

# NEW VISTA CARE HOME



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[www.newvista.bc.ca](http://www.newvista.bc.ca)

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## ***WELCOME!***

### **RESIDENT AND FAMILY INFORMATION BOOKLET**



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## DONATIONS PLEASE

The New Vista Society is a non-profit organization, and is a registered charity, so donations are tax deductible.

Upon choosing New Vista for Care, many families opt to become monthly donors by contributing \$25, \$50 or even \$100 a month to allow us to enhance recreational therapies and experiences, and replace medical and disinfecting equipment that is broken or is outdated.

Operational support from the Province of British Columbia through Fraser Health is vital. However, donations and community partnerships are equally critical to achieving our vision of care for seniors in greater Vancouver.

For instance a 2019 donation assisted us to purchase a Clorox Disinfecting device that was an important part of our response to COVID. It allows us to disinfect any area in minutes as part of infection prevention.

Donations help us deliver on our promise of high quality care and support to seniors and families in our community. With your gift, you can help us change the conversation about seniors housing and care. With us, you can ensure that Burnaby and Metro Vancouver remain caring communities where seniors from all walks of life can live and age in place.

Gifts pledged over three to five years, monthly gift commitments and legacy gifts allow you to make a significant difference in the lives of the seniors and residents in our care. We would be delighted to target your gift to specific components of the Care Home, Seniors Day Care, or Housing programs that excite you, and to honour you, your family and your generosity.

Currently, we are raising funds for medical and communication equipment for electronic visitations for residents of New Vista Society's care facility. Our residents are frail; most suffer from dementia; we want to provide the best care possible. Government funding, while appreciated, doesn't cover it all.

We are glad to talk with you about becoming a major patron of the Society. We are delighted to have partnered with the Korean Canadian community who made a \$1.5M donation to allow us to offer culturally sensitive care on our 2<sup>nd</sup> floor. Call our CEO directly if you have interest.

### Donate to New Vista Today

Your gift will help us deliver on our promise of high quality care and support to seniors and families in our community.

Thank you.

[Donate Now](#) | [지금 후원해 주세요.](#)

### Legacy Giving

When you leave a charitable bequest to The New Vista Society in your will, no matter what the size, you will be supporting a tradition of caring and compassion and making a real difference in the lives others.

Contact our Reception for further information



## PHILOSOPHY OF CARE – Person-Centered Care

New Vista Care Home is a caring, resident-centred environment that nurtures the holistic well-being of clients, supports emotional connections, relationships and community, maximizing an individual's quality of life.

Our resident population is continuously evolving. This means that resident care needs are also changing and increasing. Over the recent years, New Vista has been caring for:

- Individuals with clinically complex and often multiple chronic conditions who may or may not be able to direct their own care.
- Individuals who may have significant cognitive impairment that can no longer be managed safely in their home and are experiencing behavioural and psychological symptoms of dementia.
- Individuals having serious personal care needs that can no longer be managed in their home environment.
- Frail older adults (80+ years) and adults with varying disabilities who need to be in a care environment.
- Older adults with specialized needs, which include (but are not limited to):
  - Behavioural and Psychological Symptoms of Dementia (BPSD) due to diagnosis of Dementia or progressive cognitive impairment with or without a mental health disorder.
  - Complex wound care.

New Vista Care Home values include respect for the individual, autonomy for decision making, quality of life, personal choice, and partnership with families/caregivers. At New Vista, we approach our care in a culturally competent, diverse and holistic manner that takes into account every resident's unique person and individual needs. We do these in conjunction with the Fraser Health philosophy of Person Centred Care priority principles:

- Caring practice – every moment matters.
- Physical environment.
- Community – it takes a village.
- Leadership – together we can.
- Trust – everything about me, with me.



## OUR SOCIETY'S VISION, MISSION AND VALUES

### VISION

Our community will have access to high quality healthcare, support, and affordable housing services.

### MISSION

Create integrated communities that enrich our neighbourhoods by providing healthcare and housing.

### VALUES

- **Safety** – New Vista is committed to building a culture of safety for those we serve and with whom we work. We work together and take action to ensure the safety of all.
- **Respect** – We believe in providing a respectful and supportive work environment, and are committed to respecting the dignity and values of each person we serve.
- **Collaboration** – We believe we are stronger when we work together towards common goals through mutual commitments, assigned responsibilities, and identifying risks and benefits.
- **Trust** – We build relationships based on mutual respect and aligning our behaviours with our values. We speak our truth and act with integrity and authenticity.
- **Accountability** – We keep our word and take responsibility for our actions and results in achieving desired outcomes for those we serve.

## SERVICE DELIVERY MODEL

Complex Care provides 24-hour professional nursing care and supervision in a protective, supportive environment for clients with complex care needs who require a secure housing/care environment to live safely while protecting individuality, dignity and respect.

Care services include:

- An assisted meal service
- Medication supervision
- Personal assistance with daily activities such as bathing, dressing or grooming
- A planned program of social and recreational activities
- Palliative Care approach
- Culturally focused care – we have up to 40 beds available to offer culturally sensitive care to Korean Canadian seniors, including a special menu and therapies

## 2. MOVING-IN INFORMATION

In order to become a resident at the New Vista Care Home in a funded bed, you must be assessed by a Home Care Nurse from Fraser Health. Eligibility is based on an individual's priority of needs as determined by Fraser Health. For more information you can call Burnaby Home Health at (604) 918-7447 or the Home Health Service Centre toll free at 1-855-412-2121

### MOVING-IN

The Care Home can usually provide only 24 hours' notice when a room becomes available. Please see the Receptionist at the Front Desk upon arrival in order for you to be greeted and escorted to your room by a staff member.

**In order to ensure that we have your full consent to provide care and treatment, share your personal information with other care providers and arrange services on your behalf, there are a number of forms that must be completed on the day you move in. These forms must be returned to our Welcome Person at the Reception within seven days of admission.**

## FORMS TO BE COMPLETED BEFORE OR ON ADMISSION DAY

### Finance, Care and Service Consent Forms

- Financial Responsibility Form
- Pre-Authorized Payments (PAP) Authorization
- Authorizations for Resident Trust Account Withdrawal
- Consent and permission Forms (including: Dental Care, Foot Care, Optometry services, Massage and Hairdressing).
- Request for Pharmacy expenses authorization
- Moving-in Interview Questionnaire

**It is important that you have a Power of Attorney (POA) or a Representation Agreement** document for financial decision making and document outlining health care decision making.

For more information about this in British Columbia please visit:

- Representation Agreements and Enduring Powers of Attorney in BC
- <https://www2.gov.bc.ca/gov/content/health/managing-your-health/incapacity-planning>
- Powers of Attorney for Financial Matters and Property
- [https://www2.gov.bc.ca/assets/gov/people/seniors/financial-legal-matters/pdf/powersofattorney\\_bc\\_web\\_final.pdf](https://www2.gov.bc.ca/assets/gov/people/seniors/financial-legal-matters/pdf/powersofattorney_bc_web_final.pdf)
- Power of Attorney Additional Information
- <http://seniorsfirstbc.ca/resources/legal-research-articles/power-of-attorney-article/>
- BC Seniors Guide: comes in: English, French, Chinese, Punjabi, Vietnamese, Korean and Farsi p. 104 and 105 address POA and Representation Agreements
- <https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/about-seniorbc/seniors-related-initiatives/bc-seniors-guide>
- People without a POA or a Representation agreement may be represented by:  
**The Bloom Group** <https://www.thebloomgroup.org/our-work/adult-guardianship/>  
The Adult Guardianship program has managed the income of low-income individuals who are no longer able to care for their own financial needs. Or the  
**Public Guardian & Trustee of BC.** <https://www.trustee.bc.ca/services/services-to-adults/Pages/financial-management-and-personal-decision-making-services.aspx>



**We also require medical information from your family doctor; we will arrange to receive this information.**

## **MEDICAL CARE**

New Vista has a Medical Director who is onsite weekly and works closely with the care team. Upon admission, we will arrange for a physician who will work with our care team to look after you.

**If you have already received a Covid-19 vaccine, Pneumovax vaccination and/or the annual "Flu shot" please let your physician and the nurses at the Care Home know.**

If you have extended medical third-party coverage, please inform:

**CareRx Pharmacy at 604-872-6762**

The Director of Care, Care Managers, and Team Lead at New Vista are available to assist you and your family in a variety of ways, including:

- Request for transfer to a different care facility
- Reuniting with your significant other who resides in another facility
- To answer questions and / or concerns that you have in regards to living in a residential care facility

## **FURNITURE**

Basic furnishings provided include: a bed, a chair, nightstand and dresser with a wall mount for your personal flat screen TV (32-40 inch). You may bring some pictures, a special blanket, TV and radio. The TV and radio should be checked by our maintenance staff to ensure it is functioning properly and must be CSA approved. Old style box shaped TV's are not permitted.

In addition, you may also personalize your room entrance by bringing small items such as photos, memorabilia, and other items that you are more than welcome to put inside a glass display memory box located right beside your door.

For resident safety, the following items are **not** permitted in individual rooms:

Refrigerators	Kettles, Microwaves, Irons
Book cases	Rugs (slipping hazard)
Electric or Microwaveable heating pads	Electric blankets

**Storage of items on top of the wardrobe is NOT permitted. Due to limited space available in the room, any additional furniture will be subject to approval of the Care Manager and should be in conjunction with resident's care plan. Kindly consider the size of the furniture**

prior to bringing it into the facility. Recommended dimensions should not exceed the following: L: 122cm – W: 41cm – H: 74cm, **but approval will still be up to the care manager's discretion based on clinical judgement and safety indications.** You may check out our web site for a picture of the rooms. Altering the structural integrity of the walls and any surfaces (such as applying non-removable stickers, drilling, writing, nailing on the walls, and/or installing any permanent fixtures to the walls) is strictly prohibited, and charges for repair may occur. We highly recommend the use of Command™ strips if you would like to hang items on the wall (such as light photo frames and displays).

## 2. SERVICES

### RESIDENT CARE

The overall operation of the Resident Care Department is under the supervision of the Director of Care and Care Managers, in close collaboration with the Manager of Recreation & Therapeutic Programs.

All residents have a primary nurse who is responsible for the Care Plan and is your everyday “Go-To” person.

There are nurses on duty 24 hours a day and they are all able to support you with any inquiries. Care Staff are compassionate, respectful and committed.

Your Care Manager (CM) will be assisting you with the admission process and works in close collaboration with the rest of the team. Please contact the CM for problem solving and relationship building. We consider you an essential part of the team. The CM will assist you in navigating the new community that you are moving into.

### Care Plan Meetings

An individual interdisciplinary meeting is held approximately six weeks after move-in, upon an acute change in status, and during the actively-dying period. The purpose of the conference is to discuss Goals of Care (GoC) and the Care Plan.

### WHAT TO BRING

#### Toiletries

You will need to bring your own toiletries such as toothpaste, polident, hairbrush, body cream, aftershave, deodorant, etc. Electric shavers are required for all male residents. All items need to be **labelled and replenished** on a regular basis. Many basic toiletries are available in the Vista V's Boutique on the first floor of the Care Home.

## Clothing

Consider easy care and limited storage space when preparing your wardrobe. It is helpful if family is able to provide storage for off-season clothing. Wash and wear clothing are encouraged. Wool and delicate fabrics are at risk of damage if washed in our large industrial machines. We cannot guarantee these fine items will be preserved if sent to the laundry. Please make sure you have enough clothing for one week of daily changes to allow for any delays in return of laundry, or, in the event of illness, for more frequent changes. Personal laundry is returned to you at a minimum of twice a week.

### Suggested Clothing List:

- 12 pairs of underwear
- 12 pairs of socks
- 6 nighties/pairs of pyjamas
- 1 housecoat
- 6 pairs of shirts
- 6 pairs of shorts/pants
- 4 bras (women)
- 6 undershirts
- 1 coat
- 4 sweaters
- 1 good pair of walking shoes

**Please send all clothing to laundry on move-in day for labelling prior to use. There is a one-time fee of \$45.00 for this service. When articles of clothing are brought in after moving-in, take the items directly to the laundry for labelling by informing a care staff. We highly recommend that you list the articles of clothing on the form provided for tracking purposes and have a care staff witness this record.**

## Laundry

Personal and Care Home laundry is washed in-house. It normally takes 7 days for laundry to be returned to the resident's room. Sheets and towels are provided and laundered. You may use your own if preferred. Please have the laundry staff label your sheets and towels. Should you wish to take the laundry home, please connect with your nurse.

## Footwear

Footwear should include supportive shoes and non-slip slippers for safety as floors can be slippery. Non-slip socks are available for purchase at the Vista V's Boutique on the first floor of the Care Home. Ensure these items are labelled with your name.

## Bathing

Each room is equipped with a sink and toilet area. Sponge baths will be provided to you daily with the help of the staff as you require. In addition, a full shower or deep spa tub bath will be provided on a weekly basis.

## FOOD SERVICES

The Food Services Department falls under the direction of the Manager, Support Services and the Dietician. Shortly after your arrival, our Dietitian will visit you to discuss your nutritional requirements and food preferences. Food Services have a four week rotating menu with choices at all meals.

Families may bring a favourite food for their loved ones but NOT to share with other residents. Residents are often on special diets and are restricted to not only foods but textures that they can safely eat. We have a responsibility to keep our residents safe and thank you for respecting other's needs.

Korean Food may be available on select meal times. Please inform your nurse if you wish to be served Korean food during times when Korean food is available.

The Dining Rooms are located in each of the villages. Hot meals are offered at lunch and dinner. Meal times are as follows:

- Breakfast is served at 8:15am
- Lunch is served at 12:15pm
- Dinner is served at 5:00pm

When you move in, you will be given a place to sit in the dining room. We hope you will enjoy your tablemates. Your nurse will assist if you wish to change tables.

If you are ill, temporary meal delivery/tray service to your room will be arranged.

Guests may join you for meals. Contact our Receptionist at the welcome centre by 10:30am for lunch and by 4:00pm for dinner to make a reservation. Please purchase your meal ticket at the front desk to give to the server. The tickets are \$6.00 and residents always eat for free. Menus are posted in the dining rooms.

Nutritional snacks are served daily at 2:00pm in the dining rooms. Evening snacks are also provided.

If you will not be present for a meal, please notify any member of the Care Team.

## Food in Rooms

For health and safety reasons we discourage you from having perishable food in your room. **Personal refrigerators are not permitted in resident rooms.**

## Catering

Catering may be available upon request. To arrange for large family meals or parties, contact the Manager, Support Services. This is a great way to celebrate family events without leaving the Care Home.

## HOUSEKEEPING

Housekeeping staff will routinely clean rooms and all public/service areas.

## MONEY, VALUABLES AND LOST ITEMS

Family/Resident hold responsibility for all personal items. Costume jewellery is recommended in place of valuable items that could go missing.

New Vista is not responsible for any damage or loss of:

Hearing aids	Jewellery	Glasses
Clothing	Dentures	

The staff of New Vista will do their best to help residents locate lost items. However, we are in no way responsible for lost or stolen items or their replacement.

Each resident and their family is responsible for their personal items, i.e.: hearing aids, dentures, eyeglasses, jewellery, clothing, etc. Lost clothing is available to be identified and picked up in the Laundry. For other items, the lost and found is located at reception. **Eye glasses, hearing aids, dentures and mobility aids should be labelled prior to admission.**

**We suggest you insure hearing aids, dentures and eyeglasses**

# THERAPEUTIC SERVICES

## Recreation

Recreation programs are designed to enhance quality of life through therapeutic recreation and rehabilitation services. This is done through creative recreation programs that focus on resident's strengths, skills and abilities. Programs provide a holistic approach by incorporating social, physical, emotional, cognitive and spiritual domains of each person. Each resident is valued and understood for their uniqueness. Programs occur on each floor and families are welcome to attend. The monthly recreation calendars can be viewed on our web site (<https://newvista.bc.ca/calendars-of-events/>).

## Music Programs

Music speaks when words cannot and it helps people cope more effectively with their lives and challenges. Through groups and individual opportunities music encourages singing, instrument playing and rhythmic movements for residents to express themselves. Music programs help promote the cognitive, physical, emotional and spiritual health of residents living here.

## Physiotherapy and Occupational Therapy Services

New Vista has part time access to these services. There are also Rehab Aides on staff to carry out recommended personalized activation programs. Referrals are made by the nursing staff when a need is identified such as fall risk, use of lifts and medical equipment needs (walkers and wheelchairs). Our goal is to optimize physical function however this is not a rehabilitation facility. New Vista will provide a basic wheelchair funded by Fraser Health if it is needed – rentals available if none available. If a specialized wheelchair is required, cost is the responsibility of the resident/family. If this need is identified, the therapist will get in touch with the family to arrange purchase.

## Injury Prevention

We strongly encourage all Residents to purchase and wear **hip protectors**, there is an information/order form included with your admission package. More information may be obtained from your nurse. Hip protectors usually last approximately 9 months and will then need replacing. We suggest the purchase of three pairs. Hip Protectors cost between \$75.00 - \$90.00 depending on brand and need.

## HEALTH CARE SERVICE PROVIDERS

Please make sure that the funds for a service are in your account before the service provider's visit, or the service will NOT be provided. A consent form for services is provided in your Move-In Package as well as trust authorization. Family are responsible for ensuring adequate funds are available and that there is authorization for the trust account.

### Dentist

Oral health is vital to a person's well-being. Problems with teeth, dentures, or gums can cause poor eating or be the unseen cause of pain, confusion, or infections. A dentist and hygienist visit the Care Home regularly and provide dental service from the clinic on the first floor. You are responsible for payment of any assessments and treatments.

Please ensure you read and complete the consent for Dental Care Services which is located on section 4 of the move-in agreement. It is legislated that you are seen by an oral health care provider annually, even if you wear dentures. If you choose not to be seen by our Dentist, please indicate on the consent form which dentist you will be seeing in the community. If you wear dentures please have them marked with your name prior to moving in. Residents are responsible for having all dentures labelled (engraved) for identification purposes.

### Foot Care

Basic foot care is provided by the New Vista staff, however, as one ages, foot and toenail care can become more complex. We have contracted with specialized Foot Care Nurses to ensure your foot care needs are met. Please read and sign the foot care services consent form.

### Optometry

Eye health is critical for your safety. Our mobile Optometrist comes to New Vista on a regular basis to provide you with the convenience of having eye exams and purchasing eye glasses right within the building. If you are interested in having an eye exam or need new eye glasses, please review and sign the consent in the moving in package. If you wear glasses, please ensure they are engraved with your name prior to moving in.

## PHARMACY

**CareRx Pharmacy** provides the medication for all residents at New Vista. When you move into New Vista, all of your prescriptions will be filled by CareRx Pharmacy in pouches and dispensed by nursing staff. Credit application forms are included in your move in package, please complete and return directly to the pharmacy in the envelope provided.

**No medication (including over the counter drugs) or alcohol is to be kept in your room without a physician's order. This includes such things as laxatives, Tylenol, cough medicines, vitamins and herbal medicines. All medication is to be dispensed by New Vista Staff.**

Many prescription medications are fully covered by BC Pharmacare. However, over the counter medications (that is, anything that can be bought without a prescription, such as Tylenol, multivitamins, calcium, cough syrup, etc.) are not covered. In addition, you are responsible for the payment of some treatments prescribed, such as complex wound care products or foot creams. It is important to note that there is a long list of prescription items that are not paid for, including Fosamax, Aricept, Ebixa, and most new drugs. In some cases these are eligible for Special Authority and the physician can send a letter to Pharmacare requesting coverage.

If you have any questions regarding Pharmacy billings, please contact the pharmacy directly at:

CareRx Pharmacy - #180, 3700 North Fraser Way, Burnaby, BC V5J 5H4 Tel: 604-872-6762 ext.3 [store48.billing@medicalpharmacies.com](mailto:store48.billing@medicalpharmacies.com)

## LAB, X-RAY, and OTHER OUTPATIENT APPOINTMENTS

Lab work (such as blood work) is routinely completed at New Vista; however, any X-rays/diagnostic investigations are completed at external centres. We rely on family members and friends to accompany residents to outpatient appointments. Residents and their family are responsible for any and all transportation costs to and from appointments.

If family members or friends are unable to take residents to outpatient appointments, here are some options:

- 1 ) SNT Transport (Hospital Transfers)  
<https://www.sntransport.ca/book-online/>

Can only escort/wait for 30 minutes. Afterwards, you will need to seek out an escort service externally.

- 2) Driving Miss Daisy  
<https://drivingmissdaisynorthshore.ca/index.php/contactus>

They provide BOTH transport and escort services. You will simply need to book with them well in-advance because their services are well-sought after.



New Vista highly recommend going with the second option as it appears to be the most convenient for most residents. Residents and their family are responsible for the costs of these services.

## EMERGENCY AMBULANCE

If needed, nursing staff will call an ambulance. Residents will be billed by BC Ambulance. (This bill will be put in the resident mail folder at the front desk or mailed to the First Contact).

## HAIRDRESSING

Hairdressing is located on main floor. Please contact the hairdresser, Navneet Bains, directly by phone at 604-521-7764 ext. 1105 or on her cell: 604-715-3216 to make an appointment. Payment for this service should be made through the Trust Account by the Receptionist.

## VISTA BOUTIQUE

The Vista Boutique is operated by the New Vista Auxiliary and is open Monday, Wednesday, Friday and Saturday from 12:30 – 3:30. Greeting cards, gifts, toiletries, candy, quality used clothing, household items and collectibles are available. The boutique is staffed by volunteers. Proceeds go to the benefit of all residents.

## GIFTS AND TIPPING

Staff members are not permitted to accept tips or gifts. However, your verbal “thank you” is always appreciated and donations to the Society at front reception, are always gratefully accepted.

# 3. ENVIRONMENTAL SAFETY

## FIRE DRILLS

New Vista uses a fire plan that outlines procedures to be followed in the event of a fire. Regular fire drills and an annual evacuation drill are held so that staff remain fully trained. Residents may be asked to participate in these drills from time to time.

When the alarm sounds, residents and visitors should stay where they are and wait for instructions from staff.

## SECURITY CAMERAS

Please note that there are cameras located in all common areas of the New Vista Care Home. These cameras are for safety and security purposes.

### 4. ROOM INFORMATION

#### Resident Keys

When you move in you may be given a room key and a key for the locked dresser drawer. You or your family members must sign for these keys.

If a set of keys goes missing, staff will complete a search. A replacement set of key can be provided within maximum 72 hours for a **charge of \$5.00 per key**. Care Home staff will be happy to lock and unlock your room door during this waiting period

Resident keys are to be turned into the Nurse during periods of hospitalization. For safety considerations, resident keys are not to be duplicated.

#### Telephones

All rooms have been wired for telephone service. Should you wish to have a phone in your room, you will need to bring in your own wireless phone and order your phone line from Telus or Shaw. If you order from Telus, there is a phone jack by the bedside table that you can plug into. But if you order from Shaw, the phone must have WIFI capability as the phone jack is located behind the television and there needs to be a base in one location and the phone charger and handset can be by the bed. Please ask for clarification before you purchase a phone set.

**To schedule the installation/transfer of phone service, please ensure when booking the service appointment it must only be from Monday to Friday, between 8:00 am to 3:00 pm.**

**Once you have the service booked please inform reception regarding date & time of when the contractor will be on site.**

You or your family should contact your current service provider to arrange or discontinue your current service when you have received confirmation of your moving-in date. **Residents and/or their families are responsible for telephone bills.**

New Vista will help with arrangement for phone, cable and/or TV installation for residents that have no family to assist in this respect.

## TV and Cablevision

Flat screen smart televisions with full cable services are installed in lounge areas at New Vista for resident's enjoyment. Residents who would want a TV in their own room are welcome to bring one in as long it is between 32-40 inches in size.

Each room has a wall mounting bracket that can hold a TV unit for a 32 to 40 inch screen. New Vista will make arrangements to have your TV mounted for \$25. **Older style box shaped TVs are not permitted.**

All rooms are wired for Shaw/Telus cablevision, and can accommodate a Shaw/Telus Digital or HD Box for specialty channels. Residents and/or their families/friends are responsible to order for individual services and paying for cable bills.

To order individual TV services, resident and /or related families have to call Shaw/Telus to order the cable package that best fit their needs. If you make arrangements with Shaw/Telus to come and install cablevision, **please ensure that service is booked any day Monday to Friday, between 8:00 am to 3:00 pm, and inform reception about it.**

## Computers & Internet

New Vista has two computers that are located in the main lobby and are available to any resident to use for internet access.

We are offering Wi-Fi network connection throughout the building for a flat fee of \$10/month per device. Residents need to contact Reception who will issue you a **Wi-Fi password**. This password can be used on up to three devices (telephone, iPad, etc.) but there is a \$10.00 charge **for each device** per month. This can be arranged through Reception as well. Should you wish to have an individual package for high speed internet in the resident room, you can make arrangements with Shaw/Telus, similar to cable television, and this will be the resident's and/or family's responsibility to pay for this service.

If you make arrangements with Shaw/Telus to come and install the internet, **please ensure that service is booked any day Monday to Friday, between 8:00 am to 3:00 pm, and inform reception about it.**

## Removal of Personal Effects

When a resident passes away, the room must be vacated of **all** belongings within twenty-four (24) hours as per Fraser Health. If family is not able to remove the belonging, staff are able to box up belongings or clean out the contents of the room, for a charge of \$200. This charge will be noted on the Resident Clearance form for Accounting to process.

- **REMOVAL AND DISPOSAL FEE: \$200.00 (includes us packing up the room and disposal)**

The date the room is vacated of belongings will be noted on the Resident Clearance form for Accounting to process. Further questions and/or concerns should go to the Care Manager.

Please note that we do not have additional storage capabilities in our facility. We do not accept donations, except for select wheelchairs and/or specialty cushions/mattresses at the discretion of our physiotherapist/OT.

## 5. FINANCIAL INFORMATION

### RESIDENTIAL CHARGES

The New Vista Care Home is a non-profit Complex Residential Care facility and a Health Service Provider within Fraser Health and the Provincial Continuing Care Program. As such, the cost of an individual's care is subsidized.

You pay a monthly rent rate based on your after tax income, which is reviewed and established annually by Fraser Health Authority. To ensure Fraser Health Authority correctly sets your rent rate, you **MUST** file your Income Taxes on an annual basis. Your rent is payable in advance on a monthly basis (First business day of the month). You are required to have monthly rent payments setup by automatic withdrawal from your bank account. A \$30 fee will be charged for payments that went NSF or bounced back from the bank. A \$50 porter fee will also be charged annually. Please review the financial information in the Move-In Package and book an appointment to see the accountant (1<sup>st</sup> Floor) on the day you move in or as soon as possible if you require further information.

Upon discharge from the facility, you will have 24 hours to vacate the room. Any prepaid rent will be refunded back to you prorated to the days left unused. **Additional charges will apply for packing and/or disposal of unwanted belongings.** A list of charges is in your move-in package.

### TRUST ACCOUNT

Your Trust Account is set up by contacting reception. Deposit and withdrawal transactions are computerized and you will receive a receipt of every transaction.

You may access the Trust Account at reception between 9:00 and 4:00pm Monday to Friday - closed on Saturday, Sunday and Statutory Holidays. Please note that the Trust Account does not bear interest, and that a maximum of \$500.00 may be held in this

account. It is the resident and/or family/POA's responsibility to monitor the Trust Fund balance. Monthly statements are provided.

For your convenience, it is possible to pay for the hairdresser, foot care service fee, massage therapy, recreation outings, Handy DART, wheelchair fees, taxi and tuck shop purchases through an automatic withdrawal from this account. No monies will be withdrawn without your signed consent or that of your POA.

Upon discharge, any remaining funds in the trust account will be refunded back to you.

## DAY LEAVES

We encourage you to visit friends or relatives and participate in community activities, as you are able.

Day leaves are available for most residents, however it is imperative that you report to the Care Desk and complete the sign-out book on your floor before leaving the building, and again when you return.

**Resident Care staff must be aware of your whereabouts in case of fire, Physician or Service Provider visits, meals and medication administration.**

## SOCIAL LEAVE OF 24 HOURS OR LONGER

For any leave of 24 hours or longer, the following ***Ministry of Health Policy*** applies:

- Your rent will continue to be charged for all days of absence.
- You are limited to 30 days absence from the Care Home per calendar year. Any leaves of less than three days are not included in this total. Any leave more than 30 days in length must be specifically approved by Fraser Health Residential Care, and if not approved you will be responsible for the total per diem cost (approximately \$176.00 per day).
- For leaves of **more than 24 hours but less than** three days, we ask that you notify the Nurse *24 hours in advance* so that medications can be ready to accompany you.
- For leaves of **three days or longer**, we ask that you provide the Nurse with *72 hours notice* to allow for medication preparation by the Pharmacy.
- Please complete the sign-out book on your village when you leave and return. Please also leave a phone number where you can be reached.

## HOSPITAL LEAVE

In case of hospitalization, your room may be held for four to six (4 – 6) weeks, and you will continue to pay your rent while you are hospitalized.

During this time the Patient Care Coordinator at the Hospital will liaise with New Vista and will monitor your progress and assess your ability to return to the Care Home. As with social leave, you will continue to be responsible for your rent at New Vista.

## MAIL

Please make arrangements to redirect your mail to the Care Home. We suggest that you arrange for pension cheques to be deposited directly into your bank account. Mail can be picked up at reception or mailed to the First Contact.

## TRANSPORTATION

Families are required to make arrangements for transportation and escorts to appointments.

<h2>6. FAMILY AND FRIENDS</h2>
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We welcome and encourage family and friends to be involved as much as possible.

## VISITING TIMES

All relatives and friends are invited to visit freely throughout the day.

Visiting times are not limited; however we ask that you are considerate of your fellow neighbours. A doorbell and intercom are located at the entrance for after hour's entrance after 8 PM and before 5 AM.

## PARKING

Designated parking spots are available for visitors in front of the building. In order to assist with this process, we are issuing parking passes.

Please register your car at reception: Make, model, color, license # and Residents name.

Display the pass on your rearview mirror while visiting.

Violation notices will be issued for those who park without a pass.

Upon two violation notices, we will request towing of the car.

## **INFORMATION BOARD**

A family information board is conveniently located for you just inside the main entrance alcove to the left. We ask that each time you visit, you have a look at the information board for the latest updates and information.

## **MULTICULTURALISM**

The primary language spoken at New Vista is English. Staff make every effort to support each resident's cultural preferences. We encourage family members to participate in residents' cultural, ethnic, and language integration to the Care Home.

## **RESIDENT FAMILY AND FRIENDS SUPPORT GROUP**

What is the Friends and Family Support Group? It is a forum for family members and friends to meet with a common goal of enhancing the quality of life for their loved ones. The Friends and Family Support Group helps to facilitate communication between families and staff and meets monthly every second Tuesday of each month starting September 2021 at 5PM.

## **VOLUNTEERS AND AUXILLARY PROGRAM**

Volunteers are an integral part of the New Vista organization. Some work in the Vista Boutique and others assist with bingo, social events and Happy Hour – to mention a few. Volunteers work with resident's one on one, providing companionship.

## **MAKING ARRANGEMENTS**

As part of coming into our Care Home, families will be asked as a component of the intake process to advise our team on the final arrangements for your loved one in Care.

To assist you, New Vista Care Home has partnered with a top organization, Dignity Memorial, who are able to offer complete services, including any planning or counsel that is needed.



## THE DIGNITY® DIFFERENCE.

No two people are exactly alike. We're all made up of little details that make each of us unique and irreplaceable. When it comes to planning a celebration of life, it's important to find a provider that honours these differences, to create a meaningful and fitting service. At Dignity Memorial®, there are many details that set us apart as well. Differences you'll find nowhere else.

### Advanced Planning

### Immediate Need

#### Relocation Protection

When you have a prepaid plan with a Dignity Memorial provider and wish to transfer the plan to another location more than 120 kilometers away, every detail of your plan moves with you. All of our prepaid plans are transferable and will be honoured by any of the qualifying 1,900 Dignity Memorial providers in North America. That's a promise you won't find anywhere else.

Restrictions apply.

#### Lifetime Flexibility

If you plan a life celebration with us, but at some point in the future, and for any reason, you would like to add to your plan with new arrangements, you can. With Lifetime Flexibility, if you want to make any changes to your plan, we are always available to discuss your many options.

Restrictions apply.

#### Purchase Protection Plan

Should you pass away before your purchased cemetery property is fully paid for, your family will receive some financial relief. Our Purchase Protection Plan will help take care of any remaining balance due to the cemetery.

Purchaser must be under 65 years of age; maximum forgiven balance not to exceed

\$6,682.25. Other restrictions may apply.

#### Family First Cost Protection

We hope this never happens, but when you have a cemetery plan or funeral package with Dignity Memorial and suffer the loss of an unmarried child or grandchild who is under the age of 21, we'll take care of funeral services, cremation services and cemetery interment rights up to the same level

as your own plan. This protection is at no cost to you, through any provider in the Dignity Memorial family you choose, nationwide.

Other restrictions and limits apply.

#### 100% Service Guarantee

At Dignity Memorial, we strive to get every detail right the first time, every time. That's why we offer every family we serve a 100% service guarantee.

Should any detail of our service not meet the expectations as promised in our agreement, we'll do everything we can to make it right, up to refunding that portion of the service.

#### Compassion Helpline

Our Compassion Helpline offers families unlimited complimentary phone access to professional grief counsellors for 13 months after services are provided by any Dignity Memorial provider throughout North America. In addition, anyone who attends a visitation, chapel or celebration of life service will have three months access to the Compassion Helpline and the same licensed grief counsellors.

Services provided by Charles Nechtem Associates, Inc.

#### Free Online Obituary

Every Dignity Memorial service comes with a free online obituary. Here, family members and loved ones can share photos and fond memories with no restricted access or cut-off dates.

#### Bereavement Travel Assistance

We're here to help you get where you need to be. Our global travel partnerships allow us to assist you and your family with time-sensitive travel arrangements. We'll help find you the best available options so that you can be with your loved ones when and where they need you.





# Planning ahead is simple. The benefits are immense.

## 7 LOCAL PROVIDERS TO SERVE YOU, INCLUDING:

### **Bell & Burnaby**

FUNERAL CHAPEL  
4276 Hastings St.  
Burnaby, BC V5C 2J6  
604-298-2525

### **Forest Lawn**

FUNERAL HOME  
3789 Royal Oak Ave.  
Burnaby, BC V5G 3M1  
604-299-7720

### **Ocean View**

FUNERAL HOME  
4000 Imperial St.  
Burnaby, BC V5J 1A4  
604-435-6688

### **Glenhaven**

MEMORIAL CHAPEL  
1835 E Hastings St.  
Vancouver, BC V5L 1T3  
604-255-5444

### **Hamilton Harron**

FUNERAL HOME  
5390 Fraser St.  
Vancouver, BC V5W 2Z1  
604-325-7441

### **Mount Pleasant**

FUNERAL HOME  
306 E 11th Ave.  
Vancouver, BC V5T 2C6  
604-876-2161

### **Vancouver**

MEMORIAL SERVICES  
5505 Fraser St.  
Vancouver, BC V5W 2Z3  
604-325-8251

*Every Detail Remembered™*

**Dignity®**  
MEMORIAL

A division of Service Corporation International (Canada) ULC.

## 7. COMPLIMENTS AND FEEDBACK

The Management, Staff and Resident Council would like to take this opportunity to encourage all compliments and feedback. We have included a copy of our “Compliments, Complaints and Concerns” and feedback form for you or your family to use. This can be done by leaving it in the ‘Suggestion Box’ by the entrance alcove. This box is checked weekly. If you have any urgent clinical concerns or questions please contact your Care Manager first.

We work under and within the Residential Care Regulations. There is a Licencing Officer assigned to our facility, who conducts an annual Care Home inspection from Burnaby Licensing Office at: 604-918-7683. These reports are posted in the enclosed glass bulletin board in the front lobby across from Reception.

We also work with the Patient Care Quality Office, they can be reached at Phone (toll-free): 1-877-880-8823

**You can visit our web site at: [www.newvista.bc.ca](http://www.newvista.bc.ca)**

**We Welcome you and hope you will enjoy living at New Vista!**

## **CONTACT INFORMATION**

**Front desk phone number 604 - 521 - 7764**

### **Resident Care Department**

Helle Johansen RN, **Director of Care**  
[hellej@newvista.bc.ca](mailto:hellej@newvista.bc.ca)

Kim Sofko RN, **Care Manager**  
Floor 2 and 3  
[kims@newvista.bc.ca](mailto:kims@newvista.bc.ca)

Rosa Go RN, **Care Manager**  
Floor 4 and 5  
[rosago@newvista.bc.ca](mailto:rosago@newvista.bc.ca)

Tone Batt RN, **Care Manager**  
Floor 6 and 7  
[toneb@newvista.bc.ca](mailto:toneb@newvista.bc.ca)

Jeremiah Barros RN, **Team Lead (RCC) /Admissions**  
[jeremiahb@newvista.bc.ca](mailto:jeremiahb@newvista.bc.ca)

### **Human Resources Department**

Jun Asuan, **Director of Human Resources**  
[juna@newvista.bc.ca](mailto:juna@newvista.bc.ca)

Vanessa Theroulde, **Human Resources Coordinator**  
[vanessat@newvista.bc.ca](mailto:vanessat@newvista.bc.ca)

Olivia Ward, **Human Resources Assistant**  
[oliviaw@newvista.bc.ca](mailto:oliviaw@newvista.bc.ca)

### **Therapeutic Services and Volunteers**

Pam Sahota, **Manager of Recreation & Therapeutic Programs**  
[pams@newvista.bc.ca](mailto:pams@newvista.bc.ca)

## **Food Services, Housekeeping and Laundry, and Maintenance**

Jeannie Poon, **Support Services Manager**  
[jeanniep@newvista.bc.ca](mailto:jeanniep@newvista.bc.ca)

Rosie Sidhu, **Housekeeping and Laundry Supervisor**  
[rosies@newvista.bc.ca](mailto:rosies@newvista.bc.ca)

Amandeep Sohal, **Food Services Supervisor**  
[sohala@newvista.bc.ca](mailto:sohala@newvista.bc.ca)

Kam Hundal, **Dietitian**  
[kamh@newvista.bc.ca](mailto:kamh@newvista.bc.ca)

Mirela Radu, **Manager of Environmental Services**  
[mirelar@newvista.bc.ca](mailto:mirelar@newvista.bc.ca)

## **Finance**

Kenny Eom, **Director of Finance**  
[kennye@newvista.bc.ca](mailto:kennye@newvista.bc.ca)

William Chui, **Manager of Finance**  
[williamc@newvista.bc.ca](mailto:williamc@newvista.bc.ca)

Nevin Li, **Staff Accountant**  
[nevinl@newvista.bc.ca](mailto:nevinl@newvista.bc.ca)

# COMPLIMENTS, COMPLAINTS, CONCERNS FORM

**NEW VISTA CARE HOME**

**DATE:** \_\_\_\_\_

**Please put this form in the SUGGESTION BOX in the front foyer of the Care Home.**

## TYPE OF FEEDBACK

☐ **COMPLIMENT:** We appreciate you sharing positive feedback on any area of our services and care, or specific staff members.

**\*\*Please indicate, and initial, if you consent to us sharing your compliment with our staff:** ☐ Yes ☐ No

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☐ **COMPLAINT:** Please let us know if you are dissatisfied with any area of our services or care, providing as many details as necessary to enable us to effectively address and rectify the situation.

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☐ **CONCERN/SUGGESTION:** If you have a concern and/or a suggestion on how we can improve any area of our services or care, we appreciate you sharing it with us. If immediate action is required follow up with the *Nurse In Charge* at ext. 1234 or 1567.

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\_\_\_\_\_  
**Name (please print)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Telephone/Cell #**

\_\_\_\_\_  
**E-mail address (or alternate way to reach you)**

## FOR OFFICE USE ONLY:

**Date Received:** \_\_\_\_\_ **Received by:** \_\_\_\_\_ **Position:** \_\_\_\_\_

## Summary of Investigation:

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## Action Taken / Recommendation:

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**Signature:** \_\_\_\_\_ **Position:** \_\_\_\_\_ **Date:** \_\_\_\_\_