# Welcome

TO

# DANIA HOME

604 299 2414 | 4175 Norland Ave Burnaby BC V5G 3S7 | www.dania.bc.ca

ACCREDITATION CANADA

# RESIDENT HANDBOOK

## OUR MISSION, VISION & VALUES

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

**Our Vision**
Providing a place where residents, families & caregivers feel valued, connected & at home.

**Our Values**
Compassion, Respect, Excellence, Inclusiveness, Innovation, Integrity

## Quality of Care and Services

Dania Home has been accredited by Accreditation Canada since 2002. As an organization that participates in accreditation we evaluate our performance against national standards of excellence. These standards examine all aspects of health care, from resident safety and ethics, to staff training and partnering with the community. Our team devotes time and resources to learn how to improve what we are doing to provide the best possible care and service to our residents.

The Board of Directors, Staff and Volunteers take great pride in the quality of care and services provided at Dania. We extend a warm welcome to you.

**SAFETY & SECURITY:**
We are committed to a culture that values and promotes resident and staff safety.

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## Resident Living Areas (The Neighborhoods)

Dania Home is a Residential Care Facility with 102 beds, 6 of which provide Respite accommodation.

Each neighborhood has 17 rooms and the building is divided into 2 floors. Residents have the ability to stay in their neighborhood for bathing, activities, lounging and meals. The dining area is furnished for resident comfort and needs where three nutritious meals are served (hot meals are served). Staff is designated to the same neighborhood on a permanent basis. This allows the residents to get to know their care providers and experience continuity of care. All 102 rooms are based on single occupancy and there are some adjoining rooms that can accommodate couples.

There is a large multi-purpose room on the main floor that may be used for special events, birthday parties and other social activities.

First floor neighbourhoods Andersen, Mortensen and Jessen accommodate 47 permanent residents and 4 respite guests. Second floor neighbourhoods Christensen, Nielsen and Justesen accommodate 49 permanent residents and 2 respite guests.

**Each common residing area includes:**

- A spacious lounge area for recreation and socializing. The lounge areas are complimented with a large flat screen television and comfortable seating.
- A care station
- A designated dining area
- Access to gated therapeutic garden area or deck
- Central bathing spa rooms equipped with heated towel warmers and special lifting devices for safe resident transfers

**Personal Living Space**

Each resident room is furnished with a single electric bed, armchair, and a night table with a locked drawer and a wardrobe. A picture rail is available to display pictures and photos.

We invite you to personalize your living space with items that will create a greater sense of home. These may include a television, radio or clock. For safety reasons such electrical

items must be CSA approved and cleared by Dania's maintenance prior to use. Paintings, photos and ornaments are also welcome additions to your personal living space.

Telephone and cablevision services may be obtained through your choice of provider.

Your personal safety and respect for your personal belongings are a high priority at Dania. Should you require assistance, nurse call bells are located at bedside and in your personal washroom. In addition, your room may be locked to ensure only authorized persons have entry.

## Resident Amenities

**Hairdresser and Barber Services:** A beauty salon is located on the 2nd floor. Requests for appointments can be arranged with your nurse. Services are offered on Wednesdays and are payable through your Resident Comfort Fund or by cash or cheque at the time of service.

**Library:** The Burnaby Public Library provides delivery services for residents of Dania. Our Recreation Department will be happy to assist with your lending arrangements.

**Reception:** The reception desk is located at the main entrance. A Receptionist is available Monday to Saturday, 8:00 a.m. to 4: p.m. Closed for lunch 12:00 – 1:00. The office is closed on weekends and statutory holidays.

**Resident's Kitchenette:** Residents and their families are welcome to reserve the Resident Kitchenette to share a private meal and/or visit together**. Call Recreation at 604.299.2414 ext. "6" for more information.**

**Smoking Gazebo:** For those residents able to smoke safely and independently a smoking gazebo is located on the main floor grounds. Staff monitor residents in the smoking area on a regular basis and accompany residents into the smoking area as needed. In accordance with WorkSafe Regulations staff must leave the smoking area before residents light their cigarettes and begin smoking. Smoking for Staff, volunteers, contractors and visitors on organization's owned premises is prohibited.

**Therapeutic Garden:** Residents and visitors are welcome to enjoy Dania's Therapeutic Garden and outside areas. The garden is accessible to all and can accommodate walkers and wheelchairs. Engaging with the natural environment enhances our sense of wellbeing. Feel free to enjoy the water feature and wheelchair accessible garden.

## Your Move-In

You will receive a Dania Home Move-In package.

**The Receptionist will:**

- Welcome you and any family members
- Notify your nurse of your arrival
- Extend an invitation to your family members to join you for lunch
- Provide you with a copy of this handbook
- Familiarize you with our Information Board and "We Welcome Your Comments" process
- Provide you and your family members with contact information

**A Nurse will:**

- Introduce you to a Care Aide
- Provide you with keys to your new room if requested
- Discuss your daily routine
- Begin a personal health assessment to ensure your health and care needs will be addressed
- Review admission documents and agreement forms for financials, consents (care, dental, hair, foot care etc.)

**A Care Aide will:**

- Welcome you and your family members
- Help you become familiar with your room and neighbourhood
- Discuss the laundry procedure and send your clothing to laundry for labeling
- Show you how to use the nurse call system
- Introduce you to a buddy resident
- Label any of your equipment such as a walker or wheelchair
- Label your eyeglasses
- Take your weight and height
- Discuss your daily routines such as bed and wake up time, favorite meals etc.

**An Activity Aide will:**

- Review this handbook with you
- Introduce you to our newspaper and mail process
- Provide you with a monthly activity calendar
- Take your photo

## The Next Two Weeks and Your Care Plan

**During the Next Two Weeks:**

**Your Primary Care Nurse will**:
Work with you to develop your care plan. Your care plan will include your abilities, physical, social and emotional needs, and cultural and spiritual preferences based on the following 8 required categories:

1. Falls Prevention
2. Nutrition
3. Oral Care
4. Skin Care (Full baths or showers are scheduled for each resident as required based on their individual skin care plan.)
5. Recreation Care Plan
6. Pain Assessment & Management
7. Medication
8. REAB – This stands for Responding to Excessive and Agitated Behaviours. This category guides staff on how to approach and direct residents who are unable to control inappropriate and challenging behaviours.

Your care plan will promote your participation in your own care based on your unique abilities and maintaining as much independence as possible. When appropriate, self – care techniques will be included. For example, a Care Plan may include assisting you to prepare your toothbrush and encouraging you to brush your own teeth.

We support your participation and own decision making in the development of your Care Plan. The plan will be discussed with you and/or your substitute decision maker/family member. In this way we will be able to ensure the goals of your care plan are **yours.**

**The Dietitian will visit you to:**

- Complete a nutritional assessment
- Complete your nutrition care plan based on your nutritional needs and preferences

**The Recreation Coordinator will visit you to:**

- Complete a recreation assessment
- Complete a recreation care plan based on your needs and preferences

After living at Dania Home for 6 weeks and every year after that, a Resident Care Conference will take place. Various members of your care team (nursing, recreation, pharmacy, physician, dietitian, etc.) will participate in the development, review or revision of your care plan. You are invited and encouraged to attend. The best way for you to achieve your goals is to follow your Care Plan. We count on all Care Team members, including you, to commit to and follow the plan. If the plan isn't working and / or we need to make changes, we will include you and your choice of family members in any further discussions. All care plans are developed to ensure resident and staff safety.

**We want to hear from you…**

At Dania Home we believe in client and family-centered care. This approach to care ensures that everything we do both clinically and administratively is based on the residents' needs and preferences. It fosters respectful, compassionate, culturally appropriate, and competent care that responds to the needs, values, beliefs, and preferences of our residents and their family members. We want to hear from you regarding all aspects of service planning, delivery and evaluation. You and your family are important members of our team and we want to hear from you.

Dania Home is committed to providing care and services in alignment with the British Columbia Residents' Bill of Rights. We have included them here for your reference.

## 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.

## 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) (c1) (ii) of the Community Care and Assisted Living Act

## Supporting Residents to Live at Risk

Dania Home follows the Fraser Health Clinical Practice Guideline which supports residents to live at risk in residential care.
The guideline provides a framework used for decision making to requests to live at risk. For more information speak to the Nurse.

## Disclosure of Resident Safety Incidents

Dania Home provides full and timely disclosure of resident safety incidents to residents / substitute decision makers. If the resident is *incapable* of understanding a discussion of this nature, then in accordance with the *Health Care Consent Act*, the resident's substitute decision maker (SDM) is informed. Residents and their substitute decision makers have the right to decline disclosure.

## Advance Care Planning

An Advance Care Plan is a written summary of a capable adult's advance care planning conversations and wishes to guide their substitute decision maker or representative, if they are called to make a health care decision in the event the adult is incapable of making decisions.

Advance Care Planning is a process of personal reflection and then action. Individuals consider what makes their life meaningful and what circumstances might change their goals of care from aggressive medical treatment to comfort. This reflection helps identify the values and beliefs around living well and end-of-life issues that are important.

In British Columbia an individual can only make an Advance Care Plan for themselves. No one can make one for someone else. The person making the Advance Care Plan must be an adult, **at least 19 years old**, able to understand the kind of health care choices he or she is making and what they mean. The person must also be **capable.** Under the **Health Care (Consent) and Care Facility Admission Act** all adults are presumed capable until the "…. contrary is demonstrated." Dania Home will support any capable resident that may wish to develop an Advance Care Plan.

For more information on Advance Care Planning please speak to your Care Coordinator or consult **The Ministry of Health Services** My Voice Guide.

**Medical Orders for Scope of Treatment**

Medical Orders for Scope of Treatment (MOST) is a physician order based on Advance Care Planning conversations with a capable adult or their substitute decision maker(s). It is important to note that as per the requirements of Fraser Health Licensing to promote the health, safety, dignity and rights of persons in care, no resident will be denied admission and it will not be a requirement for admission to have the resident or someone on their behalf to make health care decisions on admission and on an ongoing basis.

## Medical Care- Physician Services

Dania Home maintains a facility agreement for the provision of physician care and services which are monitored by our Medical Coordinator.

**PHYSICIAN**

**Role:**

- Medical care as per the facility agreement
- Examinations
- Communicate with you and your healthcare team
- With your consent, keep your chosen family member / substitute decision maker informed of your health status or speak to your substitute decision maker to assist with treatment decisions
- Participate in regular care reviews
- Prescribe medications and treatments
- Review the effectiveness of your treatments
- Refer for diagnostic tests (Transfer to another facility will be required for certain tests and any x-rays. Transportation costs related to these tests are the responsibility of the resident/family.)
- Referral to consultants and other services as required

**Availability:** Your physician will make scheduled visits to Dania Home, and you can speak to your Nurse should you wish to have a visit. If you prefer to maintain your current community physician, he / she will be required to sign a facility agreement and commit to a regular visiting schedule. Please discuss this with the nurse.

## On-Site Professional Services - Nursing Services

**CARE COORDINATOR**

**Role:**

- Person who coordinates your care with the rest of the care team
- Please feel free to speak to the Care Coordinator regarding any questions or concerns
- We also appreciate your written feedback. Please make use of the "We Welcome Your Comments" forms. They can be found in the at the main entrance or at reception.

**Availability:** Monday through Friday (except Statutory Holidays) 8:30am – 4:30pm at Phone #: (604) 292-8133

**NURSE**

**Role:**

- Ensure the care and services we provide are based on your assessed needs and delivered in alignment with personal Care Plan
- Primary nursing assignments are in place to ensure continuity of care. (i.e. staff are assigned in one neighborhood for the residents) **Availability:** 24 Hours a Day

**RESIDENT CARE AIDE Role:**

- Assist and support you in all activities of daily living **Availability:** 24 Hours a Day

**RECREATION COORDINATOR**

**Role:**

- Write an individualized Care Plan in collaboration with you / your substitute decision maker / family, nurses and resident care aides.
- Ensure your individualized Recreation Care Plan is carried out.
- Implement and lead programs/activities
- Develop and post information about programs and activities. These can be found on the Family Information Board and in each Neighbourhood.

**Availability:** Monday to Friday from 9:00 am to 5:00 pm at Phone #: 604–292-8134

**The Purpose of Recreation in Complex Care:**

- Maintain engagement in current interests that are meaningful to you.
- Facilitate opportunities to try/attend new activities and develop new interests.
- Invite, remind and assist you to programs of your choice as per your individualized Recreation Care Plan.
- We encourage you to attend your designated Programs and Activities and respect your informed autonomous choice whether you wish to attend or not.

## Mobile Professional Services

**DENTAL HYGIENE SERVICES**

**Role:**

- Dental hygiene assessment
- Removal of stain, plaque & tartar from teeth and dentures
- Fluoride varnish and desensitization treatments
- Oral health education
- Referral to appropriate health care professionals as required **Availability:** On-site as required for privately scheduled visits

**DENTIST AND DENTURIST SERVICES**

**Role:**

- Dental exams
- Digital x-rays
- Oral cancer screening
- Teeth cleaning (hygiene)
- Periodontic treatment
- Restorations
- Crowns, Bridges, Veneers
- Denture adjustments and cleaning
- Smile enhancement and teeth whitening

**Availability:** On-site as required for privately scheduled visits

**DIETITIAN**

**Role:**

- Assess your nutritional needs and food preferences upon move-in.
- Complete a detailed nutritional care plan that is monitored, evaluated and reviewed as needed to ensure that your individual dietary needs are met.
- Participate in your resident care planning, monthly medication reviews and care conferences.
- Provide nutrition focused education and support to staff, yourself and families.
- Conduct menu audits and make recommendations to ensure that our seasonal menu meets regulated guidelines.
- Ensure that standards for nutritional and dietary care are met or exceeded.

**Availability:** Monday & Wednesday

**FOOT CARE SERVICES**

**Role:**

- Provide required foot care services (file and trimming nails and moisturizing)  Fees for Foot Care services will be withdrawn from your Comfort Account.

**Availability**

- On-site every 6 weeks and as required for privately scheduled treatments

**MUSIC THERAPIST**

**Role:**

- Conducts Bell Choir
- Provides One to One Therapeutic Visits

**OPTOMETRIST**

**Role:**

- Complete eye exams
- Detect and diagnose eye diseases
- Fees for private services payable when service received.

**Availability:** On-site as required for privately scheduled visits.

**PHARMACIST**

**Role:**

- Dispense your prescribed medications
- Participate in your resident annual medication reviews
- Participate in your resident care conferences

**PHYSIOTHERAPIST**

**Role:**

- Assess your requirements for mobility aids, i.e. wheelchair, cane and walking program
- Provide education for safe and effective use of your required mobility aids  Available upon request for private one to one services  Fees for private services payable when service received.

**Availability:** On-site 3 Hours/ week
(Discuss requests for private treatments with the Nurse)

**REHABILITATION ASSISTANT**

**Role:**

- Assist you in carrying out Physiotherapist care recommendations such as exercises, walking etc.

## Estate Planning

**Funeral Arrangements/Organ Donation:** It is the responsibility of the Family to make arrangements with a Funeral Home of their choice. If possible, a decision should be made by the first care conference (6 weeks post-admission).
As per the Cremation, Interment & Funeral Act, it is the responsibility of the person contacted of death who will be in control of disposition of remains and removal of personal belongings. Please inform staff if you have registered for organ donation.

*Please Note:

- Your family is required to remove your personal belongings within 24 hours of death or discharge.
- If the room is not emptied of belongings, staff will remove them and place them in a secure room based on a fee of $75 per day.

**Financial Services:** Our facility offers residential living where the monthly fee for care and accommodation is partially funded by the Fraser Health Authority and partially paid for by you.

To be eligible for subsidized residential care, a person must:

- Have a health care need that has been assessed by Fraser Health professional staff as requiring 24-hour residential care
- Be over 19 years of age

- Be a Canadian citizen, or a permanent resident who meets B.C.'s residency requirements
- Agree to the assessment process, which includes releasing financial information
- Have tried all of the avenues available for receiving care at home

While Fraser Health pays for the care provided in subsidized residential care facilities, you are expected to pay an amount toward food and accommodation based on your annual income. Rates are based on 80% of your after-tax income and in accordance to a rate schedule determined by the province. **This amount is set and adjusted annually by the Ministry of Health which is due and payable on the first day of each month by pre-authorized payment from your bank account.**

**Other typical living costs:**

The costs of living in a residential care facility are very similar to the costs of living independently at home. These are some of the typical costs you may be expected to pay:

- Telephone, television cable or Internet charges
- Personal hygiene and grooming products
- Medications not covered by PharmaCare
- Personal needs such as dry cleaning, clothing repairs or alterations, newspapers and magazines
- Cost of haircuts, special outings or social events
- Health equipment, such as walkers, and health supplies, such as complex wound care dressings, that are not covered by extended health benefits or Veterans Affairs Canada
- Health services not covered by extended health benefits, such as ambulance service, optometry, podiatry, physiotherapy and massage therapy and dental care.
  • Security items
- Personal insurance for lost or damaged personal items, such as hearing aids, dentures, glasses
- Physician charges for completion of medical forms

In order to receive and pay for these typical costs, a Comfort Fund Account is set up on admission. A **monthly minimum balance of $200.00** must be maintained in the account to cover any costs.

You may request a small amount of cash at Reception for personal needs provided there are funds in your Comfort Account. Reception is open Monday to Saturday from 8:00 a.m. to 4:00 p.m. except Statutory Holidays. Closed for lunch 12:00 – 1:00. For security purposes please do not keep more than $10.00 on hand.

**Refunds**

If you are discharged before the end of the month, a refund will be issued for the remaining days of the month. The refund is held for 30 days after discharge date to cover any expenses incurred prior to discharge date and not yet charged to your account as of your discharge date.

## Support Services

### Dining and Meal Service

**Role:**

- Provision of nutritionally balanced meals and snacks in alignment with Fraser Health Licensing Requirements.
- Coordination of a four/five- week menu cycle, which includes entree choices, and is adjusted seasonally.
- Integration of your input through meetings and consultation into menu planning.

**Availability:** On-site Monday to Sunday

**Mealtimes:**

| Meal | Neighbourhood | Time |
|---|---|---|
| Breakfast | Andersen, Jessen and Justesen | 8:15 |
| | Christensen, Mortensen, Nielsen | 8:30 |
| Dinner | Andersen, Jessen and Justesen | 12:00 |
| | Christensen, Mortensen, Nielsen | 12:15 |
| Supper | Andersen, Jessen and Justesen | 5:00 |
| | Christensen, Mortensen, Nielsen | 5:15 |

**Meal Service for Family or Friends:**

- One or two people may join you for lunch or dinner.
- Meal tickets are required and must be purchased by 10:30 a.m. for lunch or by 3:00 p.m. for dinner
- For tickets, see Reception from Monday to Friday or your Nurse on weekends and statutory holidays.

### Housekeeping Services

**Role:**

- Provision of routine cleaning services 7 days a week

- Provision of in-depth annual cleaning

**Housekeeping Requirements:**

- Your family's assistance is requested for the ongoing cleaning of valuables and ornaments in your room.

**Laundry Services**

**Role:**

- Laundering of your personal clothing and linens

**Location:** Basement

**Laundry Services Requirements:**

- Clothes must be machine washable and correct size
- Clothes are labeled by Dania Home to ensure all items are accounted for.
- If bringing new clothes, please hand them to staff for labeling.
- Should family prefer to do the laundry, the soiled clothes will be packed in a plastic bag and labelled "for washing".
- Dry cleaning, ironing and mending are the responsibility of your substitute decision maker / family.

**Maintenance**

**Role:**

- Ensure Dania Home is safely maintained.
- Ensure Dania Home's equipment is functional and continually maintained.
- Provision of minor repairs for your personal equipment.
- Check electrical items prior to use / installation to ensure they are CSA approved and safe for use.

**Maintenance Services Requirements:** Costs of major repairs or parts required for your personal equipment are yours or your family's responsibility.

## Safety & Security

Dania Home is committed to a culture that values and promotes resident and staff safety.

Please ensure the following while visiting:

1. Do not leave gates or doors propped open. Access to the building and units are controlled at all entrances

2. Do not let anyone follow you in/out the doors or garden gates
3. Use Hand sanitizer when entering/exiting a unit
4. If a resident asks for help, food or drink, please call for a staff member
5. If you are feeling ill, do not visit resident units, coughs, colds, or fevers can seriously affect our residents
6. Do not share door codes with anyone
7. Security cameras are throughout the building, these are used to monitor everyone's safety

We provide the following safety and security features:

- Monitored sprinkled fire system, monthly fire drills.
- Call bells in bedroom, bathrooms and common areas.
- Keypad entry at exterior doors and to the neighborhood entry doors.
- Video surveillance at exits.
- An emergency generator supplies lighting and power outlets should a power outage occur.

**Hand Hygiene, Personal Protective Equipment:** Hand sanitizers are placed strategically across the home in common areas readily available for residents, families and visitors to use. Required personal protective equipment may be provided for visitors, family members and residents by the receptionist and/or by the nursing team. Personal protective equipment posters are placed in strategic areas, and residents, family members and visitors are encouraged to practice proper hand hygiene and wear personal protective equipment as required.

**Dania Home asks that the following be observed:**

**Alcohol Use:** In order to minimize the risk of alcohol interacting with other medications, the use of alcohol must be ordered by the Physician. The alcohol will be securely kept in the Medication Room and will be dispensed by the Nurse.

**Emergency Response: Fire Alarms.** With the sounding of the fire alarm, you and your visitors are requested to remain where you are and follow the directions of the staff during a drill or fire alarm.

**Security: Keypads for Secured Areas.** Keypads have been installed on all external doors for the security of residents and staff**.** An intercom is available for visitors who may not have the access code. Access codes are provided to family members on move-in. Dania Home is secured from 11:00 p.m. to 6:00 a.m. Keypads will not be operative during this time. Visitors at this time may use the Intercom at the front door or call the Nurse to be allowed entry.

**Smoking:** For those residents able to smoke safely and independently a smoking gazebo is located on the main floor grounds. Staff monitor residents in the smoking area on a regular basis and accompany residents into the smoking area as needed. Staff must leave the smoking area before residents light their cigarettes and begin smoking. Smoking for Staff, volunteers, contractors and visitors on organization's owned premises is prohibited.

**Medications:** For safety reasons, Fraser Health Licensing requires that all medications/supplements/vitamins will be administered by a nurse. All medications/supplements/vitamins must be dispensed and packaged by our appointed pharmacy (CareRX Pharmacies). No prescription or over the counter medications (i.e. Tylenol, Tums etc.) are to be left in the resident's room.

**Money, Valuables and Insurance:**

- Personal items are not insured by the facility. This includes items such as hearing aids, dentures, watches, wheelchairs and eyeglasses.
- It is recommended to obtain insurance for precious items.
- Due to risk of loss please **do not bring valuables** such as expensive jewelry, family heirlooms or keep large sums of cash on your person or in your room.

**Personal Belongings: Assistive Devices**

- You or your family is responsible for purchasing and maintaining required equipment such as walker, hip protectors and others.
- Dania Home provides education for you and/or your family members on the use of equipment as required.
- Care Staff will provide education for you on safe and effective use of Calls Bells.

**Personal Items Welcome:**

- Pictures may be displayed on a picture railing located in your room. Hanging pictures, posters etc. on walls are prohibited.
- Ornaments
- Some electrical items provided they are CSA approved and checked by Maintenance prior to use.

**Due to Fire Regulations the Following Items are prohibited:**

- Personal refrigerators and small appliances (i.e. kitchen, hair dryer)

**Personal Items Required (Chargeable):**

- Geri Chair, Broda Chair, Tilt Chair, Walker, 4 Wheel Walker, Mobility Aids (trapeze bars)
- Hip Protectors and pull-ups
- Supplies ordered by physician, Oxygen, Non-Pharmacare Prescriptions
- Facial tissues and toiletries (i.e. electric razor etc.)

**Clothing:** Your clothing will be labeled with your name and room number. This is done in a way that does not detract from the attractive appearance of the clothing and serves to prevent loss. Dania Home provides labels and will label clothing.

**Hygiene Products:** We provide incontinence products to meet your needs; however, if you prefer a different product, you are welcome to obtain your own.

**Electric Wheelchairs:** Wheelchairs are permitted depending on the area in the dining room. There may be a restriction on how many electric wheelchairs we can accommodate at any given time. **NOTE:** Due to safety concerns scooters are prohibited.

**Lost or Broken Articles:** Replacement of lost or repair of broken articles are your / Substitute Decision Maker's / family's responsibility.

**Perishable Foods:** All perishables including candies and nuts must be stored in a tightly sealed container, clearly labelled with your name and room number and, if necessary, properly refrigerated in the Resident Kitchenette.

## Personal Resident Services

**Cablevision Service & Information Technology:**

- You may arrange for cablevision and information technology services through any provider of your choice.

**Mail Service:**

- You may use the Dania Home address to receive your personal incoming mail.

**Newspaper Service:**

- You / Substitute Decision Maker / family are responsible for ordering, payment and cancellation of newspaper subscriptions.

- Ask the provider to label the newspaper with your name.

**Telephone Service:**

- You may arrange your own telephone service. There may be a connection fee.

**Leave of Absence:**

- Please talk to the nurse to make arrangements for a Leave of Absence.
- You may not leave the facility alone via any transportation without a companion unless there is a doctor's order.
- When leaving Dania Home at any time you are required to sign-out at the Care Station. **Dania Home is not responsible for you while you are absent from Dania Home.**
- **Hospitalization:** Should you require acute hospital care you are required to pay for your room at Dania Home during your absence. The room will be held for a limited time.
- Leave of Absence, other than hospital stay, is limited to 30 days within a calendar year. Any Leave of Absence over 30 days/year requires prior approval from Fraser Health. Absences other than acute illness are limited to 30 days in one calendar year upon approval. You will be charged a room fee during these absences.

## Visitors

**Visitors are welcome 7 days a week**

- 6:00 am – 11:00 pm – Enter the Code
- 11:00 pm – 6:00 am – Buzz Doorbell to Enter

**Visitors:** Please use the hand sanitizer at the main door upon entering the building and be sure to sign in and out at the Visitor's Log at the Front reception desk.

## Recreation and Leisure Services

**Activity and Leisure Programs:** Recreation Programs are provided seven days a week. Program hours vary to meet the needs of the residents and to provide choice and flexibility. The daily therapeutic recreational programs are designed to promote and

facilitate social, emotional, cognitive, physical and spiritual growth. You will find the monthly calendars posted on our website at www.dania.bc.ca

**Scheduled Community Outings:** At Dania Home we believe in the importance remaining connected to the community. Monthly outings take place in our organizational bus which include scenic drives, trips to restaurants, or attending various community events. There is an event fee starting at $5.50.

**Special Events:** At Dania Home we celebrate monthly theme weeks based on culture, fun and meaningful lifetime milestones. Theme weeks complement yearly calendar celebrations such as birthdays, Valentine's Day or Canada Day to name a few.

**Family & Resident Council:** There are Resident Council Meetings and Family Council Meetings with an agenda that covers Dania Home's Philosophy – BC Resident's Bill of Rights, Good News – Recent Happenings or Events, Upcoming Changes, Environment, Policies and Procedures, Recreation Programs & Highlights, Education on Resident Safety & Quality Improvement Updates. All residents and family members are welcome to attend.

**Pastoral Services**: Dania Home is dedicated to providing opportunities for spiritual expression for our diverse cultural and ethnic resident population. There are a variety of religious services and visits. You are encouraged to take part in a Spiritual Assessment to help us identify your spiritual needs.

**Volunteers:** Volunteers are the Heartbeat of our Organization. Dania Home values their commitment to give of themselves to better the lives of others. Volunteers may take part in one-to-one resident visits, support recreation activities, assisting in administration or preparation for special events. Applicants of all ages are welcome. Those interested are asked to contact the Manager of Volunteers: Phone: 604 – 292 – 8134 for more details.

**Foundation:** Dania Home Society Residents Foundation is a registered charity, which relies on donors to help create the unique quality of experience provided for seniors residing at Dania Home. The work of the Foundation helps purchase specialized equipment and enhance programs and activities for the senior residents such as our newly acquired Organizational bus.

## Questions and Concerns

For any complaints, concerns or suggestions:

**1st** – Inform the Nurse in charge or fill out a "We Welcome Your Comments" form. (Forms are located at the Reception desk and on each unit)

**2nd** – Discuss the issue with the Care Coordinator

**3rd** – Discuss with the Director of Residential Care and Assisted Living

**4th** – Contact Fraser Health Patient Quality Care Council at 1-877-880-8823 – or www.fraserhealth.ca

Your questions and concerns will be reviewed by Leadership Team within 48 hours.