



Dania Manor Assisted Living



Resident Information Handbook

**Dania Manor
Assisted Living
4155 Norland Avenue
Burnaby BC
V5G 3S7**



Dania Manor Assisted Living



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Dania Manor Assisted Living



A WORD OF WELCOME

Dania Manor is an Assisted Living Residence built on two levels and provides professional supportive services to its residents.

We work as a team at Dania Manor and are committed to providing individualized Wellness and Leisure care. We encourage the independence of our residents and provide opportunities for the residents to achieve their optimum health and independence. Residents, their families and friends are considered an essential part of this team and we encourage and welcome your participation, comments, questions, and suggestions.

This Information Book has been prepared to assist you, your family and friends to become acquainted with the programs and services offered at Dania Manor. There are many shared responsibilities and opportunities for the residents, Assisted Living Team, and families to work together to ensure that the best possible environment, programs and services are available.

The Board of Directors, Team, and Volunteers take great pride in the quality of health, wellness and leisure care provided at the Manor and extends a warm welcome to you.

If you have any questions, please contact us at:

Dania Manor
4155 Norland Ave,
Burnaby, BC V5G 3S7
Phone: 604 -299-1370
Fax: 604 -299-0179

Team Leader: 604-299-1379
Care Coordinator: 604-299-1370
Director of Residential Care and Assisted Living: 604-292-8130



Dania Manor Assisted Living



OUR MISSION

At our community's campus of care, we excel in seniors housing and person-centered care for all, reflecting our Danish heritage.

OUR VISION

Providing a loving and caring home.

OUR VALUES

- Excellence
- Compassion
- Diversity
- Respect
- Integrity

CORE SERVICES

We are committed to providing:

- health and leisure care through support services to an increasingly diverse resident community
- supportive housing and assisted living



BRITISH COLUMBIA 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.



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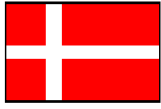
Rights to transparency and accountability

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 pursuant to section 4(4)(a) of the Hospital Act



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WHAT TO BRING

Personal Needs: Personal supplies such as incontinence supplies, gloves, medical supplies, and all mobility aides are the responsibility of the resident.

Dentures and Eyeglasses should be **labeled** before moving in. This can be arranged through an Optometrist or a Dental Mechanic's Office. Repair or replacement of lost or broken articles is the responsibility of the Resident.

Telephone and Television: There is a hook-up for cablevision in each room. A cablevision charge is added to each month's rent and you are responsible for any materials/connections required to set up the TV. Resident telephone service must be arranged by the resident or family through Telus at 604-310-2255.

Newspaper Service: Residents/families are responsible for ordering, canceling and payment of newspapers.

Prior to Move In: The Resident confirms that all furnishings, personal effects and laundry brought into Dania Manor are free from bed bugs. The Resident must notify the Operator of any bed bug infestation in the prior year. If it is determined that any of the Resident's personal belongings have bed bugs upon move in, the Resident will be charged for pest control treatment of their unit and the units surrounding.

PROGRAMS AND SERVICES

The Assisted Living Team

Dania Manor employs Team Personal Assistants (Care Aides) and Team Leaders (LPNs) for 24-hour Wellness and Leisure care. Our Team's mandate is to promote a sense of well-being and life satisfaction by assisting with instrumental activities of daily living and to actively participate with you, the resident, in the wellness leisure programs. The Assisted Living Team and the Fraser Health Authority Case Manager along with you, the resident, will create a Personal Support Plan to meet your daily needs. This Personal Support Plan is reviewed quarterly or on an 'as needed' basis. The Assisted Living team will also assist you in creating a personal choice plan that is designed to meet your personal preferences and choices in Wellness and Leisure Care.



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Bathing: Each resident is assisted, if required, with their weekly bath / shower in the comfort of their own suite, in the wheelchair accessible shower, or in our luxurious Spa Room.

Medical Services: Medical care is provided by your personal Physician. Should you wish to be seen by our Medical Coordinator, please discuss this with the Team Leader, for more information.

Gentle Foot Care Services: Registered nurses with specialized training provide Foot Care at Dania Manor approximately every 6 weeks. This service is paid by cash or cheque directly to the foot care nurse. Appointments are taken at the Team Leader's office.

Recreation and Activities: The philosophy of our Team is to provide multi-faceted leisure and recreational programs in a safe and positive manner. Programs are designed to rekindle past interests and provide opportunities to discover and participate in new activities. Current programs include community outings, fitness and wellness, current events, games and socials, crafts, music and spiritual events.

Information about programs is posted daily on bulletin boards, on a monthly calendar delivered to each resident and made available to your family and friends. All cultures, with their traditions, and special events are recognized throughout the year. We receive external support from a number of ethnic communities for programs and activities. Danish traditions are also an important part of our program planning to reflect the Danish heritage at Dania.

Volunteers: Volunteers are an integral part of our recreational services and a vital link to the community. We welcome family, friends, community members, students, neighbours and you, to contribute your time and energy to the success of our programs. Students from local schools visit regularly, providing an opportunity for intergenerational activities. If you would like to join us as a volunteer, please contact the Recreation & Volunteer Coordinator at 604-292-8134.

Pastoral Care: The right to have access to religious and/or pastoral services is respected and supported. The Danish Lutheran Church adjacent to the Manor holds weekly services. We also offer monthly Hymn songs and Bible Study.

Mealtimes: Mealtimes are considered an important social activity. To promote socialization and provide adequate time for enjoyment of meals the clearing of dining room tables will occur one hour after serving. Meals are served at 12:00 p.m. and 5:00 p.m.



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Residents may go to the dining room and pick up a meal to take back to their suite. Tray service will be provided on a short term basis only if a resident is ill or convalescing from a hospital stay.

Meal Service for Resident's family or friends: One or two people may join a resident for Dinner or Supper for which there is a nominal fee. Meals must be arranged in advance before 10:30 a.m. for Dinner and before 4:30 p.m. for Supper. To request a meal please see or call the Assisted Living Team Coordinator at 604-299-1370 or Team Leader, 604-299-1379. Family and friends may also join a resident at teatime in the afternoon.

THE SUPPORT TEAM

Dania Manor wishes to make your stay here worry-free and comfortable. The following services are included in your monthly rent:

Dietary: Dania Manor provides 2 nutritious meals daily at noon and five p.m. Nourishments are available throughout the day with the main afternoon tea in the lounge overlooking the grounds. Muffins, tea and coffee are provided every morning between 7 and 10 a.m. We have a registered dietician for consultation and special dietary planning and we also encourage residents to give input into menu planning.

Laundry: Weekly flat linens and towel laundry are provided for Manor residents. Personal laundry is available at an additional charge per load. If you wish to use the Laundry room, hours of operation begin after 12 p.m.

Housekeeping: Weekly housekeeping is provided for all suites.

Maintenance: Regular building and ground maintenance ensures the facility is safe for you, your visitors and the team. Repairs over and above regular 'wear and tear' are the responsibility of the resident.

Wellness and Leisure Activities:

- Activities such as music, entertainment and exercise classes
- Outings available at an additional cost
- Monthly social events
- Volunteers assisting with activities and one on one personal visits
- Mobile library

Hairdresser/Barber: Dania Manor has an on-site hair salon. Fees and schedule are available from hairdresser.



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Pharmacy: Dania Manor has a long-standing rapport with a reputable pharmacy, but the resident may choose to keep his/her own pharmacy of choice. Any financial transactions will be the responsibility of the resident and family.

SAFETY AND SECURITY

Dania Manor endeavors to provide you, your families and the Team with a safe environment at all times, and we ask that the following be observed:

A wireless call system is provided to the resident which can be used 24 hours a day in emergency cases, to call the Assisted Living Team for assistance.

Front Door: For security the front door is locked after 9:00 p.m. After this time, family members may call directly into the suite of the Resident by using the intercom service or may call the care station by using the intercom or dialing 604-299-1379.

Smoking is permitted only in the designated outdoor area.

Fire Alarms: Please refer to instructions provided in each suite. Fire drills are conducted on a regular basis.

Electrical Equipment: T.V., radio, lamps, etc., must be CSA approved and in good working order. Please ensure this criterion is met.

Wet floor signs: Please observe signs to prevent slipping on wet surfaces.

Please report any safety or security concerns to a Team member immediately.

Weapons: Weapons are not allowed in the facility at any time. Residents who violate this policy will be subject to relocation.

Residents Taking Leave: Please inform the Assisted Living Team if you are planning a short-term or long-term leave. Absences other than acute illness are limited to 30 days in one calendar unless the health authority approves otherwise. All residents will be required to pay during these absences. Residents who require acute hospital care are required to pay for their suite during their absence.

Signing Out: It is not required for residents to sign-out when leaving Dania Manor, however we ask that the resident let the Team know when they will be out so that the



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Team can account for our residents should an emergency arise. We are not responsible for residents while they are absent from the building.

Move In/Move Out: Upon moving in, the resident/family and operator will do a joint suite inspection and sign-off on the suite's condition.

Upon moving out, the resident/family is responsible for removing all items from the suite (furniture, clothing, food, mobility aides, etc.). A **move-out inspection** performed by the operator and resident/family must be completed and signed off prior to the refund of the damage deposit. Suite keys and medi-alert button must be turned into Team Coordinator/Leader after suite inspection has been completed and signed off.

VISITOR INFORMATION

For the health of all concerned, we ask that you **use the hand sanitizer** upon entering the building. This helps in the prevention of spreading any illnesses throughout the Manor. There are no set **visiting hours** and families, friends and children are always welcome anytime. Well controlled pets are also welcome.

Guest Accommodations: We offer guest rooms and suites for rent. Please call the Manor at 604-299-1370 or the Office Manager at 604-292-8136 for rates and availability.

COMMUNITY CONSULTATIVE SERVICES

Services such as Physiotherapy, Occupational Therapy, Dietary, Companion services may be arranged by the Assisted Living Team or the Fraser Health Authority Case Manager (604-918-7447) with the resident's approval and upon assessment. Continual treatments are the responsibility of the resident.

Community Services

Senior's Centres:

Confederation Park:	604 294-1936
Eastburn Recreation Centre	604 525-5361
Bonsor Recreation Centre	604 439-5510
CG Brown Pool	604 299-9374
Eileen Daily Pool	604 298-7946
Century House:	604 519-1066



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Program listings available through each community centre. Special events for each of these centres will be posted at Dania Manor.

Arts & Entertainment: Dania Manor is situated in close proximity to Deer Lake Park where the Shadbolt Centre (arts and theatre), Burnaby Village Museum and the Ceperly House (arts) are located.

Transportation: Dania Manor is located on several bus routes for your convenience to nearby malls, such as Brentwood, Lougheed and Metrotown.

Other means of transportation include:

HandyDart: Ph: 604 575-6600

Fax: 604 524-3651

(to register with HandyDart, call above)

For **Taxi savers**, contact HandyDart at: 604 575-6600

(to register for Handy Pass Card, contact Translink at:604 953-3333)

Bonny / Elite Taxi: 604 451-1111

Burnaby Volunteers Services: 604 294-7980

Meals on Wheels: Meals may be purchased from Dania by our community partner (Carl Mortensen Manor)

FINANCIAL MATTERS

Fees / Damage Deposit / Pet Deposit: The rental rate is set by the Fraser Health Authority annually and adjusted periodically. The rent is due on the first day of each month and must be paid by pre-authorized payments from your bank account. Also, a damage deposit is required upon move-in.

Dania Manor recognizes that pets play an important role in maintaining quality of life. Small pets (previously approved by management) are permitted. A pet damage deposit is required upon move-in.

Money and Insurance: Your personal items are not insured by Dania. This includes items such as hearing aids, teeth, watches, wheelchairs and eyeglasses. The resident or their family must obtain **tenant insurance**.



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Optional Extras: In keeping with our philosophy of maintaining independence and providing a safe and comfortable environment, there may be items or services available that would be of benefit to you and for which you would have the responsibility to pay. The following is a list of these Optional Extras: If you request any of these services, please contact: Dania Manor Office at 604-299-1370 or Manager of Properties & Corporate Services at 604-292-8136.

Dania Manor Optional Extras Other Available Services as per Fee Schedule

Hairdresser/Barber	As per fee schedule
Guest Meals	\$7.00
Gentle Foot Care	As per Fee Schedule
Personal Laundry	\$5.00 per load
Parking	\$20.00 per month
Carpet Shampoo	As per Fee Schedule
Minor Service Repairs	As per Fee Schedule
Transportation Services	As per Fee Schedule
Translation Services	As per Fee Schedule

Achieving the Highest Standard of Wellness and Leisure Care: We at Dania recognize the importance of providing the highest standard of care and service. We are committed to continually evaluating our performance and improve to meet your changing needs. If you have any suggestions, comments, concerns or complaints, please let us know, as your input is truly valued.

Compliments/Complaints: A compliment/complaint form is available at the Manor office or Carl Mortensen Manor office. These forms are confidential and only read by the Executive Director or designate. If the staff do not resolve your situation to your satisfaction, you may contact the Ministry of Health c/o Assisted Living Registrar at the below contact information to discuss your concerns.

Ministry of Health, c/o Assisted Living Registrar
PO Box 9638 Stn Prov Govt
Victoria, B.C. V8W 9P1

Phone Victoria: 778-974-4884
Toll-free: 1-866-714-3378
Email: hlth.assistedlivingregistry@gov.bc.ca



Dania Manor Assisted Living



There are Complaint Resolution pamphlets located at the front entrance.

Quality Improvement Project Teams and the Accreditation and Self –Assessment Teams seek feedback from Residents and Families. Using the satisfaction questionnaires and surveys, your participation is encouraged and is an important source of information for improving resident care. We also strongly encourage all of our residents to participate in the Assisted Living Fraser Health satisfaction surveys to ensure we maintain the highest standards in Wellness and Leisure Care.

Resident meetings are held on a regular basis.

INFORMATION WE MUST HAVE ABOUT YOU

To Ensure Your Wishes are met:

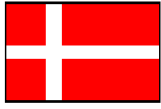
- Name, address, and phone numbers of two persons who can be contacted in case of emergency.
- The first of these listed contacts will be the primary contact by Team members unless otherwise specified
- If you have a Representative Agreement, the name of your Representative
- Special Health Care or Nutritional Needs

Degree of Medical Intervention: This provides you and your family a clear choice as to how you wish to be treated in the event of a sudden collapse and provides direction to the Team at Dania Manor should this occur. We encourage you to discuss these options with your Physician. The Dania Manor Team does not perform CPR.

HOW FAMILIES CAN HELP

Family Responsibilities:

- Arrangement of transportation to and from appointments outside of Dania Manor
- Assistance with moving if a suite change occurs
- Volunteering your time to help with programs and services is greatly appreciated
- Clearing of the suite when a resident has moved out
- Handling payments of residents' bills (i.e.: pharmacy)



Dania Manor Assisted Living



SUMMARY

We have tried to respond to the questions most frequently asked about Care and the Services provided at Dania in this information handbook.

It is difficult, however, to predict what changes may take place in the future and how these changes may affect the operation of Dania. We will keep you informed as changes occur and suggest that you talk to the Team periodically about both the information contained herein and any other matters of concern. Please keep us informed of any concerns or suggestions you have. We will do our best to respond.





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