



Glacier View Lodge

2450 Back Rd.

Courtenay, B.C. V9N 8B5

(250) 338-1451

Welcome to your relative's new home!

We hope that this information will answer many of your questions about your relative's move to Glacier View Lodge. Our staff welcomes any additional questions.

Our holistic approach to care, at Glacier View Lodge, is based on the understanding that *all of life is sacred*; and that one can experience quality of life in each stage of one's journey, when supported by a loving and caring community.

As a complex care facility, we embrace the philosophy that *each* person—resident, family, staff member, and volunteer—is an important member of our community; and that *everything* we do to enhance the quality of life of another, is of spiritual significance.

We believe that this understanding contributes to the spiritual well being of our community, and enhances the quality of life experienced by all who live, and work within our facility. *Please see our beliefs, in the Resident's Bill of Rights, on the next page.*

Resident's Bill of Rights

Following is the Bill of Rights for Residents of Glacier View Lodge. These were developed by our residents, staff, and Board of Directors.

Residents have a right to:

To feel safe, secure and protected.

Be heard and to be understood, and to unburden their hearts and worries to others.

Feel supported emotionally and spiritually.

Have their privacy respected, and to be cared for by caregivers of the gender of their choice when possible.

Experience a warm, caring, home-like atmosphere.

Receive gentle care; knowing that they will be touched, treated, and cared for respectfully.

Know that their pain is being taken seriously.

Remain active and socially engaged, by having opportunities to participate in daily activities.

Participate in decisions that affect their care.

Know that their families are welcome to participate in daily activities of the Lodge, and are included in the planning of care.

Know that their feelings, beliefs, and opinions are considered important.

Surround themselves with personal items, and feel that those "special things" will be handled with care and respect.

Be cared for by qualified, competent health care professionals.

OUR BUILDING

Glacier View Lodge has been in this building since 1982. We care for 101 residents and offer community outreach programs such as Bathing and Adult Day Program.

Residents are admitted to the vacant rooms we have and to the program that seems to best meet their needs, based on the VIHA assessment from home or hospital. Over time, cognition, behaviours and care needs change. The facility may determine where in the building the resident can be cared for best. The family will be informed prior to any move. .

We offer three distinct programs:

The behavioural management program is located in a locked unit and is usually indicated for those who pose an elopement risk, are mobile with severe dementia, have disruptive behaviours and/or cannot cope with the stimulation level in a larger setting.

The Sensory stimulation program is located in our Rose Garden area and is usually indicated for those who are no longer mobile with moderate to severe dementia, and may have limited verbal response. The programs focus on sensory stimulation such as touch, music therapy, light therapy and contracture prevention.

Main Unit programs are best suited to those who can follow direction, converse, and are comfortable in a larger social group. A wide variety of social, physical, creative, spiritual and cognitively-stimulating activities allow opportunities for those with mild to moderate dementia to remain social and active.

YOUR ROOM

Each resident has a private room and bathroom. Residents and families are invited to decorate the bedroom with familiar belongings such as a favourite chair, comforter, paintings, television and photographs.

For safety we ask that you keep the following in mind:

- please do not bring chairs that swivel or rock
- no carpets or area rugs
- no furniture that blocks pathways, presents a trip hazard or limits the room available for care.
- no furniture with glass doors
- no appliances such as microwaves and refrigerators. These appliances will be available for use in wing lounges.



If in doubt about suitable items, please ask our Nursing staff. Maintenance and deep cleaning of resident-owned equipment is the responsibility of family.

There is a piece of plexiglass on the outside surface of each room door. We ask our families to use this to display a **Memory Board**. A Memory Board is a collection of pictures or documents that are special to your relative and provides a good visual aid for locating the room. Please include name labels under each photo, so that our staff can provide memory prompts and allow our staff to engage in conversation around loved ones and special lifetime events.

You may have a **telephone** or **cablevision** connected in the room. *Please ask our Receptionist for information on having this done.* Our residents can also access computer equipment and the internet on the computer equipment in the main lounge alcove. Send e-mail to residents using **gvires@shaw.ca** Email is delivered by volunteers once or twice each week. Please include the resident's name in the Subject category of the e-mail, so it can be easily delivered. We also offer access via Skype.



THE GLACIER VIEW LODGE STAFF

We have many different staff members at Glacier View Lodge. You will meet one of our Registered Nurses or Licensed Practical Nurses on your first day at the Lodge. The Nurse is the person you will ask about your relative's health and care needs. The Nurse will provide any Nursing treatments, contact physicians regarding any health concerns, and direct the care provided by our Care staff. You are invited to continue being part of this care. Please talk with us about the care you would like to continue to provide. We are happy to provide you with training in order to ensure safety when you are using equipment or feeding someone who has swallowing difficulties. We will be notifying you of any changes in medical status, transportation needs for medical appointments and personal items required to provide ongoing care. *Please note that those going for diagnostic tests must be accompanied by a family member/friend to the appointment.*

Our Activity staff looks forward to getting to know your relative and family and we welcome you to participate in any activity programs and outings that interest you. Programs are offered 7 days a week. There is no charge for programs led within the Lodge; residents may incur extra costs on outings such as meal, beverage or theatre ticket purchase.

Please leave your **e-mail address** with our Receptionist so that you can receive the monthly newsletter, News & Views, and the program calendar.

You will receive a **Social History form** with the admission package. Please complete this as soon as possible. While it is lovely to have a nice social chat with your relative, it is more meaningful if we can talk about the people and lifetime events that trigger positive memories. This information will be a fabulous help to all of our staff.

Please visit with our Director of Resident Lifestyle & Community Programs, Liz Friis if you would like to talk about the Social History, Moments of Joy, Activity programs, developing a Memory Album or volunteer involvement.

Each year we apply for grants and seek donations that will allow us to offer additional **quality enhancement programs**. We currently offer the unique services of a Music Therapist, a Transitional Care Coordinator, Speech Therapist, Wound Care Clinician, and Occupational Therapist. Our multi sensory approach to visitation with those with advancing dementia, Snoezelen, is also funded through grants and donations. Donations can be made to Glacier View Lodge at our Reception office or through our website www.glacierviewlodge.ca

Our **Receptionist** is here Monday to Friday from 9:00 a.m. – 3:30 p.m. She will ask you to complete our initial Admission information, forward the monthly financial statements to you and receive payments, will be able to answer your questions about telephone and cable connections, and can organize clothing labels for you.

Financial Services are located at St. Joseph's General Hospital. We encourage you to pay by monthly automatic withdrawal from your bank account. These withdrawals will be made on the 15th day of each month for payment of the current month resident fee, along with the previous month's medication and personal charges. You will receive a statement of account prior to the withdrawal. Should you have questions about the statement, please call 250-339-1434. *If you choose to pay by post-dated cheque, the resident fee is due on the 1st day of each month.*

We have many other staff – those who provide meals, housekeeping, laundry, maintenance, and administration. We all look forward to meeting you.

We are also thankful to a great group of community members who volunteer at the Lodge, from visitors to faith service leaders, pet therapy volunteers, swim partners, gardeners, entertainers, and many more. If you would like to contribute to life at Glacier View Lodge, please consider a volunteer position or join the GVL Auxiliary to help us achieve our fundraising goals.

KEY WISH

A **Key Wish** is something that will make living at Glacier View Lodge the best possible experience for your loved one. For some people that is about pain control, social involvement, maintaining relationships with families, or a visit from a favourite pet. As you get ready to attend the first Care Conference we ask



that you please give some thought as to what will make living at Glacier View Lodge the best experience for your relative.

VISITING

Please visit between 8 a.m. and 9 p.m. *For more suggestions about visiting and many other topics, please visit our website at www.glacierviewlodge.ca*

We have some space available for family/friends to join us at mealtimes. 3 hr. advance notice is appreciated.

Our Activity staff would be pleased to assist you with setting up space for larger family gatherings for special celebrations. Please speak with Liz to make arrangements.

Out of town relatives can keep in touch by sending e-mail to gvlres@shaw.ca We may also be able to set up Skype visits via our volunteers. Contact Liz.Friis@sjghcomox.ca to make these arrangements.

FAMILY SUPPORT

For information on the community **Caregiver's Support Groups** please contact Comox Valley Senior Peer Counselling at 334-9917. We also welcome you to attend our **Family Council Meetings** to share your ideas about improving care for residents at Glacier View Lodge. These are generally held on the first Thursday of each month at 3 p.m.

There is a family notice board in the hallway beside the main unit bathing room (on the way to wings 3 & 4). Please check there for special notices. Pamphlets about community services and Lodge Newsletters and calendars are stored in the large rack by our Tuck Shop. Other learning materials are available in the Serenity room.

We will be inviting you to the annual Care Conferences, but welcome you to speak with Nursing or Administrative staff at any time to discuss any concerns.

The **Administrative** staff is here during the week, and available to talk to you about any concerns you may have.

Executive Director, Michael Aikins

Director of Residential Services, Bev Powell

Director of Resident Lifestyle & Community Programs, Liz Friis

Director of Nutrition Services, Wanda McMillan

Office Manager, Marion Kealy



Managing Concerns, Complaints, and Resolving Disputes

If you have concerns or complaints about our care, we want to know so they can be addressed and resolved quickly. Feel free to bring your concerns to the RN or the Director of Residential Services. Concerns for improvement of a general nature can be addressed at the monthly Council meetings for residents and families. If you are not satisfied, you are welcome to contact our Executive Director or Director of Residential Services. All serious complaints and their resolution are reported to the Licensing Officer for review by the Medical Health Officer for our health area. If we are unable to come to a resolution, we will

bring in the Licensing Officer or Medical Health Officer to aid with coming to a resolution. *We hope this answers many of your initial questions. We look forward to being your partner in the care of your relative.*

HEALTH CARE SERVICES

We have made arrangements for other Health Care Practitioners such as **Foot Care providers, Dentist, and Physiotherapist** to provide service in-facility. There may be user-fee charges for these services and these will be billed directly to the Comfort Account. ***If you do not wish to access these services, please make your Nurse aware.***

EQUIPMENT

Rental of medical equipment such as walkers and wheelchairs can be arranged through the Red Cross Loan Cupboard or Glacier View Lodge. We offer mobility equipment for \$50/month.

Please note that personal mobility devices (wheelchairs and walkers) must be used as recommended and maintenance is the responsibility of family.



PETS

Family pets are welcome to visit, ***providing they are compatible with facility cats, are well behaved, remain on leash while at the Lodge and have had their required vaccinations.*** Some of our volunteers have been trained by the St. John Ambulance Therapy Dog program to provide extra pet visitation. Let us know if your relative enjoyed the company of dogs.

LAUNDRY

Please ensure that all personal clothing, quilts and so on are well labeled. Our Receptionist will provide you with the information about our laundry labeling system. A one-time fee of \$20 helps us to label each garment.

Make arrangements for the care of gentle wash or dry clean items, ironing and mending. Staff recommend special clothing be brought to the facility the day prior to an event and removed after the event (ie. party clothes, costumes or military attire for Remembrance Day Services).

BEAUTY SALON

Our Beauty Salon is open Monday through Friday for Lodge residents and program clients. Our licensed Hairdressers provide all the usual hairdressing services at seniors' rates.

CABLEVISION and TELEPHONE

Registration for Cablevision can be arranged out our Reception office; we offer discounted rates through Shaw. Please make your own arrangements with the Telephone Service provider of your choice.

Resident Safety - Glacier View Lodge

Living in a residence presents some different safety issues than at home. In order to keep both residents and staff safe, we have some simple policies we need everyone to follow.

Front Door Lock

You will notice that you will need to press a green button to open the front entry door and learn a security code to exit after your visit; see the staff to learn the code. Please be sure that you do not allow residents to exit the building as you come and go. There is a secondary lock to enter and exit our special care unit.

Safekeeping

Glacier View Lodge cannot be responsible for replacement of lost or damaged personal items, such as televisions, hearing aids, eye glasses, or dentures. Please arrange for these items to be labeled. In addition, we suggest that you purchase **personal contents insurance**.

It is recommended that money not be kept in resident rooms. We have charge systems at our Tuck Shop, Hairdresser, during cocktails and on outings to reduce the need to carry cash.

Refrain from bringing items that could pose harm to others (ie. weapons, pocket knives or power tools) or items of great monetary or sentimental value.

Resident Whereabouts

Knowing the whereabouts of our residents is essential. If you're taking a resident out, please let staff know and sign out at the Nursing Station. Please do not assist other residents out or offer lifts to town.

If we are unable to locate a resident, we will be calling the RCMP. We have a door-alert system for those who tend to head for the exits and who would not be safe unattended outside. Visitors may hear an alarm at the door or be unable to enter when such a resident is near the doorway.

Infection Control

We encourage families and friends to visit, but please don't bring germs with you. If you have a cough, cold, or flu symptoms, please visit on another day when you're feeling better. Hand washing is required both on your way in to visit and on your way out. A hand-washing station is located at the Reception office beside the visitor register. Please also be sure to cough or sneeze into your elbow to reduce airborne contaminants.

Medication Safety

For accurate monitoring and resident safety, we require that all medications come from our pharmacy and are administered by a staff nurse. On admission, you will be asked to give the nurse any and all medications you have with you. We also ask that family do not provide any medications, herbal remedies, or over-the-counter drugs to any residents when you visit.

Falls Prevention

Our staff is always on the look out to prevent residents from falling. On admission, please provide the nurse with any information regarding recent falls at home.

We ask that the resident have good fitting footwear with non-skid soles. Please avoid the gift or use of talcum powder as it contributes to a slippery surface. If you see a spill, please help to keep the area safe by wiping it up. Scatter rugs are not recommended in the rooms.

We like to keep residents as active as possible. Doing so may require a Physio, Occupational Therapist, walker, wheelchair, or other wheeled chair. Resident or family are responsible for the costs associated with these services or equipment.

Food and Alcohol Safety

Many of our residents have food allergies or swallowing difficulties. Visitors bringing in specialty foods are asked to check with the staff before sharing food items with residents.

Alcohol for residents is kept by and dispensed by the nurse or stored with the Activity staff for delivery during the weekly cocktail hour. We have a 'no drink & drive' policy. For the safety of others, motorized wheelchairs may not be operated following the consumption of alcoholic beverages.

Scooters and Power Wheelchairs

Scooters are not allowed for indoor use, but can be used on the grounds. Power wheelchairs may be used indoors with permission and an annual OT assessment. Permission is based on demonstrating a need and safe operation.

Restraint

We have a policy of least restraint, which means limiting the resident's freedom of movement is a last resort and will be discussed with physician and family before implementing. Restraints include using belts, ties, or trays to keep someone in a chair or side rails to keep someone in bed.

Smoking

Glacier View Lodge is a non-smoking facility. We strongly recommend investigation of smoking cessation programs with your relative's physician prior to admission. Visitors are asked to refrain from smoking anywhere on the Lodge grounds.

Fire Safety

All electrical appliances brought into a resident's room should be CSA approved.

Please help to avoid having too much clutter in the resident's room, keeping in mind staff safety when providing care and in the event of evacuation during a fire.

Should visitors arrive when a fire alarm is ringing, we ask that they do not enter the building until the alarm situation is resolved.

Updated: January 2015