, intergenerational programs, community outings.

### **Cognitive Needs**

- Trivia, word games, bingo, news and views, library services, discussion groups, educational workshops, cards and crib.

### **Spiritual Needs**

- Church services, memorial services, pastoral visiting, cultural and seasonal celebrations.

### **Emotional Needs**

- Reminiscing and reflection, crafts, gardening, gentle touch, pet therapy.

### **Independence Needs**

- Residents Advisory Committee, Resident Food Council, volunteering, cooking and baking.

## **Music Therapy Services**

Music Therapy can provide emotional, social, cognitive, physical, communicative and spiritual support for the Residents at Hawthorne. Working with you, your family and the

care team, the Music Therapist implements a care plan to help with your unique needs. A variety of group programs and one-to-one visits are available for you throughout the Hawthorne community, and to help you adjust to your new environment.

*It is important to stress that having a musical skill is not necessary to enjoy the benefits of music therapy.*

Monthly programs may include: Hand chime choir, sing-along, drum circle, Wii music making, Music and Art and other designed programs. Musical experiences may include singing, songwriting, improvising, group discussions, movement to music, playing instruments, creating instruments and possibly 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, reminiscence
- Validate spiritual beliefs
- Develop an awareness of strengths and abilities
- Promote socialization / role development
- Maintain cognitive abilities
- Maintain or increase physical activity
- Increase motivation
- Promote relaxation
- Develop alternate forms of communication (non-verbal)
- Develop a sense of community within the facility
- Enjoyment and Fun!

## **Visiting Health Care Professionals**

While you may choose to continue seeing the professionals you know, Hawthorne does have the services of a visiting dentist and optometrist whom you may wish to consult. Your Nurse can arrange the appointments.

## **Dentist**

Oral health is a critical component of health and well-being. A dentist is available to provide some dental services on-site and he will work closely with the Dental Hygienist. The objectives of the dental program are to contribute to the general health and comfort of the Resident by establishing a pattern of dental care to diminish or prevent further deterioration of the teeth and gums and to provide for increased chewing ability. This service is offered on an optional basis and is accessed by completing the Consent for Dental Examination and Financial Responsibility form that is included in the admission package.

## **Podiatrist and Foot Care Nurse**

You are welcome to have your own Podiatrist or Foot Care Nurse visit you at Hawthorne. Your Nurse will be happy to provide you with a list of local Foot Care Nurses.

## **Optometrist**

An Optometrist visits as needed. A consultant fee, in addition to the service fee, is charged if she visits one person but not if she can see a number of Residents on the same visit. To access these services, complete the Optometrist's Consent form that is included in your admission package, or available from your nurse. The completed form is faxed to the Optometrist's office. The Nurses keep track of who wishes to see the Optometrist to capitalize on the group discount where possible.

**Note:** You are welcome to consult with other health care practitioners, such as Massage Therapists, Chiropractors, Physiotherapists and/or Occupational Therapists. These practitioners must conform to the professional standards appropriate to their discipline. Scheduling visits and dealing with their charges is the Resident's responsibility.

## **Additional Services**

Hawthorne works closely with specialist teams and programs that enhance the care and provide additional services to Hawthorne Residents.

**The Fraser Health Hospice Palliative Care Team** brings expertise, clinical consultation and volunteer resources to support the care of terminally ill Residents and their families.

**Tri - Cities Mental Health Team** provides consultation, assessment and

treatment services that complement and support the care of Residents who are experiencing depression, delirium or mental health challenges.

## **Pet Therapy Programs**

Two recognized pet therapy programs visit Hawthorne regularly. These programs provide opportunities for you to enjoy pet visitors “one-to-one” and/or in group visits. Each program screens and orients their volunteer teams to make sure they are suitable and have the proper training to be pet visitors.

The programs carry liability insurance and the pets’ vaccines and suitability for visiting in the care environment are monitored annually. A requirement for volunteering is that each pet be accompanied by his/her handler and be on a leash at all times.

## **Spiritual Services**

A number of traditional church services take place on a weekly and/or monthly basis. The following denominations regularly visit Hawthorne: Lutheran, Roman Catholic, Anglican and United. Other church groups may attend for certain occasions.

A monthly Celebration of Life Service provides an opportunity for families, friends and staff to share memories and celebrate the lives of Residents who have recently passed away. Calendars provide details of upcoming services and notices are posted on in-house bulletin boards.

## **Private Pay Companion Services**

Hawthorne respects your right to arrange additional companion services to complement your care. Hawthorne’s overarching responsibility for Resident safety and security extends to the provision of companion services and detailed guidelines on setting up a regular companion service are available to you upon request.

It is recommended that you or your family employ the services of a recognized and reputable agency that specializes in providing companions to Residents in care. In all instances, companions must be bonded or be able to provide acceptable references, have completed the requisite criminal records check and have been screened for TB. In addition, they must be covered by the Workers Compensation Board (WCB), either through arrangements made by the family or through an agency. Prior to hiring a regular companion, please consult with the Director, Resident Services, to get the required written approval.

# Volunteer and Community Partnerships

## Volunteer Services

The Volunteer Team is committed to enhancing the quality of life for Hawthorne Residents by:

- ✚ Building a Volunteer Team to enhance the quality of Residents' lives.
- ✚ Keeping connected with community agencies and groups, schools, churches, Coquitlam Volunteer Centre, etc., for recruitment and networking.
- ✚ Providing an environment that supports positive volunteer experiences.

We encourage and support Residents to participate in volunteer opportunities wherever possible such as gardening or working in the General Store

### Interested in volunteering?

Go to **volunteer opportunities** on our website at [www.hawthornecare.com](http://www.hawthornecare.com) to view potential volunteer positions.

## Community Partnerships

Hawthorne Seniors Care Community values community partnerships and community involvement. We are a proud member of the Chamber of Commerce and the Rotary Club of Port Coquitlam Centennial, and we have strong ties with the Kinsmen, PoCo Garden Club, New View Society and Wilson Senior's Centre. Hawthorne is the home of a number of Legion Veteran members.

Whether visitors come to Hawthorne or Residents go out for community visits, the interactions are always meaningful and uplifting. Local school and church groups, Brownie and Guide Groups, and various local talents come to share stories and entertain you in your home. At the same time, you and your family and friends can continue to be involved in community activities such as May Day Parade, Terry Fox Run, Cenotaph ceremony and the Port Coquitlam volunteer recognition awards.

## **Core Services**

Core Services houses all the services that are not covered by the Program teams and tend to cut across programs. Examples include Food Services, Housekeeping in non-Resident care areas, Maintenance and Laundry (for the Lodge and heavy linens and bedding for the Cottages.)

## **Food Services**

At Hawthorne, we work hard to make mealtimes relaxing, pleasurable and dignified. Meal delivery varies from area to area but, in general, lunch is the larger, hot meal and dinner is the smaller meal. Continental breakfasts are served anytime in the morning after you wake up. Lunch and Dinner are served in the dining areas at set times. Snacks and nutritious supplements are available throughout the day in the kitchens in your Lodge Wing or Cottage.

Spring/Summer menus and Fall/Winter menus are developed every year to include seasonal foods. Meals are based on Canada's Food Guide and designed to meet the nutritional needs of all the Residents. Various texture modifications allow those with chewing and swallowing problems to continue to enjoy their favorite foods. In the quarterly Resident Food Council meeting, interested Residents give feedback on the meals, submit their own recipes and help plan special meal events.

Our "Volunteer Meal Assistance" program matches volunteers with Residents, as needed. Along with providing company and conversation, they assist Residents who need help with setting up their meals and supporting their independence with eating.

Special food service events include a family/Resident dinner at Christmas, special holiday meals such as Chinese New Year and Robbie Burns's Day, summer barbeques and special breakfasts.

Foods brought from home are always welcomed. Please consult the nurse or dietitian to ensure there are no concerns before bringing the food in.

## **Maintenance Services**

The Maintenance Department works to keep the facility safe and hazard-free for Residents, Hawthorne visitors and staff. The Maintenance staff is responsible for servicing and maintaining the buildings and grounds on a regular basis and making sure that all equipment is in working order.

NOTICE: The Maintenance staff must check all personal electrical items such as electric radios, razors, clocks and televisions before use at Hawthorne to ensure safety for all. **For safety reasons, heating pads, electric blankets and lamps with halogen light bulbs cannot be used in Resident areas.**

## **Housekeeping**

Service Support employees work in all areas and they take pride in keeping your living areas and the campus clean and tidy. Their focus is to help you feel comfortable and secure in your home.

## **Laundry Services**

When you move in, Laundry Services inventories and label all your clothing. There is a “one time” fee of \$35 to cover the labeling costs. A copy of the inventory is kept in your health record. The Laundry operates daily from 07:00 to 15:00 hours and washes all the linens and bedding and the Lodge Residents’ personal clothing. In the North and South Cottages, the cottage staff launder your clothing and you are encouraged to participate in these routine chores, if you wish. Clean clothes are returned to your closet and drawers.

**PLEASE, NO SPECIAL CARE FABRICS SUCH AS SILK OR WOOL GARMENTS. 100% COTTON SHRINKS IN DRYERS.**

Material should be machine washable and easy-care (not require ironing). Please make alternate laundering arrangements for special garments with fabrics such as silk, wool or 100% cotton to avoid the frustration of damaged clothing. While laundry staff always do their best to ensure that accidents do not occur, Hawthorne does not assume responsibility for lost or damaged articles of clothing.

Dry cleaning service is not available. Please arrange for this service with your family or friends.

## **Some Clothing Suggestions**

Attractive and suitable clothing is important for your comfort. All clothing should be loose fitting and comfortable for sitting, as well as easy to put on and take off. Over time, you may need to consider having your clothing adapted to increase your comfort and ease difficulties with dressing. Your Nurses, Resident Care Aides and Daily Living Assistants are good resources for adaptive clothing ideas. Often, anybody familiar with basic sewing techniques can make the necessary adaptations. Adaptive clothing can be purchased on

the Internet and a local company, Comfort Classics, holds regular sales at Hawthorne.

Wardrobe space is limited and you are encouraged to ask your family or friends to go through your wardrobe with you on a regular basis – rotating your seasonal clothing and clearing out any clothes that you do not wear regularly.

The following lists are simply suggestions that provide ideas on the types and quantities of clothing that Residents typically require:

**MEN:**

3 jogging suits or 4 shirts

3 trousers (perma-press or double-knit)

4 undershirts and shorts

6—8 pairs of socks

2 pairs of slippers - non-slip & washable

1 pairs of shoes - non-slip (runners or dress shoes)

4 pairs of pajamas

1 dressing gown

2 washable cardigans

Gloves, cap, scarf and coat

**WOMEN:**

6 cotton undershirts and panties

2 slips if normally worn

2 bras if normally worn

6 pairs socks or stockings

3 jogging suits, dresses, wraparound skirts or pants

3 blouses or stretchable T-Shirts

4 night gowns

1 dressing gown

2 pairs of slippers—non-slip & washable

1 pair of shoes—non-slip runners / flat walkers

2 washable cardigans

Gloves, hat, scarf and coat

## **Communication and Input into Decision Making**

Hawthorne respects the right of people to be involved in decisions that affect them. All members of staff have an open door policy and encourage communication of concerns 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 the North and South Cottage activity rooms to encourage the sharing of general concerns, compliments and suggestions.

Annual Resident Care Conferences provide the opportunity to discuss and review care needs and re-affirm each Resident's goals of care. A number of committees provide regular opportunities for Residents and families to be involved in providing input to decision making in the Complex Care Program.

### **Resident Care Conferences**

The Resident Care Conference is the time when a Resident and/or a Resident's representative review the care plan with the care team. It is also an opportunity for the care team to deepen their understanding of the Resident's values, needs, wishes and strengths.

The term “care plan” refers to the document that outlines the Resident’s goals of care and directs the care, support and services that the Resident receives. The plan is built on an understanding of the Resident’s strengths, preferences, and care needs. Started at the time of admission, it is developed over time as the team and the Resident get to know each other. If needed, the team consults other health care professionals and their recommendations form part of the plan. Goals of care may be the prevention of disease or further limitations, maintenance of current abilities, or improvement in health and well-being.

The Resident/representative, Nurse, Director of Resident Services, Daily Living Assistant (Cottage) or Resident Care Aide (Lodge), Dietitian, Physiotherapist, Recreation Therapist, Music Therapist and Social Worker generally attend the Care Conference. Some Residents prefer not to attend the full meeting and opt to meet one-on-one with their Nurse following the meeting. The format of the conference is flexible. New Residents are asked, if they are comfortable to do so, to talk a little bit about themselves and identify the most important things the care team should know in order to provide the best care. Each member of the care team discusses their assessments and recommendations and invites 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.

The Initial Care Conference occurs six to eight weeks after admission and lasts for one hour. Subsequent Care Conferences are 30 minutes in length and occur annually or as the need arises. Lodge Care Conferences are on Wednesdays at 10:30 am and 11:00 am and Cottage Care Conferences are on Wednesdays at 1:30 pm and 2:00 pm. You will receive telephone notification in the month before the Conference is scheduled. Please make sure you let the team know who will be attending.

## **Resident Advisory**

Both the Lodge and the North Cottages have Resident Advisory committees that are open to all Residents. Through the Advisory meetings, Residents liaise with the Leadership regarding any concerns they may have, and make suggestions for change and/or improvements in programs or services.

## **Resident Food Council**

You are encouraged to join the Residents’ Food Council. The Council meets quarterly to discuss menus and meal service issues and share favourite recipes.

## **Hawthorne Family Council**

The Hawthorne Family Council is open to all family members and friends of Hawthorne Residents.

The Council's mission is to: "Improve the quality of life and quality of care for all Hawthorne Residents by promoting an atmosphere of sensitivity, caring and support amongst staff, friends and family members".

The Council meets monthly and a schedule of meetings is posted on the Family Council notice board in the Lodge and in each Cottage. Copies of meeting minutes are available on the Family Council notice board and circulated by e-mail to families who have indicated an interest in receiving them.

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

Hawthorne's website has general information on Hawthorne as well as current Activity Calendars and editions of the Resident newsletter Hawthorne Happenings. Residents enjoy the special electronic cards (**the Cheer Card**) created on the website by friends and families. Feedback on the website is always welcome – please forward your comments to [wromaniuk@hawthornecare.com](mailto:wromaniuk@hawthornecare.com).

## **Room Assignments and Room Charges**

The B.C. Ministry of Health sets your monthly charge based on your individual income. The charges are subject to periodic increases. A \$5.00 monthly fee is charged to each Resident to pay for the services provided by the Dental Hygienist.

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

Payment is due in advance on the first of each month. The business office will help you set up your preferred method of payment. They can be reached at 604 468-5008 or by e-mail. Payment options include: automatic withdrawals from your bank account, post-dated cheques, or monthly payments. Monthly payments may be mailed or placed in the locked mailbox in the Lodge lobby.

Payments continue to apply when a Resident is on a leave of absence from Complex Care such as an annual vacation or the occasional week or weekend at home; or during any hospitalizations that occur. If a bed is to be given up due to a lengthy hospitalization or a change in care needs, the Fraser Health Residential Care Coordinator will arrange for this to happen in discussion with you and/or your family.

At the time of discharge or a resident passing away, the room charges stop immediately and a refund, made out to the Resident or the Estate of the Resident, is paid out within six weeks. For this reason, we ask that the room is cleared of all belongings within 24 hours.

## **Other Expenses**

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

- Cablevision, Personal Phone, Internet
- Hairdresser
- Wheelchair taxi / HandyDart
- Dental Services
- Some recreation and activity charges such as pub night and Bingo
- Purchases from the Hawthorne General Store
- Personal hygiene and grooming products
- Dry cleaning and newspapers
- Companion Services for Medical Appointments, if required
- Medications not covered by Pharmacare and non-prescription medications
- Health services not covered by the Medical Services Plan such as ambulance, podiatry, dental care and/or private physiotherapy
- Health equipment not covered by other parties such as wheelchairs, walkers and/or specialized seating equipment and supplies
- Maintenance fees for health equipment that is on loan from Hawthorne

A one-time charge of \$35.00 for clothes labeling and \$15.00 for an ID bracelet, if required, is charged on admission.

## **Comfort Fund**

A Comfort Fund is an individual Resident account set up with Hawthorne's business office. For your convenience, some routine charges such as hairdressing, outings with the recreational therapy program, bingo, pub night charges and General Store purchases are paid directly from the Account. Medication costs are also paid from this account. You or your Power of Attorney can make deposits and withdrawals as needed. We suggest that you make an initial deposit of \$250.00 and keep a minimum balance of \$50.00 in the account. You will receive a monthly statement and monies are available to you during

business hours. If you wish, cheques for the Trust Account can be deposited in the locked mailbox at the main entrance to the Lodge.

## **Telephones and Cablevision and Internet**

You or your family will contact Telus directly to have your telephone installed and to pay your monthly bill. Internet services are also your responsibility to set-up. Cablevision is arranged via a request form provided when you move in and a cablevision charge will be added to your monthly statement. You are welcome to bring your own small television, radio or video player. However, prior to hook-up the Maintenance Department must check them to ensure safety. Please have a small, stable stand to place your equipment on.

## **Personal Supplies**

The following personal articles are your responsibility and need to be replaced as needed:

- Electric shaver and after-shave
- Makeup
- Brush, comb
- Hair ribbons, pins, small combs
- Denture cleaning material
- Body lotion
- Kleenex
- Toothbrush, toothpaste
- Deodorant, soap
- Manicure items including nail clippers
- Toilet bag to hold these articles

NOTE: No baby/talcum powder due to extreme slipping hazard.

## **Personal Articles**

We encourage you to bring a few of your own items to give your room a more personal touch. For example: photographs, a picture or a favourite pillow. Although space does not permit large pieces of furniture, a small piece of furniture that does not pose a safety risk will be gladly accommodated in your room. Please arrange for all articles not currently in use, such as suitcases and seasonal clothes, to be stored elsewhere. Maintaining a safe and clean environment is a constant focus in the care environment and you and your family can be a big help in keeping your personal space safe and employee-friendly by routinely clearing out clothes that no longer fit; removing pieces of equipment that are no longer in use and recycling items that have “paid their dues”. In some circumstances, we

may request that you remove extra furniture or other items if your room becomes cluttered or care or safety becomes compromised due to space limitations.

Area carpets create tripping hazards and make cleaning more difficult. We ask that you do not bring in any rugs or carpets.

Hawthorne does not assume responsibility for the personal property in your room nor for any personal belongings that you bring in with you. Please ensure that all your personal items, other than clothing, are securely labeled and it is strongly recommended that you consider purchasing insurance to cover items of value, where such insurance is available, including eyeglasses, dentures, hearing aids and TVs. Small items that are only occasionally used can be placed in safekeeping. For your security, we suggest that you keep no more than \$5.00 in your room.

Please note that Hawthorne does not have the resources to dispose of or to accept donations of clothing, furniture or personal articles that are no longer needed.

## **Day Outings and Vacations**

In preparation for an outing, we arrange a “Leave of Absence”. We would appreciate twenty-four hours notice to give staff time to make necessary preparations, such as assistance with dressing, and notification to our pharmacist so your medications will be ready.

If you are going on a vacation for longer than three days, please notify your Nurse seventy-two hours prior to leaving. Your daily charges will continue even though you are on leave. Please remember to sign in and out at the main entrance in the Lodge or the small activity rooms in the Cottages.

## **Medical Appointments**

Although your Nurse will be happy to assist you in arranging and keeping track of your medical appointments, you will still be responsible for getting to the appointment and meeting any requirements that the appointment may involve. If you are able to manage the appointment alone, we can help you in arranging HandyDart or a taxi service. If you need to have someone accompany you, a family member or friend will need to be available. Some Residents arrange for the services of a private companion to assist with appointments and if this is your preference, we suggest that you open an account with the agency of your choice and we can then assist in making the required bookings.

Transport services to medical appointments for Residents who require wheelchair or stretcher transfer and supervision/oversight are also offered by BC Non-Emergency Ambulance Transfers and Special Needs Transport. The ambulance transfers cost \$80.00 each way but these charges are waived for Residents who are on the Medical Services Plan (MSP) subsidy. Special Needs Transport charges variable rates depending on distance and type of transfer and payment must be made at the time of booking. Please note that hospitals are now requiring that Residents have a companion with them throughout any tests or procedures that are performed at the hospital.

## **Vaccinations**

As people age, they may be at higher risk of complications from influenza. For this reason, residents of care facilities and their caregivers are encouraged to get an influenza vaccine each year. Unless contraindicated, your physician will prescribe the vaccine for you and it will be given annually, in the Fall.

Pneumococcal vaccine can prevent pneumonia and other infections and 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 may catch it. This vaccine has been used in Canada since 1983. Please let your nurse know if you have already received this in the community.

## **Visitors**

Family and members of the community are invited and encouraged to visit and to participate as much as possible. There are no restrictions on visiting hours. Children are welcome when accompanied by an adult.

## **Pet Visitors**

Hawthorne recognizes the value that pet visits contribute to the health and wellbeing of Hawthorne Residents and we undertake to maintain a pet-friendly environment that is safe for Residents, Employees and Visitors. Along with the animals that visit under the auspices of the approved Pet Therapy programs, family pets are welcome to become regular visitors once they have been screened for safety and appropriateness for the care environment. All pets that visit on a regular basis – more frequently than once a week – must be approved for visiting by the Director, Resident Services.

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 a BC Pets and Friends program or a comparable training program
- be approved as appropriate for the care environment by the Program Director or designate.

A Pet Visitor form is included in the admission package. If you expect to have a number of pets visiting, you can get additional forms from your Nurse or the Social Worker.

## **Hairdresser**

The Hairdressing Salon is located on the main floor of the Lodge near the Lodge dining room. The shop is open through the week and services are available to men and women. Charges are nominal for cuts, perms, etc. Appointments are booked by leaving a message at 604 941 4051 (local 5106) or at the nursing station.

## **The General Store**

The store is located in the corridor linking the Lodge with the Assisted Living tower. Sundries, toiletries, candy, cards, gifts, small food items 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 their General Store purchases to their Comfort Accounts.

## **The Wellness Centre**

The Wellness Centre is located next to the General Store and is available to all Residents. Strength and training equipment include some items that are modified for Residents with limited mobility. The Centre is open at various times during the week when the physiotherapist or volunteer safety monitors are available.

## **Shopping**

Shaughnessy Street, the Port Coquitlam shopping district, is four blocks west of Hawthorne. Lodge and North Cottage Residents who are able to shop independently enjoy the monthly shopping trips to various local malls. Residents are accompanied by the Recreational staff and Hawthorne volunteers in the Hawthorne bus. Family members are encouraged to participate in these trips.

## **Library Services**

The Terry Fox Library, at Mary Hill Road and Wilson Avenue, is two blocks from Hawthorne. The Fraser Valley Regional Library visits Complex Care monthly and provides services including large print and talking books.

## **Mail**

Your personal mail should be addressed to you at: Hawthorne Seniors Care Community, 2111 Hawthorne Ave, Port Coquitlam, B.C. V3C 1W3. We recommend that you and your family review what mail you may be receiving and consider having financial, legal and government documents re-routed to the person who helps manage your affairs and/or holds your Power of Attorney. Family members are requested to be responsible for managing mail and bills for residents who are unable to attend to their own affairs.

## **Newspapers**

Hawthorne has daily newspaper deliveries. You are responsible for arranging delivery and paying for the service.

## **Smoking**

Hawthorne Seniors Care Community maintains a non-smoking environment. Designated outdoor smoking areas meet applicable laws and work safety requirements. Residents need to be able to manage their smoking safely and independently.

## **Parking**

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

## **Transportation**

Residents make frequent use of HandyDart services and Wheelchair Taxis for medical appointments and outings. Public Transit services local areas and extend into Vancouver. City buses stop at the Port Coquitlam Station. The West Coast Express Train Service also connects with the buses during the peak transit period. Hawthorne has its own wheelchair accessible bus for special outings

# Record of Resident Contact Information

Hawthorne is committed to respecting the important relationships in your life and including the people of your choice in the care you are provided. Correct and current information is vital in ensuring that we can meet this commitment.

At the time of your admission, you will be asked to provide important contact information which is kept on the front of your medical chart. Please keep Hawthorne updated as changes occur. Changes can be phoned through to the Business Office at 604 468 5008 or the nursing staff in your area.

You will also be asked to provide copies of documents outlining any Substitute Decision Making arrangements that may be in place such as Power of Attorney for legal and financial matters, Representation Agreements for Health Care decisions or Committee of Property or/and Person. Please advise Hawthorne of any significant changes in these arrangements as well.

**You may wish to use this page to keep a record of the information Hawthorne has on record:**

**Physician's name** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**First Contact**

**Name** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**Address** \_\_\_\_\_  
\_\_\_\_\_

**Second Contact**

**Name** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**Address** \_\_\_\_\_  
\_\_\_\_\_

**Church** \_\_\_\_\_ **Phone#:** \_\_\_\_\_

**Funeral Home:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_