



Three Links Care Society

Resident and Family Information Handbook

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The Three Links Symbol

The Three Links symbol signifies
Friendship, Love and Truth.

Three Links Care Centre

is a

fully accredited

and

licensed facility.



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Introduction

Our History

Three Links Care Society of Vancouver, British Columbia was started by the Odd Fellows and Rebekahs of British Columbia under the direction of then President and founder, Dave Whiting, PG, in April 1979.

More than thirty years later, the Society has grown into a highly respected health care service provider. Through internal resources, along with capital funding from government agencies Vancouver Coastal Health Authority and BC Housing, the Society has three properties: Three Links Care Centre, Three Links Manor and Three Links Houses. In April 2009, Three Links Care Society took on the management of the Odd Fellows Manor property on Kingsway.

The Care Centre has three care units each named after a key member or group of the Odd Fellows and Rebekah organizations. A fifty bed unit called Whiting Place, named after David Whiting who, along with others in the Odd Fellows community, identified the need for seniors' housing in the Renfrew Collingwood Community. A twenty bed unit called Kinney Place (Extended Care), named after another Odd Fellow, Harold Kinney. Mr. Kinney guided the Centre through its expansion to our current structure in 2000. Another twenty bed secured unit called Rebekah Place (Special Care), named in honour of the women's branch of the Odd Fellows, the Rebekahs.

Philosophy of Care

Commitment

Our philosophy is the heart of our practice. It governs relationships among Residents, Families, Staff, Volunteers, Board Members, and those with whom we serve from the larger community.

Belief

Three Links Care Society believes:

1. That each stage of life offers opportunities for growth. We are committed to promoting and supporting this belief amongst our residents, families, staff, and the larger community.
2. That each older adult is unique and has values, goals, strengths and limitations, rights and responsibilities.
3. That supporting and enhancing family relationships and close friendships is part of our responsibility.
4. That each resident has the right to participate in the development of his/her plan of care, the right to privacy, the right to be informed, the right to refuse treatment or service and the right to live and die with dignity and respect.
5. That an inter-professional health team consisting of residents, family members, health professionals, and support staff, is the optimal approach for ensuring collaborative care delivery and effective/efficient management of care services.
6. That the quality of our residents' lives will be enhanced by the provisions of a variety of appetizing, nutritious foods for daily meals, nourishments and special events.
7. That we have the responsibility to maintain safe, clean, healthy, and attractive surroundings for residents, staff, and visitors.
8. That recreational programs are an important and vital component to a healthy lifestyle.

Our Mission, Strategic Focus and Values



Mission

The mission of Three Links Care Society is to provide housing with support services and residential care for older adults.

Strategic Focus

1. Residential care, including specialty care programs.
2. Housing and support services.
3. Governance and operational capacity.

Values

In everything that we do, the Board, management and staff at Three Links Care Society will model the following values:

- Respect
- Integrity
- Safety
- Compassion
- Professionalism
- Collaboration

The Community

Three Links Care Centre is centrally located in Vancouver. Parks, cultural and recreational amenities are readily accessible from our facility. Renfrew Park Community Centre is located across the street and houses a recreation centre, a seniors' centre, and a library. There are three churches in the immediate area of Three Links Care Centre.

Within a three block radius, there is a fire hall, schools, a bakery, convenience store, restaurants, and the Renfrew-Collingwood Seniors Centre. Shopping malls are a ten minute drive away. We are also accessible by public transit and Skytrain. Situated in a well-established residential area, Three Links Care Centre is supported by the surrounding community.

About Three Links Care Centre

Three Links Care Centre is a publicly funded facility and an affiliate of Vancouver Coastal Health Authority. Our beds are managed by Vancouver Coastal Health Authority.

Opened in 1981, Three Links Care Centre is a long term care facility. It is owned by the Three Links Care Society, comprised of members of the Odd Fellows and Rebekah Fraternal Orders and the community. The Board of Directors is composed of people elected from the members of the Society.

Three Links Care Centre consists of three floors with 45 private bedrooms on the second and third floor totaling 90 beds. Nursing Stations are located on each nursing unit.

Three Links Care Centre has established a familiar and comfortable atmosphere in the spacious lounges and dining rooms located on the main floor, Whiting Place, second floor, Rebekah Place and third floor, Kinney Place.

Services include:

- Hairdressing (on each nursing unit)
- Activity Room (on each nursing unit)
- Private Dining Room (main floor)
- Library Area (third floor)

There are two outdoor patio areas on the first floor for the use of residents and their families. A third outdoor patio is located on the second floor for the use of our residents on the Secured Unit and their families. All the outdoor patios are pleasantly landscaped.

Caring Through Service

The Care Centre has a total of ninety beds spread over three units (Whiting, Kinney and Rebekah place). The Care Centre manages residents with complex care needs. The Centre provides nursing, nutrition, activity, and environmental services on a twenty-four hour, seven day a week basis. Palliative care is provided at the request of the resident, designate decision maker and family as recommended by medical and nursing staff. Medical, dietitian, social work, pastoral care, pharmacy, podiatry, music therapy, hair dressing and administrative services are provided on a regular basis. Laboratory, x-ray, dental, rehabilitation, physiotherapy, occupational therapy, speech, hearing and vision services are available by consultation.

Limitations

The Centre does not provide acute care hospital services and residents who become acutely ill may be transferred to an acute hospital.

Education

Our Centre supports and co-operates in educational programs aimed at improving the health of the older individual and the competence of our staff. Our goal is to maintain the proficiency of our staff at an optimal level.

Religion

Our Centre is non-denominational in the provision of services and subscribes to basic humanitarian beliefs in its operation and management. Religious services are available. Our Centre is open to anyone, regardless of race, creed, or colour.

Cost of Care

The cost of providing general and appropriate specialized services is always a primary consideration in evaluating our present and future programs. Cost effective services at a standard of quality consistent with, or higher than, that available in comparable facilities is a major goal.

Monthly rent charges are set by the BC Ministry of Health. Any costs not funded by the Ministry of Health are the responsibility of the Resident and Family.

Summary

Our prime focus and staff commitment is centered on the maintenance of our residents' health through active personal decision making in the activities of daily living and through the enhancement of self-esteem, independence, physical, and psycho-social functions within a homelike, caring, and warm atmosphere.

Care Services Provided at Three Links Care Centre

Nursing Care

Professional nursing care is provided on a 24 hour basis. The Nursing Team Leader, with the support and assistance of the nursing staff, plans and co-ordinates care, focusing on residents' physical and emotional needs. Their goal is to offer optimal care which will enhance the quality of residents' lives. The nursing staff is augmented with a dedicated team of care aides who assist residents with daily personal care.

The nursing team consists of a Team Leader, Registered Nurse, Licensed Practical Nurse, Resident Care Aide, and a Rehabilitation Assistant. The Team Leader co-ordinates the care provided by the care team on an ongoing basis. The Registered Nurse or Licensed Practical Nurse, in the absence of the Team Leader, co-ordinates the day to day care provided to each resident. The Resident Care Aide provides support to the resident in all activities of daily living. The Rehabilitation Assistant assists residents with activation to improve and maintaining physical mobility.

Secured Perimeter System

Three Links Care Centre utilizes the @Guard system to provide a secured perimeter for residents who are not safe to leave the facility unescorted by staff or family/friends. This system consists of an ID transmitter that is secured to a wrist or ankle with a strap. When a resident wearing such a device approaches an exit door, the doors will activate and lock. If this should happen, visitors need to inform staff that they are unable to enter or leave the building as the door is locked and staff will provide assistance. The ID transmitter and strap have a one year warranty and therefore need to be replaced annually.

Food and Nutrition Services

Our meals are appetizing and attractive while meeting the Canada Food Guidelines for quality and nutritional content. A variety of menus are planned for our residents' dining enjoyment. Our Dietitian, who is familiar with all phases of therapeutic diets, meets with new residents to discuss food preferences, allergies or any special requests.

The Role of the Dietitian

With the goal of providing optimal nutrition to meet each resident's nutritional needs, our Dietitian is responsible for determining the nutritional status of all the residents and developing an individualized nutritional care plan for each resident based on their nutritional assessment.

The Dietitian visits the residents, contacts their families if necessary, and does meal observation to determine the residents' intake and preferences as well as to provide opportunities for residents to communicate their needs regarding food and meal service.

Meal Times

Families and friends are welcome to join residents for meals in either the main floor dining room, activity room or the private dining room at a reasonable cost. If you wish to dine with us, please contact the Administration Office on weekdays at extension 500 before 10:30 AM for lunch and before 2:00 PM for dinner. On weekends, tickets must be purchased ahead of time from Front Reception, Monday to Friday, between 9:30 AM to 2:00 PM.

The Nutrition Services Department provides three meals plus nourishment breaks seven days a week as follows:

Hot Breakfast	8:00 - 9:30 AM 9:00 -10:00 AM (Kinney & Rebekah)
Lunch	12:30 - 1:30 PM 12:45 - 1:45 PM (Rebekah)
Afternoon Tea	2:30 PM 3:30 PM (Kinney & Rebekah)
Dinner	5:00 - 6:00 PM 5:15 - 6:15 PM (Rebekah)
Evening Tea	7:30 PM

Leisure Activities

At Three Links, we realize the importance of recreation and leisure in residents' lives. Their overall health and happiness rely on having a calendar full of activities in which they can participate. We are fortunate to have three activity workers who carry out a full array of programs with residents in all three levels of care. These range from therapeutic programs such as painting and music appreciation to the pure enjoyment of bingo and word games.

We also offer, on a monthly basis, many bus outings that encourage our residents to be out in the community, whether it is for a shopping trip to the mall or a visit to a museum.

The Recreation Department is overseen by the Therapeutic Recreation Team Leader who co-ordinates the daily recreation activities and the many special events that are held.

The department's goal is to ensure that our residents are offered appropriate and fulfilling daily activities that encourage growth, socialization, and achievement.

A monthly activity calendar is posted on the resident cork board in the main hallway. Daily programs are also listed on the white board across from the main floor activity room. Some of our programs offered are:

Bingo	Tea Club	Word Games
Bowling	Baking	Music Appreciation
Arts & Craft	Tai Chi	Hand Chime Choir
Garden Group	Breakfast Club	Reminiscing Time Exercise
Bus Trips	Sing-a-longs	Programs
Hand Massage	Current Events	Parlour Games
Manicure		

Birthday Tea and Family Event

Each month, Three Links Care Centre, as part of its family oriented care, holds a Birthday Tea and Family Event. Families and friends of our residents are invited and encouraged to join us at these events. The Birthday Tea is held in the early afternoon to celebrate the residents' birthdays for that month. A birthday cake and beverages are provided. The Family Event is a weekend event where there is live entertainment, dancing, food and beverages. The activity staff notifies families the week prior to remind them of the date, time and theme.

Laundry Services

We suggest a minimum wardrobe of four complete changes of clothing plus garments for special occasions. Shoes should be chosen with care to ensure that they are comfortable, provide proper support, and are safe.

Personal clothing is laundered at the Centre at no cost to the resident. If you wish, your family or friends may continue to do your laundry at home. Please inform the nursing staff. Clothing must be machine washable and of a no-iron fabric.

In order to avoid the possibility of loss, all items will be marked by the Centre when the resident arrives. **Please remember to give all new clothing to the nursing staff so that they can be sent to laundry for labeling.**

Other Personal Items

Eyeglasses and dentures should be properly marked for identification. Dentures can be marked by our visiting dentist, with the resident assuming costs. Eyeglasses can be marked by the nursing staff at no cost.

Administrative Services

Administrative Services are available at Front Reception Monday to Friday from 9:30 AM to 2:00 PM

Resident Trust Account (Comfort Fund)

Residents are requested not to leave money in their rooms or on their persons. Instead, a trust account will be arranged at Front Reception and money will be safe and accessible during office hours. A quarterly statement will be issued showing deposits, withdrawals, and payments (for items such as hairdressing, HandyDart tickets, safe hips, medical escort, etc).

Resident Rent / Cable Vision Account

This account is used to pay for monthly charges such as rent and cable vision. **All** residents are charged \$12.00 for cable vision.

Accommodation Fees

Fees are due on the first of each month and are paid by direct debit. A "VOID" cheque on the account to be debited must be given to Front Reception upon admission. We also accept automatic debit authorization forms which are available at any bank.

The standard monthly user fee is set by the Provincial Government.

Mail

Mail for is held at Front Reception for the resident or designate. For those residents who are unable to collect their mail, it is delivered to them. Outgoing mail may be brought to Front Reception to be posted. Postage for mail may also be purchased at Front Reception.

Transportation

The Registered Nurse will complete a form requesting HandyDart transportation to medical appointments for the resident and forward it to Front Reception to make the arrangements. A week's notice is advisable to ensure an appointment with HandyDart. Front Reception can assist residents with other types of transportation such as a taxi or a wheelchair taxi.

Removal of Resident's Belongings

The resident/designate is required to remove all resident belongings from Three Links Care Centre upon the resident's transfer to another facility or discharge. Three Links does not accept clothing donations as we have more than sufficient supply. Any equipment donations must first be assessed by the Director of Care or designate before donations are approved.

Refunds

When a resident transfers to another facility or is discharged, the money in their rent and cable vision and trust account is held for six to eight weeks until all outstanding bills have been paid. A cheque in the remaining amount is then mailed to the financial contact's address.

Care Services Provided by Others

Medical Services

For residents without a family doctor, there are physicians who regularly visit our Care Centre and are willing to accept new patients. Residents wishing to continue with the services of their personal doctor are encouraged to do so.

Prior to admission, the resident and his or her doctor should discuss the kinds of medical care that the resident is willing to accept. Residents' wishes will be noted on their medical records. When residents are admitted, we request that they designate/appoint someone to be their health advocate who will discuss treatment decisions with their physician if they are unable to do so independently.

Pharmacy Services

All resident prescriptions are filled by Marks Pharmacy, who specializes in care home pharmaceuticals. Residents are required to submit all prescription orders to the nurse who will arrange to have them filled and dispense them. **Pharmacy costs will be billed directly to the person managing the resident's finances. Pharmacy costs not covered by the BC Pharmacare plan are the responsibility of the Resident/Family.**

Under government regulations, drugs are not permitted to be kept in the residents' rooms or on their persons. This includes all over the counter drugs such as vitamins, Tylenol and laxatives. All medications taken by the resident requires a physician's order this includes over the counter drugs.

When residents go on social leave, the nursing staff requires a minimum of two working days advanced notice so that medications can be prepared ahead of time. For social leaves of seven or more days, a week's advance notice will be required. Any questions or concerns about medications may be discussed with the doctor, nursing staff or the pharmacist.

Social Work Services

Three Links Care Centre has a Social Worker available two and a half days per week. The Social Worker is able to assist residents and their families with a variety of items including admission/discharge planning, financial concerns, and psychological issues.

When a resident is admitted, our Social Worker conducts a social history with the resident or family to gather information regarding the resident's history prior to moving to the facility. This information is used by the Social Worker and other care staff to assist in getting to know the person who is calling our Centre home.

Spiritual Care Services

The Spiritual Care Coordinator visits Three Links Care Centre twice a week and responds to the residents' spiritual needs. The Spiritual Care Coordinator is available to provide support to families, especially for the residents in palliative care and presides at memorial worship services.

The Coordinator visits each resident upon admission and is available for counseling sessions if requested. The Spiritual Care Coordinator liaises with pastoral visitors and other clergy persons' to provide regular worship services.

Dental Services

We encourage residents to have an oral examination once a year and appointments are arranged through the nursing staff. Arrangements for dental care will be made through the mobile Dentist, Silver Valet Dental Care or resident/family designate's preference. .

There is a registered mobile dental hygienist who visits the facility on a regular basis. A consent form needs to be completed by the resident/designate decision maker. These forms can be obtained at the front office. The dental hygienist contacts families directly to book appointments and for billing.

Dental costs are not covered by the Centre and are the responsibility of the resident/family.

Optometry Services

It is recommended that residents have their eyes examined every one to two years. Those with ocular health concerns may need to have their eyes examined yearly or more frequently. Appointments are made through the nursing staff with the mobile optometrist. A consent form needs to be completed by the resident/designate decision maker. **Costs associated with optometry services are partially covered by the Medical Services Plan of BC, any additional costs are the responsibility of the resident.**

Podiatry Services (Foot Care)

A podiatrist visits the Centre on a regular basis and appointments can be arranged through the nursing staff. Residents are encouraged to see the podiatrist every six weeks.

Podiatry services are no longer covered by the Medical Services Plan of BC and costs are the responsibility of the resident. Costs range from \$13.00 - \$36.00 depending on the resident's medical services plan.

Hairdressing and Barber Services

Hairdressing and barber services are available in the Hair Salon on each unit. Appointments for a haircut, perm, or hair set can be made through the nursing staff on each unit. The hairdresser visits Three Links on Mondays (Whiting Unit) and Thursdays (Kinney and Rebekah Unit). **Payment is made through the resident trust account.**

A form is given to each resident/financial designate to complete at the time of admission on which consent is given for the hairdresser services provided. The form can be picked up at Front Reception.

Resident Support Groups

Resident and Family Council

Three Links Care Centre has a combined Resident and Family Council in which all residents and their family members are invited to attend. Council meetings are held on a monthly basis and serve as a communication link between the residents, staff and administration of the Centre.

At the meetings, Council members are encouraged to recommend activity programming for the residents and plan fund raising projects. So far, fund raising efforts have enabled residents to obtain many “extras” for the Care Centre, including outdoor patio furniture and the fireplace in the Main Floor lounge.

Interdisciplinary Team

Our interdisciplinary team meets with residents and/or family to assess and co-ordinate the resident’s care plan. The meeting may include several or all of the following professionals:

Nursing Team Leader	Recreation Team Leader
Registered Nurse	Pharmacist
Licensed Practical Nurse	Social Worker
Resident Care Aide	Medical Coordinator
Dietitian	Occupational Therapist
Music Therapist	Rehab Assistant
Northeast Mental Health Team	Spiritual Care Coordinator

Care conferences for new residents are held 6 - 8 weeks following admission and a minimum of once a year for existing residents. Additional conferences may be held at the request of the family or care team to discuss changes in care needs. This can be arranged with the Nursing Team Leader.

Volunteer Services

Three Links Care Centre is fortunate to have a committed core of volunteers who give many hours of their time assisting with our recreational activities. Volunteers also assist with 1:1 social visits especially with those residents who have minimal or no contact with family and friends. The volunteers provide companionship, friendship and help reduce loneliness in our residents. Through the volunteers' efforts, we are able to provide quality programming for the residents and we recognize their contributions with sincere appreciation.

If you are interested in becoming a volunteer, please see the Volunteer Coordinator.

Corporate, Community and Individual Support

Through generous donations, Three Links Care Centre has been able to provide programs and specialized equipment not funded by the Ministry of Health. These improvements have enriched the quality of life for the residents. Three Links Care Centre is a non-profit organization. Donations are tax deductible and a tax receipt is available upon request.

Resident Rights and Responsibilities

Three Links Care Centre recognizes and respects that the residents have rights as well as obligations to fellow residents and the employees of the facility. We have included the complete list of rights and responsibilities in Appendix A at the back of this handbook and wish to highlight the following points.

Residents' Bill of Rights

Commitment to care

1. An adult person in care has the right to a care plan developed:
 - (a) specifically for him or her, and
 - (b) on the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

Rights to health, safety and dignity

2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
 - (a) to be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity;
 - (b) to be protected from abuse and neglect;
 - (c) to have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
 - (d) to have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces;
 - (e) to receive visitors and to communicate with visitors in private;
 - (f) to keep and display personal possessions, pictures and furnishings in his or her bedroom.

Rights to participation and freedom of expression

3. An adult person in care has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following:
 - (a) to participate in the development and implementation of his or her care plan;
 - (b) to establish and participate in a resident or family council to represent the interests of persons in care;
 - (c) to have his or her family or representative participate on a resident or family council on their own behalf;
 - (d) to have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
 - (e) to be informed as to how to make a complaint to an authority outside the facility;
 - (f) to have his or her family or representative exercise the rights under this clause on his or her behalf.

Rights to transparency and accountability

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:

- (a) to have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
- (b) to have ready access to a copy of the most recent routine inspection record made under the Act;
- (c) to be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;
- (d) if any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;
- (e) to have his or her family or representative informed of the matters described in this clause.

Scope of rights

5. The rights set out in clauses 2, 3 and 4 are subject to:

- (a) what is reasonably practical given the physical, mental and emotional circumstances of the person in care;
- (b) the need to protect and promote the health or safety of the person in care or another person in care, and
- (c) the rights of other persons in care.

These rights are posted pursuant to section 7 (1)(c.1)(ii) of the *Community Care and Assisted Living Act*
These rights are pursuant to section 4(4)(a) of the *Hospital Act*

Privacy and Confidentiality

Three Links Care Centre values residents' privacy. Employees are not permitted to enter a resident's room without knocking and being acknowledged. Entering a resident's room other than for general care or cleaning without the resident's consent or presence is not permitted.

To protect residents' privacy, information that is contained in their personal and financial records will remain confidential. However, residents have the right to access and review their files should the need arise.

Choices

To foster individuality and independence, residents will be provided with opportunities to make decisions about their care and daily activities whenever possible. We encourage residents to participate in their care conference in order to make informed choices based on their abilities, interests, and needs.

Smoking

Three Links Care Centre has been a smoke free premises since November 1, 2011. Residents that smoke must be able to go outdoors independently to smoke. When smoking outdoors all residents/visitors/staff have to smoke in the designated smoking area and be approximately 6 meters away from any open window, door or air duct.

Alcohol

Alcoholic beverages are allowed (with the doctor's permission) under staff supervision. Alcohol is not permitted in individual rooms; however, it may be kept at the Nursing Station and obtained upon request.

Personal Items and Equipment

Residents are responsible for the purchase of the following items for personal use:

Denture cup and tablets	Wheelchairs
Toothbrushes and toothpaste	Wheelchair cushions
Mouthwash	Walkers
Electric shavers	Canes
Body Lotion	Specialty shoes/Orthotics
Deodorant	Compression stockings
Facial Tissue	Safe Hips

Vacation and Social Outings

With the approval of the Chief Executive Officer, residents are allowed a maximum of 30 days' vacation per year. This excludes social leaves of less than four days. Since the room will be reserved for the resident during his or her absence, the daily user fee will continue even though the resident is on "leave".

When a resident will be absent, for any length of time, the nursing staff must be notified a minimum of seven working days in advance so that medications can be prepared. There is a Resident In/Out Register at Front Reception for residents to sign each time they leave and return to the Centre.

Exchange of Goods and Services

The purchasing and selling of goods or services between staff members, residents, and/or their visitors is **NOT** allowed.

Concerns and Unresolved Issues

A Satisfaction Survey is sent out once a year to assist in identifying the resident's and family's view of the care and services provided at Three Links and areas for improvement. Survey results which may include the resident or visitor concerns are forwarded to the appropriate manager for follow up. Such feedback allows the staff to improve the quality of care and service.

Nursing concerns and unresolved issues should be directed to the Nursing Team Leader and then to the Director of Care (or designate), if unresolved.

All other concerns must be directed to the appropriate Department Manager and then to the Chief Executive Officer if unresolved.

If your concern is not resolved to your satisfaction, you may also contact:

- Patient Care Quality Office between the hours of 8:30am -4:30pm Monday to Friday at **Tel:** 1-877-993-9199 **Fax:** 604-875-5545 or by **Email:** pcqo@vch.ca

OR

- Community Care Facilities Licensing (ask for a Residential Licensing Officer) at **Tel:** 604 675-3800 or **Fax:** 604 736-8651

Your Room

All residents' rooms are designed as single accommodation and include a closet, storage area, and a private toilet area. Each room is identified with the resident's photograph and name plate on the door. There are two call bells in every room, one near the bed and another in the washroom. The call bells are to be used when assistance is required from nursing staff.

Each room is furnished with a single bed, easy chair, a built in wardrobe or armoire and a night table. Residents are encouraged to decorate their rooms with small personal belongings and furniture. Residents will be asked to remove excess furniture from their rooms if staff feel that it is creating a safety hazard for the resident or if staff are unable to work safely in the room.

Before coming to the Centre, it is recommended that residents secure items of value against loss by placing them in safekeeping. The Centre is not responsible for loss or damage of personal property. When a resident is transferred or discharged from the Centre, belongings will be stored for seven days only. .

Jacks for private telephone lines and basic cable vision are available in all rooms. There is a flat rate charged to all residents for cablevision. **Wall mounted TV's are not permitted.** Residents are responsible for arranging and paying for telephone service and additional cable service packages.

Residents are asked to take responsibility for keeping their rooms clean and tidy, with the assistance of our staff.

Occasionally it may be necessary to ask a resident to transfer rooms to ensure accessibility to appropriate care to that resident or to other residents.

Visiting Hours and Pet Visitation

Visiting hours are restricted to 08:00am to 10:00 pm at Three Links Care Centre. Family and friends are invited and encouraged to visit the residents and to participate in our programs. Children who are accompanied by an adult are always welcomed.

Frequent visitors may obtain a key card for the main entrance at Front Reception. Families are provided with two key cards at no charge. There will be a charge of \$10.00 for each additional key card requested.

We also encourage visitors to bring their pets when dropping by. However, some rules apply when pets are visiting. These include:

- the pet has up to date vaccinations
- the pet is well behaved and healthy
- the pet is on a leash
- the pet is accompanied by an adult
- residents who are allergic to animals are alerted
- the pet has its own dish for water/food if needed

Ideas for a Successful Visit

- reviewing photo albums is a good way to converse and reminisce
- come to visit during a social activity and participate with your family member/friend
- bring a resident's favourite music and play it in his or her room, have a sing-along
- read to resident
- discuss events in the newspaper (if appropriate)
- go for a walk together

Safety

Small Appliances

In the interest of safety, small appliances such as microwaves, electric blankets, heating pads, irons and kettles are **NOT** allowed. Televisions, radios, and other electrical items must be approved for safety by the Centre's Director of Support Services prior to use.

If residents/family wish to have a small fridge in their room, approval **MUST** be received from either the Director of Care or Clinical Leader, **BEFORE** the appliance is brought to the Care Centre. The appliance must not interfere or compromise the staff's ability to provide care safely or the resident's ability to move freely in their room. The resident/family is responsible for keeping the fridge clean and ensuring that food/beverages stored in the fridge are safe to eat.

We also discourage families from bringing in sharp items such as knives and scissors as they are a safety hazard and can result in injury to the resident, staff or visitor.

Fire Alarm Procedures – Instructions for Residents

If you discover a fire, please alert a staff member immediately.

When the alarm bells go off, please stay where you are and a staff member will come to assist you.

A Final Note

We hope that the information in this handbook will be helpful and answer the majority of questions that may arise. If there are any other concerns, residents should talk to a member of the management team or staff. Feedback and suggestions are invaluable in assisting us to improve the quality of service and care to our residents. We are sincerely interested in making Three Links Care Centre a comfortable place for our residents to live.

Appendix A – Rights and Responsibilities of Residents

The following Resident's Rights and Responsibilities describe conditions which residents can reasonably expect to have met at Three Links Care Centre.

RIGHTS

Residents have the right to:

- be sheltered, cared for, and spoken to in a manner befitting their status as adults, without the threat of any kind of abuse by employees or other persons
- be involved, whenever possible, in any decisions affecting their lives
- manage their own financial affairs and receive statements of all financial transactions affecting their accounts. If unable to do so, residents may authorize a responsible party to administer their money or personal property
- have a personal trust account at the Administration Office and make regular deposits and withdrawals during regular office hours (**Monday to Friday from 10:00 AM to 2:00 PM**)
- exercise the rights of any citizen; to be kept informed of, and involved in, all issues that affect them
- use systems developed to express personal feelings, criticisms, and grievances, including access to the Chief Executive Officer. These systems exclude any fear of reprisal, discrimination, or deprivation to the residents.
- refuse medical treatment and medication and to be informed of the medical consequences of such a refusal
Note: The facility's compliance with resident's refusal to receive medical/nursing treatment and/or medication takes into consideration the safety of other residents (e.g., communicable diseases) and must not violate any existing laws.
- receive courteous, fair, and respectful care and assistance, appropriate medical, nursing, and psychosocial assessment and treatment.
- receive adequate and nutritious meals and snacks appropriate to the special needs of the residents
- be free from chemical or physical restraints, except when ordered by a physician for a specified period of time to prevent injury to themselves or others
- have all experiments, studies, surveys, and polls adequately explained to them and to have the freedom to refuse participation
- be able to bring to Three Links Care Centre, and to keep, possessions, favourite pieces of furniture, family pictures, and treasured mementos as space allows and be assured of their security. It is understood that residents' personal possessions are suitably marked in instances where there may be confusion as to the rightful owner.
- be provided with opportunities, and be encouraged, to develop as mature adults in keeping with their abilities and potentialities
- expect all employees, upon their initial employment and thereafter, to possess current knowledge regarding the process of aging and diseases often associated with aging
- expect all employees to be informed of, and respect, the above rights

Responsibilities

As in all human societies, individuals have not only rights but also obligations and responsibilities to one's fellow residents and to the Administration of the Centre in which one is receiving care.

Residents have the responsibility to:

- observe the House Rules of Three Links Care Centre as they are in effect at the time of admission and as they are altered periodically
- treat their fellow residents, table companions, and the employees of Three Links Care Centre with courtesy and consideration and to respect their rights at all times
- observe the "No Smoking" regulations in place for their own protection and that of the other residents and employees
- always participate promptly in fire and disaster drills
- use with care and respect all supplies, linens, and furnishings
- provide truthful information to the appropriate facility employees concerning all aspects of their mental, physical, and financial status and to keep staff informed of all relevant changes
- consider that some residents may require more assistance more urgently than other residents
- promptly report anything that they believe requires attention, e.g., safety hazards, security, etc.
- provide the nurse in charge and administrative personnel with the opportunity to correct a complaint or grievance by speaking directly with them
- offer fair and loyal treatment to fellow residents and facility personnel. All persons living or working within the facility are members of a communal family and must respect fellow family members.
- participate in as many facility activities as possible. Activities are planned for the benefit and enjoyment of all and in keeping with the philosophy that "a busy person is generally a happy person".
- aspire to remain active and interested in the world around them in an attempt to slow down the process of aging
- inform the nurse of visits outside the facility premises for the benefit of their own safety

Appendix B – Summary of Charges

Cable Vision	\$12.00/month
Resident Trust Account	\$200.00
Additional Key Cards	\$10.00/card
Addition copies of trust statement	\$2.00/page
Hairdresser	Dependent on service
Clothing Labelling	\$50.00 (one time charge)
Dentistry	MSP coverage dependent
Optometry	MSP coverage dependent
Podiatry	\$13.00-\$36.00
Pharmacy	Non-pharmacare covered meds

Appendix C – Three Links Care Centre Telephone Directory

Main Number – 604-434-7211

Extension

500	Front Reception (Monday – Friday, 8 AM – 4 PM)
501	Chief Executive Officer
503	Director of Care
502	Clinical Leader
558	Nursing Team Leader
514	Kinney Nursing Station
513	Rebekah Nursing Station
512	Whiting Nursing Station
510	Director of Support Services and Housing
505	Director of Human Resources
557	Dietitian
554	Spiritual Care Coordinator
504	Social Worker
508	Volunteer Coordinator
555	Accounting