

Cedarview Lodge Residential Care Services

**1200 Cedar Village Close
North Vancouver, B.C.
V7J 3P3**

**604 904-6400 (phone)
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Information Handbook



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Welcome to Cedarview Lodge

REGIONAL VISION

Vancouver Coastal Health is committed to supporting healthy lives in healthy communities.

MISSION STATEMENT

To provide a home promoting well-being, personal choice and enjoyment of life in a resident-centred environment for adults requiring care.

PHILOSOPHY OF CARE

Professionally planned individual care, supported by an interdisciplinary team, is provided for residents, respecting their rights to privacy, independence and self-determination. Residents and family contribute to the planning and enhancement of quality of life through Residents' and Family Councils.



About Our Lodge



Facility Description:

Cedarview Lodge is a licensed Long Term Care Facility administered by Vancouver Coastal Health with 89 individual rooms on two floors (*including 7 Overnight Respite rooms*). The facility has a large Recreation room, Tuc Shop, Hairdressing Salon and more.....and is surrounded by garden and patio areas.

Care Levels:

Cedarview Lodge offers accommodation for residents assessed as requiring Complex Care, and includes a Special Care Unit.

Resident Rooms:

All 89 individual rooms include private toilet and washbasin.

Please note ** Due to changing care needs, there may be occasion when residents are required to change rooms within Cedarview Lodge. All efforts are made to keep this to a minimum.

Respite Care (Overnight and Day Respite):

Cedarview Lodge has 7 Respite beds, offering community clients a short-term stay, and family caregivers a needed break. Respite bookings are made via Vancouver Coastal Health Case Managers. Cedarview Lodge also runs a Day Respite Program 7-days a week.

Special Care Unit:

A 22-bed secure Special Care Unit (Pine Forest) is located on the ground floor with a designated RN, and dining room, lounge and quiet area, and secure outdoor gardens and patio. Specialized supportive care is provided for residents with dementing illnesses. **★Please refer to pages 23-25 for more detail.**

Smoking:

Smoking is not permitted by anyone on any VCH owned and operated property, including all buildings, grounds and parking lots.

Alcoholic Beverages:

Responsible alcohol use by residents is permitted. If medical contraindications or individual circumstances of alcohol misuse exist, we may request a physicians' order and require alcohol is kept at the Nursing Station and dispensed by a nurse.

Furnishings:

Cedarview furnishes all rooms with bed, bedside table, and dresser. These should remain in the room. Small items of residents' own furniture and personal effects are encouraged, and accommodated. A chair (correct height, not rocking/swivel) should be provided by resident/family - our Occupational Therapist can help with this assessment. Most residents choose to bring a television and stand.



While we appreciate that carpets, rugs, bar fridges and small appliances contribute to a home-like environment, unfortunately they pose significant safety hazards and infection control issues. As resident safety is paramount, these items are not permitted in residents' rooms.

Quality of Care:

The Lodge is governed by Ministry of Health (MOH) regulations in the *Community Care Facility Licensing Act*, and operates according to *Canadian Council of Health Services Accreditation*, and MOH *Quality Assurance* standards. Vancouver Coastal Health has a “*Patient Care Quality Office*” to ensure resident/family concerns are dealt with appropriately.

Fees:

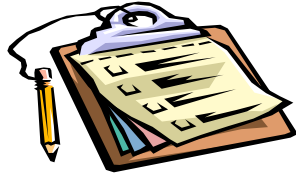
Accommodation fees are set by B.C. MOH and based on resident’s net income and includes nursing care, room and board, linen provision and all meals/snacks. Rent payment is made by automatic monthly bank withdrawal by signed authority at the time of admission. Please note: financial transactions (i.e. automatic withdrawal, cheque) resulting in “Returned Items” or “NSF” will be charged a \$30 fee, per transaction, which will be taken directly from the resident’s Trust Account.

Leave of Absence and Vacations:

Residents may be absent from the Lodge for up to 30 days per year. (Absences of 3 days or less do not count against this 30 days). An absence of longer than 3 days must be approved in advance, and residents are asked to give 4-5 days notice for planned absences. (Residents are also asked to give 1-2 hours notice for short absences when medications is required).

Please note ** Residents, or responsible persons, must sign "out" and "in" at the nursing station each time a resident leaves and returns to the Lodge.

Admissions Process



Referral System:

All applications for residency are handled by your VCH Case Manager together with the Priority Access Department.

Tours:

There is a recommended virtual tour on-line, and a bi-weekly tour of the facility which can be booked by calling (604) 904-6400.

Prior to Admission:

Completion of pre-admission information, including a medical and social history is required. A resident's physician must have admitting privileges at Lions Gate Hospital and be willing to follow their patient into Long Term Care, otherwise another physician can be found for you. If required, our Social Worker, Admin Business Support, or RN can meet with the resident and family prior to admission to answer any questions and ease the transition.

Admission Day:

Planned admissions occur 7 days/week, in the morning (preferably). A nurse meets the resident and family to welcome them, answer questions, and help them settle in. Other care team members may visit with the new resident, and family are encouraged to stay as long as they wish on this day.



Resident Services



Nursing:

Experienced, professional nursing care is available 24 hours a day. Registered Nurses, Licensed Practical Nurses, and Care Aides make up the care team. Each resident is assigned a Primary Nurse, who will establish a Care Plan for each resident and provide direct, ongoing nursing assessment and care. The Care Aides assist residents with dressing, bathing, eating and mobilizing.

Special Expertise:

❖ Dementia Care:

Specialized supportive care is provided for residents with dementing illnesses. Programmes are specifically designed to maximize resident's remaining skills and abilities while compensating for losses characteristic of dementing illnesses. Staff is trained in the *Gentle Persuasive Approach* and Abilities Enhancement.

❖ Palliative Initiative in Residential Care:

Please ensure you receive information and brochures from your nursing staff - including "Goals of Care", "MOST" (Medical Order for Scope of Treatment), "Planning for Living Well", etc. Palliative care can be provided to any resident who may become terminally ill while residing at Cedarview Lodge.

Physician Care:

Medical care at Cedarview Lodge is provided by a personal physician assigned to each resident, who will refer to a specialist as needed.

Please Note ** All residents are responsible for arranging and keeping current medical coverage as well as arranging for transportation to health care appointments outside the Lodge.

Medical Coordinator:

A **geriatrician** is available for consult and also acts as our **Medical Coordinator**.

MO.S.T. (Medical Orders for Scope of Treatment) –

(replaces previous “Degree of Intervention” document):

We believe it is the right and responsibility of the individual to decide the type and extent of medical treatment and intervention they desire. It is the responsibility of the physician, in consultation with the resident and/or their family to determine their wishes about specific treatments and intervention desired so that an accurate plan recorded on the residents’ chart. *Please request M.O.S.T. information brochure from our nursing staff for more detail* for decision-making in medical emergencies is available. These requests will be recorded on the residents’ chart. *Please request M.O.S.T. information brochure from your nursing staff for more detail.*

**** Cedarview Lodge requests that residents, who have not already done so, please discuss M.O.S.T. with their physician ****

Pharmacy Services:

The Pharmacy Act of B.C. requires that each care facility use only one pharmacy to provide all pharmacy services for residents. The designated pharmacists' duties include: dispensing medications, participation in regular medication reviews, and education of health care providers. Medications are provided at cost, and reimbursed through the Pharmacare program of B.C. Medication costs not covered by Pharmacare must be paid by the resident through their trust account.

Medication Administration:

All medications, including non-prescription drugs, herbal remedies and vitamins must be ordered by the resident's physician, supplied by facility's Pharmacy and administered by the Lodge nursing staff. No medications, including over-the-counter preparations may be kept in the residents' room (exception being nitro-glycerine tabs - please refer to the Community Care Facility Act).



Representation Agreement:

To ensure that residents' personal and health care wishes are followed, and that their end of life and funeral plans are known, we encourage residents and families to have Advance Care Planning discussions. These discussions can be documented in a Representation Agreement or other Advance Care Planning document. Please provide us with a copy of these documents which will be kept in the front of their medical file for ease of reference.

The Social Worker is available to discuss any Advance Care Planning issues.

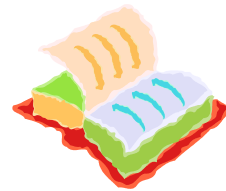
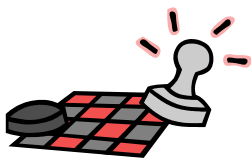


Dietary Services:

Dietary services are provided by Sodexo with registered Dietitian consultation. Three nutritious meals and three snacks daily are provided. Lunch is a "soup and sandwich" type meal, and dinner is a "meat and potato" type meal. Meal times are Breakfast at 8:30 a.m., Lunch at 12:15 p.m. and Dinner at 5:15 p.m. Menu is seasonal, and special meals are served on traditional holidays and festive occasions, including summer BBQ's and picnics. The Dietitian ensures that a therapeutic diet prescribed by a resident's physician (as well as other therapeutic dietary requirements/requests) are provided. There is a large downstairs dining room, and a smaller upstairs dining room for residents in wheelchairs who have difficulty getting downstairs for meals. Families wishing to join their relative for a meal can inform their Unit staff in advance, purchase meal tickets direct from the kitchen, and eat with their resident in the "Family Dining Area" (main dining room).

Recreation and Activity Programs:

The Recreation Department is available 7 days and 4 evenings a week, except on statutory holidays, and includes a Recreation Therapist, Recreation Assistants, and a Music Therapist. A variety of therapeutic activities, special events and entertainment are planned to meet residents' varying physical, mental, social, emotional and spiritual needs. Examples include: crafts, reminiscing, games, quilting, exercises, walking, current events, sing-a-longs, quiz, bible reading, unit socials, gardening, Residents' Council, individual leisure opportunities, etc.

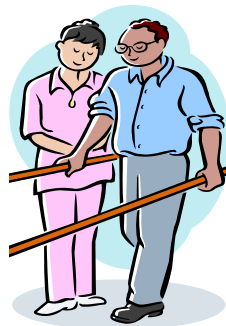


Physiotherapy Services:

Physical Therapy services consist of assessment, treatment, education, consultation and service management. The emphasis of the Physio programme is on balance and mobility, fitness, and performing exercises in group settings. The Physiotherapist may prescribe use of a walking aid, such as a walker, for improved mobility and reducing falls risk. If a resident is using a Cedarview Lodge walker, there is a \$10.00 per month maintenance fee taken directly from the resident's trust account. After initial assessment, any recommendations for equipment will be sent to the family for purchase. Our Physiotherapist can help you with the process.

Occupational Therapy Services:

The Occupational Therapist (O.T.) will provide a free assessment and prescription when a resident requires equipment such as a wheelchair to ensure the equipment is suitable for present and future needs. It is the responsibility of the resident and/or family to pay the costs of purchase and regular maintenance of specialised equipment, as required. Standard basic wheelchairs can be provided by Cedarview Lodge. Our O.T can also be consulted about strategies and adaptive equipment that help residents' to maintain their independence as they engage in activities of daily living. Occupational therapy services are available 3 days a week.



Rehabilitation Assistant Services:

We have a part-time Rehabilitation Assistant who provides support to the Physiotherapist and Occupational Therapist.

Social Work Services:

Social work services are available part-time at Cedarview Lodge to assist families and residents with finances, networking or interfacing with community agencies. Individual, family or group counselling and support available as necessary.

Volunteers:

The Lodge trains and supports a group of community volunteers who provide a wide variety of services, such as friendly visits, escorting residents to appointments, pet therapy visits, going for walks or assisting in recreation programs and activities.

Resident Council:

The Council provides residents the opportunity to have input into all aspects of their life at Cedarview Lodge and to discuss issues of concern to them. Residents are encouraged to be a part of Council.



Family Council:

Family and friends are welcome partners of the care team at Cedarview Lodge. The Lodge has an active Family Council, providing a forum for family and friends to be involved in enhancing the quality of life for residents of Cedarview Lodge. New members are always welcome; please contact our manager at 604 904-6404.

Pastoral Care:

Interdenominational church services are held every Wednesday at 11:00 a.m. in the Activity Room. Catholic Mass is held 4th Friday of each month. Residents are encouraged to continue attending their community church if they are able. Personal pastoral care is arranged with the ministers at the individual's church of preference when requested.

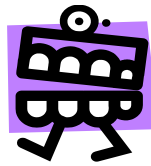
Consulting Services:

Residents may need consultation with a foot nurse, dentist, and optometrist as these services are not included as part of the per diem rate each resident pays. Residents can continue with their own service providers, but they may also choose to use the following services that are regularly available on site for a fee:

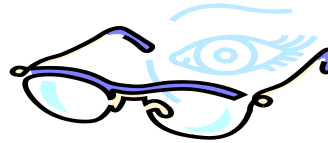
✓ **Foot Nurse**



✓ **Dentist and Dental Hygienist**



✓ **Optometrist**



All appointments can be booked with the nurse.

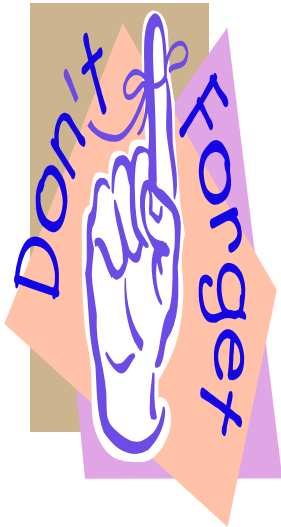
Residents are required to complete a 'Request for Service' form to initiate the service and payment is the responsibility of the resident and/or their representative.

Housekeeping Services:

Cleaning Services at Cedarview Lodge are provided by Crothall. Rooms are thoroughly cleaned each week - toilets, washrooms and floors are cleaned daily.

Maintenance Services:

Our maintenance department is responsible for keeping our building and physical plant in good condition. Maintenance oversees plumbing and electrical systems, and also maintenance and repairs to any of the furniture and fixtures provided by Cedarview Lodge.

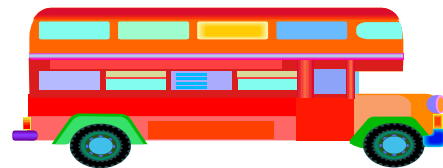


All electrical items, including televisions, must be checked by the Maintenance department upon admission to make sure they are electrically safe and must be CSA approved. We regret that maintenance is **not permitted** to repair personal equipment or electronics. **In the interest of safety, refrigerators, stoves, hot plates and electric blankets are not permitted.**

Transportation:

Handidart and wheelchair taxis are available on the North shore. Nursing or Recreation staff can assist residents to apply for a Handipass I.D. card, HandyDart registration number and taxi savers tickets to meet their transportation needs.

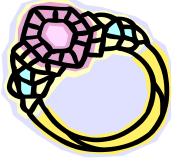
**** Please note that in cases of medical emergency an ambulance must be called to transport the resident to hospital. Ambulance fees are the responsibility of the resident and/or family.**



Posting Notices in Resident Rooms:

Infection Control and Maintenance Standards means we cannot tape and/or pin notes or notices to the walls of residents' rooms. Each resident's room has a corkboard for this purpose.

Personal Possessions



Residents are welcome to bring personal mementos and items but space is limited. Storage is not available. **The Lodge is not responsible for loss or damage of any clothing or personal items and residents are encouraged not to wear expensive or valuable jewellery.** We regret that we cannot repair residents' property or equipment.



Due to lack of storage space, and a large waitlist, we request your understanding in having all personal belongings (including furniture and TVs) removed from a resident's room within 24-hours of discharge/death. If belongings are not removed, they are removed by a commercial company and the fee will be deducted prior to any rent/Trust account refund. A minimum fee of \$125.00 will be debited to the resident's account for the disposal of any items left at Cedarview.

✓ **Donations of clothing are respectfully declined. In general, donations of furniture are also declined, but specific items may be accepted. Please discuss.**

Clothing:

Ordinary clothing, nightclothes and footwear should be brought with the resident. Any clothing which is to be laundered by the facility must be machine washable and dryable. Any delicate/hand-wash only clothing items, or clothing that has

sequins/beading/ embroidery, should not be brought to the facility as we cannot be held responsible for the laundering of these items. While the facility does everything possible to ensure clothing does not go missing or get damaged in the washing or labelling process, **ultimately we cannot be responsible for damaged or lost clothing.** Dry cleaning is the responsibility of the resident or family.

**** Please see the attached suggested clothing list on page**



All articles of clothing will be permanently labelled by laundry on admission for a one-time fee of \$25.00. Please ensure all clothing brought in after admission are given to the care staff for labelling. Adaptive clothing may be more comfortable depending on resident need. Clothing companies visit Cedarview several times per year to make clothing purchases more accessible for residents.



Dentures, Glasses and Hearing Aids:

It is the responsibility of the resident or their family to arrange for **hearing tests and hearing aid maintenance.** In order to ensure adequate identification of each person's dentures, the resident or family should arrange to have dentures marked by a dental laboratory. Eyeglasses and hearing aids should also be clearly marked with the residents' name. **Unfortunately, the Lodge cannot take responsibility for the loss or damage of these items.**



Valuables:

Residents are encouraged to keep (if any) only small sums of money in their rooms. In the event residents are unable to leave valuables at home, it is recommended that these be placed in a bank or trust company safety deposit box. The Lodge will assist in protecting residents' property and valuables **but cannot assume responsibility for personal property losses.**

For Your Convenience



Front Office:

The Front Office staff are available to help in any way they can. They can provide residents (who have Trust Accounts) with cash to go shopping, etc. Office hours are 8.00 a.m. – 4.00 p.m. Monday to Friday (excluding statutory holidays).

Visiting Hours:

Friends/family members are welcome at any time. Entry and exit to Cedarview is by keypad only (see Front Desk). All visitors are expected to behave in a respectful appropriate manner. Pets are welcome but must have up-to-date vaccines, no fleas, and be well-behaved, on leash, and controlled by the owner at all times. Overnight guests cannot be accommodated (except when a resident is dying and family wish to stay at their bedside – we have a pull out cot for sleeping which can be brought to the resident’s room for family’s use – please ask the staff).

SEE OVER FOR “VISITING TIPS”

THINGS TO DO WHILE VISITING YOUR RELATIVE

- 1 Talk about what you have been up to since your last visit.**
- 2 Bring photos of family and friends – recent or older.**
- 3 Create a photo collection to hang on the wall.**
- 4 Share your own favourite stories and memories.**
- 5 Bring vacation photos, postcards and maps.**
- 6 Read newspapers or magazines aloud.**
- 7 Look at magazines that have a lot of colourful pictures.**
- 8 Read letters from family and friends.**
- 9 Bring videotaped greetings from family and friends.**
- 10 Enjoy a cup of tea together.**
- 11 Bring a musical instrument you play, and play for your relative.**
- 12 Sing together.**
- 13 Go for a walk together.**
- 14 Listen to music.**
- 15 Bring items to do or talk about related to the season.**
- 16 Bring a favourite food and have an indoor picnic.**
- 17 Bring your grandchildren for a visit.**
- 18 Make a special scrapbook celebrating your relative's life.**
- 19 Give a manicure.**
- 20 Just sit and enjoy the silence together.**
- 21 Create a "Personal Memory Kit" and share memories together through photographs and other meaningful items.**

Trust Accounts & Banking:

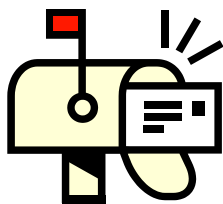
A Trust Account should be set up at the Front Office to enable residents to charge for items (Tuc Shop, Social Hour, hairdresser, etc) and draw small amounts of cash. Minimum deposit is \$250 (this includes one-time \$25 laundry labelling fee and \$125 Disposal deposit – see page 17). A monthly statement is mailed out. Receipts issued on request.

Please note: Any financial transaction that results in “Returned Items” or “NSF” will be charged a \$30 fee, per transaction, taken directly from the resident’s Trust Account..

**** Please Note ** Cedarview Lodge cannot function as a bank for residents.**

Power of Attorney (POA) and Representation Agreement:

Please provide a copy of these legal documents for our records. Please note that as of 2011, POA’s only cover financial issues; for personal and care decisions a Representation Agreement is required (see page 11).

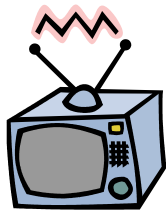


Mail:

Incoming personal mail will be delivered to each resident's room. Our address is:

Cedarview Lodge,
1200 Cedar Village Close,
North Vancouver, B.C. V7J 3P3

Business mail (e.g. bills, bank statements, government cheques, income tax, etc.) should have the address changed to the family member handling the resident’s finances. Outgoing mail (pre-stamped) can be mailed for the residents through the Front Office.



Television:

Shaw Television is provided in several communal areas. Residents can have their own TV, but should provide stand if required. (*Please do not use RCA or Roku TVs - not compatible with Shaw*). Televisions should be an appropriate size for the resident's room (no larger than 46"). Shaw basic TV service is available for a monthly charge (currently \$35). Television repairs are the responsibility of resident/family. The HDMI cables used with TVs are the property of Cedarview Lodge (please do not remove them from the facility).



Telephone:

Each resident room has telephone capability and residents may arrange with Telus (only) to have a private telephone in their rooms at their own expense. **Currently, the facility cannot accommodate Shaw digital telephones.**

Tuc Shop Trolley:

The Tuc Shop Trolley tours the facility weekly (stocks toiletries, stamps and snacks).

Hairdressing Salon:

Contracted hairdressing service is available and appointments can be made through the Unit nurse. Rates are posted on the door of the salon. All hair charges are paid through the resident's Trust account.

Resident Kitchen:

Located on the first floor off the Activity Room, this can be booked at no charge through the Front Office for family meals and functions.

Special Care Unit (Pine Forest):

Our Special Care area, Pine Forest, provides a secure home for 22 residents with moderate to severe dementia.

Philosophy of Care:

All residents of Pine Forest with dementia have a right to live with dignity and respect, in a home-like atmosphere, with the opportunity to participate in enjoyable and meaningful activities.

Our staff will endeavour to:

- ❖ Provide loving and supportive care.
- ❖ Recognize the individual needs of each resident, and plan care accordingly.
- ❖ Involve family members or significant others in planning resident care.
- ❖ Provide ongoing support to family members to increase understanding and acceptance of a residents' changing condition.
- ❖ Foster community involvement and public education concerning the special needs of persons with dementia.

Physical Design:

The Special Care Unit (SCU) and is designed to provide a home-like, spacious environment. All rooms are single and include a private toilet and sink. It has its own dining room, and two comfortable communal lounge areas. There is also an enclosed, spacious garden and patio area to which residents have access.

Admission Process:

Admission to SCU is determined through an assessment by the Residential Care Access Coordinator in consultation with the SCU care team. The criteria is based on a diagnosis of an irreversible dementing illness with exhibition of behavioural symptoms of dementia which may put the resident at risk, including (but not limited to):

- Wandering outdoors
- Wandering uninvited into other residents rooms
- Disturbing other residents possessions
- Inappropriate social behaviour (erratic control of emotions, inappropriate sexual behaviour, sleep reversal night to day)

****Please note** - Residents that currently reside in the Lodge may, over time, experience a decline in their functioning to the degree that they may be more appropriately cared for in the SCU. In these circumstances, the resident's family or representative, VCH Seniors' Program, the residents' physician, our social worker and nurse will work with the resident to ensure that a smooth transfer occurs. This transfer can also happen in reverse (i.e. SCU resident moves into the main Lodge).**

Role of the Family:

Family caregivers are a vital part of our care team on Pine Forest. We rely on families for help in providing our staff with key information concerning your relatives' history, daily routine and preferences. This knowledge helps us to engage residents in a meaningful way, and provide appropriate social opportunities. We value your input and suggestions, which will help us to provide person-centred care for your loved one at Cedarview Lodge. We may also ask families for assistance in the following areas:

- Providing photos and mementos to 'personalise' the resident's room
- Provision of adaptive clothing as required
- Transportation to medical/dental appointments

Support for Families:

Our staff recognises that caring for a loved one with a dementing illness can be a challenging experience for family members. Placement of the loved one in a care home is often a difficult and emotional decision. Staff on Pine Forest would like to support families as much as possible through this difficult transition, and throughout the time their relative makes their home at Cedarview Lodge. Our Social Worker, RCC (Residential Care Coordinator), or Manager are available to discuss concerns or provide information. Information and literature on some of the following issues can be obtained from our Social Worker:

- The nature and progression of dementia
- How to have a meaningful visit with your loved one
- Communication strategies
- Grief and bereavement
- Care for the Caregiver
- Coping with stress

Community support is also available through the Alzheimer's Support group on the North Shore. They can be reached at 604 926-8233.



Companions

Family members or friends may wish to supplement the time they spend with their relative by hiring a companion. Companions are under the direction of family members or friends or a home care agency, to provide companionship for individual residents. All financial arrangements between the resident/family/substitute decision-maker must remain entirely between those concerned. A Companion Services form is to be completed when these services are used and is included in the admission package. Companions must adhere to all VCH policies and guidelines. The Social Worker can provide information and advice on hiring a companion.

Cedarview Lodge

Clothing Checklist for New Residents

We suggest residents bring in the following items:

Clothing:

- 6-7 complete sets of washable clothing. Loose fitting clothing with easy closures are ideal.
- cotton socks
- underwear
- nightgowns or pyjamas
- housecoat/bathrobe
- 2 pairs of washable non-skid slippers
- 2 pairs of comfortable walking shoes with good support (Velcro closures are appropriate).
- seasonal outdoor wear
- hat and scarf

Toiletries:

- soap
- comb and brush
- toothbrush and toothpaste
- electric razor and shaving supplies
- Kleenex
- deodorant
- cologne and make-up
- shampoo

RESIDENT RIGHTS

- Be treated with dignity and respect.
- Make personal choices about the way they will lead all aspects of their lives.
- Receive good care from qualified staff
- Make their own health care decisions and receive the support/direction they need.
- Privacy of both their personal life and their medical information.
- Live in a safe and secure environment-free from all harms, abuse or neglect.
- Live free from discrimination and with all the rights of a Canadian citizen.
- Speak up about problems within the facility and to have those problems dealt with quickly and effectively.

RESIDENT RESPONSIBILITIES

- Respect and be considerate of each other and staff.
- Care for our home – keep things clean and tidy.
- “Little Things Matter” – be kind and helpful, listen to each other.
- Help out where we can, get involved.
- Keep active and involved in activities we enjoy.
- Be honest, honourable. Ask questions – you have the right to know about your home and your health.
- Ask for medical attention if you feel you need it.

Cedarview Lodge - Team Members

Pauline Critchley	Site Manager Pauline.critchley@vch.ca	(604) 904-6404
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Richard Mangalindan	RCC /Team Leader. RN Richard.mangalindan@vch.ca	(604) 904-6401 (604) 365-1462
Imelda Abalos	Educator – LPN imelda.abalos@vch.ca	236-858-9568
Registered Nurse	RN on duty 24/7	(604) 365-3194
Oak Lane (2201-2302)	Nursing Station local LPN	6434 (604) 365-4752
Cedar Arbour (2303-2339)	Nursing Station local LPN	6432 (604) 365-4678
Pine Forest (1309-1338)	Nursing Station local RN LPN	6427 236-332-5847 (604) 365-4284
Kelly Thiara	Social Worker (Tues, Wed, Thurs) kalpana.thiara@vch.ca	(604) 904-6421
Sandra Hale	Occupational Therapist (Tu, Wed, Th) sandra.hale@vch.ca	(604) 904-6414
Andrea Choi	Dietitian (Tues, Wed, Thurs) andrea.choi1@vch.ca	(604) 904-6416
	Physiotherapist (Tues, Thurs)	(604) 904-6413
Susan Lee	Recreation Therapist (Mon – Thurs) susan.lee30@vch.ca	(604) 904-6410
Danielle Schmidt	Music Therapist (Mon, Tues, Wed) danielle.schmidt@vch.ca	(604) 904-6447