



Family Matters:

Elder's Handbook To Your New Home

Updated: May 2019

TABLE OF CONTENTS

WELCOME	3
INTRODUCTION	4
A Map to Guide You.....	5
A SNAPSHOT OF A NEIGHBOURHOOD	6
OUR PURPOSE	7
OUR PHILOSOPHY of CARE	8
Our Mission and Vision	9
Our Values.....	10
Your Elder Rights	11
How Are We Organized?	13
MOVING IN	14
FINANCES	14
MOVING OUT	15
THE IRENE BARON EDEN CENTRE TEAM	15
ABOUT YOUR NEW APARTMENT	16
Visiting Hours	19
Leaving the Centre	19
PERSONAL ITEMS	20
Personal Clothing	20
Footwear.....	20
Required Marking or Engraving	20
Food.....	21
YOUR HEALTH SERVICES	21
Medical Services	21
Nursing Services	21
Advance Health Care Directives/ERIK	21
Living Wills.....	22

 **TABLE OF CONTENTS (cont'd)** 

YOUR HEALTH SERVICES (cont'd)

Pharmacy Services	22
Foot Care Services	22
Massage Therapy	22

GENERAL SERVICES

Administration/Leadership.....	23
Business Office Services.....	23
Complaints Management.....	23
Continuous Quality Improvement.....	23
Hairdressing / Barber Services.....	23
Home Environment Dietary Services.....	24
HomeMakers.....	24
Mail Service	25
Recreation Services	25
Staff Development	26
Social Work Services	26
Telephone & Television Services	26
Maintenance Service	27
Newspaper Service.....	27
Religious Services	28
Volunteer Services	28

SAFETY PRECAUTIONS

Fire Safety	29
Door Security System.....	29
Infection Control	29
Occupational Health and Safety.....	30
Pet Visits.....	30
Smoking.....	30
Life Lines	31
Medication Lock-up.....	31

QUESTIONS AND ANSWERS

.....	31
-------	----

CONCLUSION

.....	32
-------	----



Thank you for entrusting us with the care of your family member or friend. We will do our best to earn your confidence and make your their time with us as comfortable and as positive as possible. We hope your visits and participation in decisions related to her care will help us meet these objectives.

We can not think of a better way to proceed than by making a commitment to work together with you in fostering open and honest information sharing.

While we can not fully know your personal situation, we do understand some of what you must be feeling at this time. Making the decision to move a loved one into a supportive housing can be a difficult and overwhelming experience. Some families are relieved. They tell us the safety and security provided in the home gives them much needed peace of mind. Others tell us about the grief, anger, guilt and other emotions they feel during the transition while learning to build trust in those now responsible for their loved one's care. Everyone adjusts in their own way.

We want to assure you that we are here to support you in your decision. Our team relies on you to be a partner and to participate in making decisions in their best interests. Their well being depends upon the involvement of all members of the team, including family and friends.

You are bound to have many questions as you orient yourself to this new situation. We encourage you to talk to us about these issues immediately as they come up so that we may better understand one another's expectations. We understand that the move in process can be a stressful, confusing time and do not want any unnecessary misunderstand

Please talk to us anytime about anything on your mind, big or small. Start with the Home Maker and then, if the situation is not resolved to your satisfaction, or if you are uncomfortable about bringing an issue

forward for whatever reason, please raise it with a member of the Leadership Team. Below is a list of the members of the Irene Baron Eden Centre Team; please familiarize yourself with them, and stop by our office to chat.

This handbook has been prepared to assist you in becoming familiar with your new neighbourhood and various aspects of services and living at the Irene Baron Eden Centre.

Thank you again for your trust and confidence in us. We look forward getting to know you and your family better. And please remember, our doors are always open.

Sincerely,

The Irene Baron Eden Centre Team

Welcome to the Neighbourhood!



OUR PURPOSE

Our purpose is to achieve excellence through our commitment to the delivery of high quality of care and supervision for Elders in our supportive housing environment.

The goal of both River East Personal Care Home and the Irene Baron Eden Centre is to provide Elder-centred care through an interdisciplinary approach that fosters the individual's right to privacy, dignity, safety, growth and independence. We strive to combat the loneliness, helplessness and boredom so prevalent in our Elder's lives today.

The Centre has been designed and is operated in such a way as to create a homelike and supportive atmosphere for the Elders, their families, staff and volunteers. Our environment enables Elders to exercise control and choice whenever and wherever possible.

We believe that through the initiatives of knowledgeable staff and dynamic managers utilizing the Eden Alternative® we are delivering exemplary Elder services that make your association with the Irene Baron Eden Centre a life changing experience.

We believe that each team members has the ability to be a **WORLD MAKER**. This means that each of us have the opportunity to make a difference in our Elder's lives through sharing special moments and ensuring each Elder feels important

OUR MISSION STATEMENT



~Our Mission~

*Within our home-like atmosphere,
through compassion
we are dedicated to*

- ~Providing peace of mind*
- ~Nurturing relationships*
- ~Encouraging individuality*
- ~Enriching lives*

~Our Values~

At Irene Baron Eden Centre our commitment to achieving extraordinary results is continually demonstrated as we remain knowledgeable in our field, look to the future with a positive attitude, create a safe home-like environment and listen openly to one another.

Never-ending compassion allows our like minded team to nurture relationships, thus enriching the lives of those we consider our family.

ELDER BILL OF RIGHTS

- Ⓢ All Elders have the right to continue to live in a home surrounded by their own belongings and have their voices heard.
- Ⓢ *Their Home will be safe, clean and healthy.*
- Ⓢ Each Elder will be treated with respect and as a unique individual.
- Ⓢ *We are committed to provide an enjoyable, home-like meal time experience.*
- Ⓢ Each Elder will be encouraged to build relationships within the Home, attend activities of their choosing, make their own schedules and live life without fear or discrimination.
- Ⓢ *Our Elders have the right to care for themselves, make choices regarding their life minute to minute and maintain their own independence.*
- Ⓢ Elders are also free to care for other Elders, the pets and the Team Members as they feel they would like to or have a need to.
- Ⓢ *Our Elders have the right to refuse any prescribed medical treatment or advice. Elders choosing to “live at risk” will be respected.*
- Ⓢ Our Elders will have access to companionship, caring team members and timely assistance with their needs, regardless of what they are.
- Ⓢ *We will respect our Elder’s privacy when conducting discussion about care and maintain personal information to prevent misuse or fraud.*
- Ⓢ Each Elder is entitled to have caring Team Member that are experts in their personal needs and know them by heart. Our Team Members create a network of continuity within each neighbourhood and lead others to the individualized care of each and every Elder.
- Ⓢ *Our Elders are people with social, psychological, emotional, physical and spiritual needs. We will search to fill their lives with opportunities and those things that will make them complete.*



HOW ARE WE ORGANIZED?

Under the direction of our Elder Coordinator, each team member is provided the necessary tools to be World Makers. The Elder Coordinator provides day to day supervision to all the Home Makers and Life Enrichment Coordinator. For general concerns, the Home Makers on each neighbourhood can answer most questions. For all other questions, please contact the Elder Coordinator either by phone, in person or by email.

Our Food Services Supervisor provides leadership to the dietary team, which includes cooks and dietary aides. The Food Services Supervisor also ensures our food quality achieves the highest standard for taste and flavour, presentation and to ensure each Elder's needs are met. Our menu is developed with the assistance of a Registered Dietician and meets Canada's Food Guide.

Our Life Enrichment Coordinators (LEC), under the supervision of the Elder Coordinator, provides daily events to help remedy the boredom and loneliness our Elders may feel. She also supports our Home Makers in providing programs during other times throughout the week. The L.E.C coordinates all our volunteer services; please contact her for additional information. You may choose to participate during a program or an outing.

Each neighbourhood is staffed with a Home Maker who report to the Elder Coordinator. Each Home Maker accomplishes various tasks throughout the day. These include serving meals, general housekeeping in each suite and common areas and including laundry to name a few. They provide support, reminders and cueing in certain areas of care such as medication, daily care and meals.

Key Contact Information

Elder Coordinator (Darcie)	271
Life Enrichment Coordinator. (Heather)	278
Kitchen	273
Maintenance Office	277
Blueberry Bay	275
Ivy Trails	272
Marigold Lane	276
Ramblin' Rose	274
Administrator	224
Office Coordinator (Dawn Chester)	247

MOVING IN

A move to a smaller apartment and a secured residence represents a change in the previous lifestyle of an individual. Continuing love and support will be especially needed and appreciated.

Everyone can help by:

- ♥ Reading this booklet and familiarizing themselves with the centre
- ♥ Ensuring that an Elder continues to be surrounded by their own belongings to make their apartment feel like home
- ♥ Visiting regularly and frequently
- ♥ Encouraging children and grandchildren of all ages to visit
- ♥ Escorting for medical and other appointments (e.g. specialists, eye examinations, x-rays etc.)
- ♥ Replenishing clothing, paper products and toiletries as needed
- ♥ Taking an Elder for outings e.g. – drives, visits to friends, church
- ♥ Providing volunteer assistance for the neighbourhood
- ♥ Supporting teas, birthday parties and other special events
- ♥ Writing letters, sending cards and emails if you are unable to visit

Within the first week, you will be meeting with the Elder Coordinator to review and sign the Tenancy Agreement, pre-authorized payment,

ancillary charges and trust account. Remember to write your questions down as not to forget them.

FINANCES

A monthly charge for rent is set by the Home and is outlined in the Tenancy Agreement. The monthly charge is broken down into 2 components: a) accommodation and b) a service package. The accommodation portion includes such things as utilities, property taxes, general repairs and maintenance. Included in the service package are food costs and preparation costs, life enrichment programs, Elder Coordinator wages and benefits for our staff, among other things. Rent increase may occur once every 12 months depending on increases in certain areas.

The monthly rent is billed **MONTHLY IN ADVANCE**, and are outlined on a statement sent to you or to the designated Responsible Party. Payment is due the **first day** of each month. All payments are completed by pre-authorized payment.

The Residential Tenancies Act guides all Supportive Housing sites as to how much to charge and what can be charged.

MOVING OUT

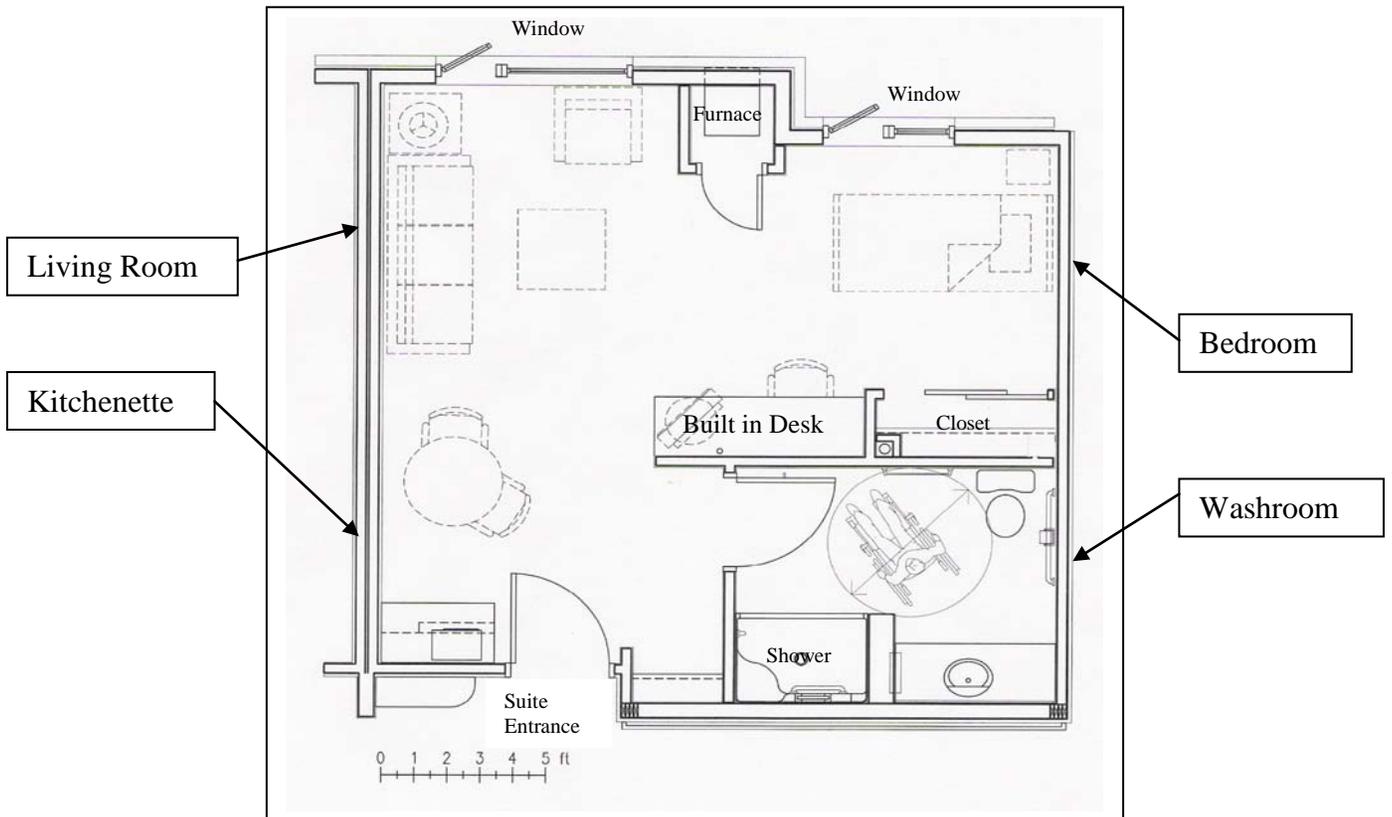
Although, at this time, you are planning to make the Irene Baron Centre your home, we realize that your health status may change or you may find other accommodation and wish to move out. Should this occur, plans will be discussed with you and your family, and we will assist you with the various procedures for moving out and giving up your suite. Please refer to your tenancy agreement for more instructions.

ABOUT YOUR NEW SUITE...

Elder suites at the Irene Baron Eden Centre combine apartment living with the support and care that we need as we age. Our goal was to create a feeling of freedom and independence with the choice of coming out of one's apartment into the "bigger house" to defeat loneliness.

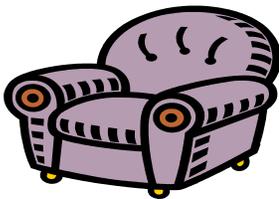
Each private keyed apartment has (see the plan below):

- living room area
- kitchenette
- bedroom area/closet
- built in desk
- cable tv/internet/phone hook up
- washroom



Our Centre provides suites for 48 Elders. Each suite is private, with an ensuite washroom including toilet, sink, mirror and medicine cabinet. The suite is divided into separate living areas as seen in the diagram. Each suite comes empty which allows you to bring whatever you need to feel comfortable.

We encourage you to bring some personal items which may help you feel more at home. You may enjoy having a favourite couch/chair, table and chairs, refrigerator, clock, footstool, radio, portable TV, calendar, bedding, afghans and / or comforters, lamps, toss cushions, pictures, photographs and plants.



PLEASE NOTE that a number of items are **NOT RECOMMENDED** in an Elder's suite including (but not limited to):

- extension cords,
- scatter rugs or carpeting,
- perishable foods (unless you have a fridge),
- many appliances such as electric blankets, heating pads, Microwaves, toasters, and portable heaters as they may pose a fire hazard if they are inadvertently left on.

All electrical appliances, including your TV, radio, lamps, razors, etc. **MUST** be CSA approved for safety.

We encourage you to keep your suite door locked at all times when you are not present. Items of value, including money in large amounts or valuable jewellery, should not be kept in your unlocked suite. We cannot be responsible for any personal items, which may be lost, stolen, or accidentally damaged. Please use your own discretion

when keeping such items in the suite (see also the Question and Answer Section on page 31).

VISITING HOURS

We have open visiting hours during the day and evening. However, all doors are locked between 9:00 p.m. and 7:00 a.m. If you have a visitor during this time, please contact a Homemaker in your neighbourhood who will lock the door after your visitor leaves. If you are out of the home and return after the doors are locked, just ring the bell located at the front door and a staff member will let you in or if you have a cell phone, please call the home and speak with the Home Maker. For family members the same instructions apply. Should you ever come after hours or early in the morning and the front door is not open, please ring the doorbell and staff will assist you.

Children and pets are welcome visitors to our home. All visiting pets must be on a leash and have up to date vaccinations. Due to safety reasons, please attempt to keep them under control at all times.



LEAVING THE CENTRE

We encourage you to attend outings and family functions whenever possible. You will enjoy the change of atmosphere and the chance to keep in touch with long time friends and family. If you are leaving for overnight or several days, you may need to take the medication with you. The Home Maker will give you the medications for your leave. The remaining medication and packaging should be returned when you come back even if it is empty. Elders need to be accompanied by a family member or trusted individual when leaving the centre.

Please sign out at your Neighbourhood desk when you leave the Centre and sign in when you return. **It is vitally important to do so, as we do security checks for all Elder's whereabouts and if you are not accounted for we must implement an emergency plan that includes calling the police.**

PERSONAL ITEMS

Personal Clothing

The Home Makers will wash your Elder's clothing once a week or more frequent as needed. Families are also able to use both washer and dryer; the Home Maker will assist you at your request. Families must purchase their loved ones laundry detergent and fabric softener to be used for laundry.

We recommend that you purchase and use wash and wear clothing. Woollen and delicate items are not advisable if you are having full assistance from the Home Makers with your laundry. We will take every precaution necessary but problems may occur with delicates and other fine washables if you forget to tell staff that they are in the basket. Please note, we are not responsible for non-washable items (e.g. Woollen sweaters) which may inadvertently be laundered incorrectly.

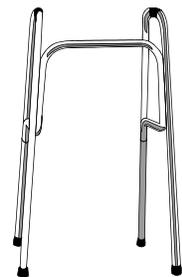
Families are encouraged to check through clothing on a regular basis and remove any items that are no longer appropriate or are not being worn to prevent closets from becoming too overwhelming to choose from. All repairs to clothing will be done by you or your family.

Footwear

For your safety, we ask that you wear shoes with non-slip heels and soles. Your slippers should also have a non-slip sole. Remember your winter boots or overshoes for those winter outings!

Required Marking or Engraving

We strongly recommend that prior to moving in, the following items be marked or engraved: dentures, eyeglasses, watches, rings, hearing aids, canes, walkers and other small items that may otherwise be difficult to identify.



Food

There is a refrigerator in your kitchen on each Neighbourhood. There is always plenty of food, snacks and beverages which are available 24 hours a day. If you would like to keep something in the kitchen fridge ensure that the food is labelled and dated prior to storage.

Each suite may also be equipped with their own personal fridge. Families are responsible to ensure all spoiled food is discarded and the fridge is maintained, including cleaning and maintenance.

YOUR HEALTH SERVICES

The Irene Baron Eden Centre is not a medical facility. While the Coordinator is a nurse, we do not provide medical care. Access to health services is the same as it was when you lived at home with your own personal physician and other health care providers with the exception of the following:

Medical Services

Envoy Medical Dispatch will provide physician house calls to the Irene Baron Eden Centre if a family member is present with the Elder. You may call them for more information at 786-4444. We also have a Nurse Practitioner available at a fee for service; please inquire at the office for more information.

Nursing Services

We will work with Home Care to ensure additional nursing care and services are provided as per your physician's order. We do have a nurse on-call 24 hours a day to support our team for medical inquiries. Hands on nursing services may be provided to the Elders by an approved Home Care nurse or health care aide in consultation with our Case Coordinator.

♥ Advance Care Planning

Advance Care Plans are helpful to provide you with the opportunity to inform the staff and your physician as to how you would like your medical care managed in the future. Should your family member becomes ill suddenly and not able to provide direction about any life sustaining treatment. This process allows discussion prior to that event and outlines what you would or would not want carried out on your behalf.



Living Wills

If you have a Living Will, please include it in your ERIK so that ambulance and medical personnel can follow your directives in case of emergencies. You should ensure that it is taken with you should you go on a leave of any type or length.

Pharmacy Services

All medications used at The Irene Baron Eden Centre must be provided by our pharmacy, Alentex Pharmacy and locked up for security. Please ensure that there is always an adequate supply of medication especially prior to long weekends. Home Makers are on site to provide reminders and cues for medication times to Elders to take medications as a part of their job. Alentex will bill you separately for the medications they deliver.

When an Elder moves it or when someone experiences a change in medication, please provide the Coordinator the new prescriptions, which will be faxed to the Pharmacy to ensure they are delivered as soon as possible.

Foot Care Services

Foot Care Nurses visit the Centre on a regular basis. If you require special foot care, you must make arrangements with your own Nurse. If you are looking for a foot care nurse there are often cards on the front board by the mail boxes or ask the Elder Care Coordinator for suggestions.

FOOD SERVICES



Home Environment Services- Food Services

We hope you will enjoy our meal service! Our menus are planned according to Canada's Food Guide and we attempt to cater to your personal likes and dislikes as much as possible. Alternate menu items are offered on request. We provide a "relaxed breakfast" (see "Question and Answer" section for more detail) in the morning, lunch (from 12:00 to 1:00) and supper (5:00 to 6:00 pm) and between meal snacks are offered throughout the day. Our daily menu is posted on the white board in the kitchen and on the website.

Arrangements can be made with the Kitchen to have friends or family join you for a meal. There is a charge for guest meals. The costs and the details can be provided by the Home Maker and Kitchen team.



GENERAL SERVICES



Business Office Services

Our Business Office is open from 8:00 a.m. to 4:00 p.m. Monday to Friday, excluding holidays. All financial transactions are made with the Business Office. The Business Office handles monthly accommodation payments. A Trust Account can be opened to assist your Elder to withdraw small amounts to cover expenses on outings only. All other charges such as beautician, happy hour, transportation for outings, will be added to your monthly statement. We will also ask that all payments be made via pre-authorized payments as we do not accept any other form of payment.

This will be reviewed in detail on the day that you move in or sign your tenancy agreement. If you have any questions or concerns, please contact the Office directly.

Concerns

If at any time you have a concern about your accommodation or services, please feel free to approach your Home Maker; in most cases, they are able to resolve your problem. In some cases, the Home Maker may not be able to provide a resolution to your concern, in these cases, please contact the Elder Coordinator or the Administrator at 668-7460, extension 224.

Hairdressing / Barber Services

The Beauty / Barber Shop is open according to the hours posted on the door of the shop. Haircuts for men and women, permanents, hair colour, shampoo, and sets are available. Costs for service are available in the Beauty / Barber Shop and charges will be applied to the monthly statement.

Mail Services

Your mail is available for you to pick up in the main lobby downstairs. Mail boxes are provided with your own key (1 extra one is also provided). If you have outgoing mail, you may leave it with your Home Maker.



Life Enrichment Services

We have a dedicated Life Enrichment Coordinator who offers and facilitates various programs, which help alleviate the boredom, helplessness and loneliness our Elders may experience. We offer neighbourhood specific programming to meet the social, emotional, intellectual, physical and spiritual needs of each of our Elders who live there. We greatly encourage our Elders and their family/friends to join and become involved in our recreational activities. Our programs are designed to enhance and promote individuality, independence and participation while also respecting the Elder's choice not to participate.

We also encourage the celebration of special family events at the Centre. If you wish to hold events at the Irene Baron Eden Centre, please contact the Life Enrichment Coordinator who will be pleased to assist you with any preparations or discuss the rental of the Gathering Room.

Calendars are posted within the home each month and can be accessed via our website, www.ib-ec.ca.

Website

Please visit our website at www.ib-ec.ca for additional information on events, newsletters, updates and contact information.

Religious Services

The Irene Baron Eden Centre does offer church services representing of a wide variety of denominational backgrounds based on client demand in our on-site Chapel. Services may be held in the Centre on a weekly basis. Please check with Recreation Services regarding your denominational needs.

Volunteer Services

Recognizing our commitment to the community we serve, and to the quality of life we promote for our Elders, our volunteer program recruits individuals and service organizations to augment the day-to-day programs/services provided in the Centre. River East has a dedicated group of volunteers, many of whom are family members and we are excited at the prospect of adding new volunteers from the Centre. The more volunteers we have for The Irene Baron Eden Centre, the wider the variety of programs and activities we are able to offer. If you are interested in joining our team of volunteers, please do not hesitate to contact the Manager of Recreation/Volunteer Services at 668-7460 ext. 231.

Telephone & Television Services



Enhanced Basic Cable is not included in the monthly rental charge. Upon move-in the Co-Ordinator will discuss your options.

In regards to phone connection, you must contact a local distributor, either SHAW or MTS. The cost of this service will be sent to who ever you have arranged with the company.

Internet is also accessible in each suite, please contact SHAW.

The cost of this service will be sent to either the Elder's attention or another address.

Maintenance Services

Our Maintenance team endeavours to keep your environment safe and pleasant by doing preventative maintenance in the building as well as carrying out repairs as requested by Elders, families and staff. Please note, all repairs to personal equipment will be done by the family. If you identify equipment within the Home that is malfunctioning, please report this to a member of our team. It will be repaired as quickly as possible. The Home will replace light bulbs from the fixtures in the suites.

When Elder's leave the home for another home, charges for cleaning and painting and other repairs will be deducted from your damage deposit.



Newspaper Services

You may arrange delivery of your newspaper through the circulation department of the paper of choice; we recommend that you prepay your subscription.



SAFETY PRECAUTIONS

Fire Safety

We want to ensure your safety and we require your assistance. You can expect fire drills to be held on a regular basis (monthly). Please remain calm and follow the instructions of our staff. Everyone is encouraged to report any potential or actual safety hazard to our staff. **If you are in your room, or you are visiting in a room and a fire occurs in the room, please leave the room immediately, close the door and activate the red pull station for fire, nearest your room. The orange tag on your door is an evacuation marker. If you vacate the room, close the door and flip the tag to touch the door frame and report to the HomeMaker at your neighbourhood kitchen desk for further instructions.**

Door Security System



A door security system has been installed on all exit doors to assist the staff in monitoring those Elders who may wander away from the Centre and could be in danger. The system involves a keypad on all exits as well as the front door, which is activated by pressing the correct code in order to open the door. The code may be obtained from the office team during business hours, or any Home Maker after hours. Please do not share the code as other vulnerable Elders may use the information to exit. The Roam Alert system, which prevents Elders from leaving the home unsupervised is provided on an as needed basis; a discussion will occur between the family, Elder Coordinator and Home Maker and there is a monthly charge applied to your statement. A Roam Alert band will only be applied if an immediate danger has been identified and with families approval.

It is necessary to change the code from time to time, so please check with staff if you are unable to exit. Please ensure that as you, or your visitors and families leave, that no other Elder

exit the building with you. Report to the office or staff if an Elder attempts to exit with you.

Infection Control

For the protection of our Elders, visitors are encouraged not to enter the facility in the event of personal illness. As an Elder living in the Centre, it may be necessary to isolate ill Elders from other well Elders for everyone's safety. Signs will be placed around the neighbourhood and on the Elder's room door if there is an outbreak that Elders, families, staff and visitors should be aware of. We encourage that you wash your hands well and follow the directions of the HomeMaking staff during these times.

We also offer flu vaccine clinics each fall to everyone who wishes to receive one. Remember, the flu shot is the single greatest tool in the defence of the flu.

Health & Safety

All visitors must comply with both Centre specific and provincially legislated regulations and guidelines. Failure to do so may result in you being asked to leave the Centre.

We also have a Health Workplace Policy in place, meaning that we will not tolerate any disruptive and/or violent behaviour within the Center. We may ask the individual to leave or, if necessary, contact the police.

We thank you in advance for your compliance.

SAFETY PRECAUTIONS

Smoking

No smoking is allowed within The Irene Baron Eden Centre and our smoking regulations are strictly enforced for your own safety and that of other Elders. Visitors are not allowed to smoke on the grounds as per the guidelines provided by the Winnipeg Regional Health Authority.



Lifelines

Each suite is outfitted with 2 lifelines (see page 17). One is in the washroom and one is in the bedroom area. Home Makers have a paging system that summons them to your room if you pull the cord for assistance.

Elders may also sign up for Victoria Lifeline to provide additional support. Their number is (204) 956-6777 or toll-free 1-888-722-5222.

Medication Lock-up

All medications and bubble packs are kept in the locked cupboard in the kitchen. **No medications are to be left in your suite at any time for safety reasons.** You may ask for the “as needed” medications at any time and your Home Maker will ensure that you are given access to them.

QUESTIONS AND ANSWERS

Question: I'm having a hard time adjusting to life at The Irene Baron Eden Centre. I miss my own home. Is that normal?

Answer: If you have ever moved before, you may remember how uncomfortable it was in the beginning. Moving to a new place is a major life change and that causes stress! Each person adjusts to their new living arrangements in their own way and at their own speed. Our Staff are always there to provide you with the support you need. Don't be afraid to ask for moral support from other Elders as well, because they know what you are going through.

Question: Are there staff members available during the night? Who will answer if I call with my lifeline at midnight?

Answer: On the night shift, staff do rounds regularly to check on each Elder even if they did not call with the Life Line. If you prefer not to have your sleep interrupted at night from staff checking they will respect your wishes and put a sign on your door that indicates your wish not to be disturbed.



Question: Can I keep personal items and valuables in my suite?

Answer: You need to ask yourself whether an item is so valuable that if it got lost or broken that it would be upsetting. This would likely not be a good item to keep in your suite. Accidents do happen and it's best to leave very valuable items like jewellery, cash, credit cards and collector's items in a safety deposit box or with someone you trust in order to prevent their loss.

Question: My suite is too small to have my whole family come to visit. Are there any alternatives so that we can continue to get together if we would like to?

Answer: There are some very nice areas that are available for family functions at the home. You may want to book the Gathering Room to be able to fit everyone. These areas may be booked through the Business Office

Question: I've been hearing about something called "Relaxed Breakfast". What is that?

Answer: Our "Relaxed Breakfast" is a way to make everyone feel more at home. You can wake up when you want and come to the dining room in your Neighbourhood for a hot breakfast. The menu for breakfast can change every day if you would like! No worries about sleeping in or not getting to breakfast on time. It is breakfast the way you like it and at the pace you choose.

CONCLUSION

Every attempt has been made to provide accurate and up-to-date information to this Handbook. However, in the same way that life is continually changing, there are many times when policies and regulations will change; we will try to keep you informed. Please contact us if you have any questions or concerns.





Personal Notes or Questions I have...