

NEW VISTA CARE HOME



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Edition: June 2026

WELCOME GUIDE

FOR RESIDENT AND FAMILIES



We welcome you and hope you will enjoy living at New Vista!

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INTRODUCTION

Making a Difference Together

Caring for Seniors. Creating Home.

New Vista Society is a nonprofit organization and registered charity dedicated to helping seniors feel safe, supported, and truly at home.

We provide:

- Long-term care to 240 residents
- Affordable housing to 1,000+ tenants across British Columbia

Our community is built on compassion, respect, and connection for residents, families, and staff.

How Your Support Helps

Many families who choose New Vista also give back through monthly donations of \$25, \$50, or \$100. These gifts help create comfort, joy, and meaningful connections for residents.

One example is Joy on the Balconies, a volunteer-led project that brings flowers, gentle water fountains, and greenery to residents' balconies—adding fresh air, beauty, and moments of happiness.

Donations also help us:

- Refresh shared spaces like our lobby lounge
- Create welcoming areas for residents and families
- Replace essential medical and disinfecting equipment when needed

Cash donations are tax deductible. Equipment donations are not.

Making a Lasting Impact

Some supporters choose to make monthly, multi-year, or legacy gifts, directed to our Care Home, Adult Day Care, or Housing programs. Donor recognition is available.

We are proud to have partnered with the Korean Canadian community, whose \$1.5 million gift made culturally specific Korean care on our second floor possible.

Those interested in learning more are invited to contact the CEO directly.

Thank You

Thank you for being part of the New Vista community and for helping make New Vista feels like home



Philosophy of Care – Resident Directed Care

New Vista Care Home nurtures the holistic well-being of the people we care for, we support emotional connections, relationships and community, maximizing quality of life.

Our resident population is continuously evolving, which means their care needs are too, requiring us to be open and flexible. We care for:

- 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.
- People with clinically complex and often multiple chronic conditions who may or may not be able to direct their own care.
- Individuals having serious personal care needs that can no longer be managed in their home environment.
- End of Life with a Palliative Approach to Care

New Vista Care Home values include respect for the people we serve. Autonomy for decision making quality of life, personal choice, and partnership with families/caregivers. Please refer to our [Residents Bill of Rights](#) for further information. At New Vista, we approach our care in a culturally safe and competent holistic manner that takes into account every persons' uniqueness and individual needs. This we do 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.



Welcome to the Vista Boutique

The Boutique offers a variety of essentials like toothpaste, shampoo, facial tissue, personal grooming items and greeting cards. Other items include some gently used and some new women's clothing and accessories, jewelry, household items, knick knacks, and decor items all at bargain prices. We strive to keep up to date with the fun parts of life too - like favourite snacks, cold pop, and ice cream treats!

The Boutique is staffed by volunteer members of the New Vista V's Auxillary. We rely exclusively on donations from friends, family members, visitors and staff and are very grateful for their support and generosity. Since the Boutique opened in 2004 the Vista V's has donated over \$320,000 to the New Vista Society, the majority of which was from Boutique sales.

All proceeds add to the comfort and welfare of the residents and tenants served by the New Vista Society through the purchase of equipment and necessities that will enhance their quality of life.

Please drop in to browse, see what we have to offer or simply say 'hello'. Who knows... you may find something you just can't resist!

Service Delivery Model

Complex Care provides 24-hour professional nursing care and supervision in a protective, supportive environment for Residents with complex care needs who require a secure 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
- Other on-site services (see page 16 – 18)

1. MOVING- IN INFORMATION

- 1. First, the Family Physician must do an assessment and referral for eligibility.**
- 2. All new move-in residents at New Vista Care Home will go through the Fraser Health Authority.**

Eligibility is based on an individual's priority of needs as determined by Fraser Health. **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.

- 3. The New Vista Admission Nurse will contact you and offer the room that is available.**
- 4. You pay a monthly rent rate based on your after-tax income, which is reviewed and established annually by Fraser Health Authority.**

For more information you can call the Burnaby Home Health Service Centre toll free at 1-855-412-212

Resident Mail

As care needs have become more complex, we've learned that receiving and managing large volumes of mail, especially paperwork such as bank statements, bills, or government documents, can be stressful and overwhelming for many residents. This change is intended to reduce that stress, while still ensuring meaningful personal connections are preserved.

What this means for families:

- All resident mail, including cards and letters, should be sent to a family member's home address.
- Families are encouraged to set up Canada Post mail forwarding so important mail is received and managed promptly (see Appendix A for the *Mail Forwarding* form from Canada Post)
- This allows families to review mail and decide what should be shared with their loved one.
- Upon Admission, you will be asked to sign our *Family Agreement_Managing Resident Mail* (please see Appendix B)

Sharing cards and special messages with your loved one:

We know how much letters, cards, and notes from loved ones mean. If you would like your family member to receive a card, letter, or personal message:

- Please place it unopened in a sealed envelope
- Address the envelope to:

Reception

New Vista Care Home
7232 New Vista Place
Burnaby, BC

This process helps us ensure that personal messages are delivered respectfully and at the right time.

When mail arrives at New Vista

- Mail will be sorted at Reception
- Families will be notified when mail is available for pickup
- Mail will be held for up to **one month**
- Any unclaimed mail after one month will be *returned to sender*

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
- Canada Post Mail Forward Form

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
- 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-seniorshc/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>

Moving in Day

Our admission Nurse will greet you in reception on arrival.

Furniture

Basic furnishings provided include: a bed, a chair, a wardrobe, a nightstand and a wall mount for your personal flat screen TV (32-40 inch). You may bring some pictures, a personal comforter or 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, we have a glass display memory box where you can bring small items that tells your story.

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 the 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 walls or any surfaces (including applying non-removable stickers, drilling, writing, nailing, or installing permanent fixtures) is strictly prohibited, and any resulting damage will be subject to repair charges. If you wish to hang items such as light photo frames or displays (less than 5 lbs), the use of small nails or picture hangers is recommended. Frames with glass are strictly prohibited.

For resident safety, the following items are **not** permitted in your room:

- Refrigerators
- Electric blankets
- Book cases
- Recliner Chair
- Portable Heater
- Rugs (slipping hazard)
- Kettles, Microwaves, Irons
- Electric or Microwaveable heating pads

What to Bring

Toiletries

You will need to bring your own toiletries. Electric shavers are required for all male residents. Many basic toiletries are available in the Vista V's Boutique on the first floor of the Care Home. All items need to be **labelled and replenished** on a regular basis.

Personal Belongings and Laundry

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.

The resident's family is responsible to list of all the clothing items on the form provided, for tracking purposes. The care staff will send all clothing, non-slip slippers and socks, supportive shoes, personal sheets/ towels, etc., to the laundry for labelling for a one- time fee of \$45.00 through the bank account provided.

2. SERVICES

Resident Care

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.

Our Admission nurse will be assisting you with the admission process and works in close collaboration with the rest of the team. Please contact your Care Manager (CM) for problem solving and relationship building.

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.

JOHANSEN, HELLE	1300	Director of Care	hellej@newvista.bc.ca
BATT, TONE	1367	Clinical Manager 6&7 Floor	toneb@newvista.bc.ca
GO, ROSA	1345	Clinical Manager 4 & 5 Floor	rosag@newvista.bc.ca
VEGA, VIVIAN	1323	Clinical Manager 2 & 3 Floor	vivianv@newvista.bc.ca
RN in -Charge	1234	2 nd , 3 rd & 4 th Floor	
RN in -Charge	1234	5 th , 6 th & 7 th Floor	
CANAS, CRISTINA	1112/1006	Admission Nurse	cristinac@newvista.bc.ca
HUNDAL, KAM	1234	Dietitian	hundalk@newvista.bc.ca
RECEPTION	1111		reception@newvista.bc.ca

Care Rx Pharmacy at 604-872-6762

Care Rx Billing Department

1.855.347.8158

Care Plan Meetings

A holistic care review meeting is held approximately six weeks after move-in, and upon an acute change in status. The purpose of the conference is to discuss Goals of Care (GoC) and the Care Plan. We consider you an essential part of the team.

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

At New Vista, we believe that good nutrition is an important part of health, comfort, and quality of life. That's why we follow a *food-first* approach, aligned with Health Canada's recommendations and the most recent Canada's Food Guide for Healthy Living.

Our menus are carefully planned and reviewed by our Clinical Dietitian, who also completes nutrition assessments and ongoing follow-up for every resident. Each day, residents are offered three balanced meals and two nutritious snacks at regular times. Drinks and additional snacks are also available any time, day or night, upon request.

All meals are prepared fresh in our large on-site kitchen located on the first floor. We receive fresh grocery, dairy, bread, meat, and seafood deliveries several times each week, allowing us to offer a wide variety of real, wholesome foods. Because of this, most residents can meet their nutrition needs through regular meals and snacks. We generally do not encourage the routine use of oral nutrition supplements (i.e. Ensure).

When supplements are required, they are ordered by our Clinical Dietitian as part of a resident's care plan. If you would like your loved one to have additional supplements beyond those ordered, we kindly ask that you provide them and inform the nursing team so we are aware of everything your loved one may be eating or drinking.

If you ever have questions about nutrition, meals, or your loved one's dietary needs, our care team and Clinical Dietitian are always happy to help. We look forward to welcoming you and supporting your loved one at New Vista.

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

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

The Dining Rooms are in each of the villages. Mealtimes are as follows:

- Breakfast is served at 8:30 am and 9:00am (depending on the floor)
- Lunch is served at 12:15pm and 12:45pm (depending on the floor)
- Dinner is served at 5:00pm

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 for meals for a fee. The tickets are \$6.00. Residents always eat for free. Nutritional snacks are served daily at 2:00 pm in the dining rooms. Evening snacks are also provided.

Food in Resident Rooms

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

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
- Eyeglasses
- Clothing
- Dentures

The staff of New Vista will do their best to help residents locate lost items. However, we are not responsible for lost or stolen items or the replacement of such items.

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.

Eyeglasses, hearing aids, dentures and mobility aids should be labelled with the resident's name prior to admission.

FYI: Some home insurance plans include hearing aids and dentures.

Recreation Services

New Vista is a sensitive care community, which means our recreation programming is always guided by the needs of residents on the day. Activities may change to ensure comfort, safety, and well-being always come first.

Our Recreation Services are designed to enhance quality of life through therapeutic recreation. We offer creative and meaningful programs that focus on each resident's strengths, skills, and abilities, not limitations.

Programs support the whole person, blending social, physical, emotional, cognitive, and spiritual experiences. Every resident is valued and celebrated for their individuality, and activities are tailored to reflect who they are.

Recreation programs take place on every floor, and families are warmly welcomed to join in whenever they can.

Please note that the lounge T.V.s are designated for therapeutic use. We request that these are not used for individual entertainment as there are opportunities to have personal televisions in every resident room.

Monthly recreation calendars are available on our website: 

<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.

Hairdressing

Our Hairdresser, Nav, is located on main floor behind reception. Please contact her directly by phone at 604-521-7764 (ext. 1105) Payment for this service should be made through the Resident's Trust Account by the Receptionist.

Vista V Boutique

The Vista V Boutique is operated by the New Vista Volunteers and is open Monday, Wednesday, Friday, Saturday and Sunday from 12:30–3:30. Greeting cards, gifts, toiletries, candy, quality used clothing, household items and collectibles are available. Proceeds go to the benefit of all Residents. If you have items that you would like to donate to the boutique for sale, please contact the lovely volunteers in the store.

Physiotherapy and Occupational Therapy Services

New Vista offers part-time access to these services. There is also an option of private pay rehab for personalized physio rehabilitation. Referrals are suggested by onsite Occupational and Physio therapists (OT/PT). Our goal is to optimize physical function however New Vista is not a rehabilitation facility.

New Vista can provide a basic wheelchair funded by Fraser Health if it is needed. If a specialized wheelchair is required, the cost will be the responsibility of the resident/family. If this need is identified, the OT/PT therapist will get in touch with the family to discuss purchase.

Injury Prevention

Due to the high risk of falls, we strongly encourage all Residents to purchase and wear **hip protectors, non-skid socks and well-fitted proper shoes**. Please note hip protectors' cost between \$75.00 - \$90.00 depending on brand and need (there is an information/order form included with your admission package).

Health Care Service Providers

We kindly ask that all Residents have a trust fund set up with Reception. This fund ensures that there are monies for healthcare treatments such as dental, podiatry and hair dressing (as well as for shopping in our Vista V Boutique). A consent form for services is provided in your Move-In Package. Family (Powers of Attorney (POA)) are responsible for ensuring adequate funds are available.

Oral Care

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, infections or oral cancer. It is legislated that you are seen by an oral health care provider annually, even if you wear dentures. Onsite services are available at New Vista through Hummingbird, which also provides services in Korean. Family (POA) is responsible for payment of any assessments and treatments.

Please ensure you read and complete the consent for dental care and hygiene services. If you choose not to be seen by Hummingbird, you will be responsible for ensuring that your family member is seen by one in the community.

Services are provided in the comfort of our Resident's own room.

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

Golden Age Foot Care Inc. is one of our providers who offers routine, professional nursing foot care to residents, including assessment and treatment within scope of practice, along with all required instruments, supplies, and infection control measures. Care includes nail trimming, skin and foot care, monitoring for concerns, and maintaining clinical documentation in the facility's charting system. The nurse will communicate with the care team as needed, identify and escalate urgent issues, and refer residents to appropriate specialists such as a podiatrist or physician for more complex conditions. Follow-up related to recent care is included, and services are typically provided every 6–8 weeks per resident or as needed.

Foot care will be provided in the resident's room. Regular hours will be Monday to Thursday from 10:00am to 2:30pm; visit duration is 20 to 40 minutes per resident

dependent of complexity of service; documentation of treatment will be 5-10 minutes.

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 eyeglasses right within the building. If you are interested in having an eye exam or need new eyeglasses, 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. All of your prescriptions will be filled by CareRx Pharmacy in labelled pouches and dispensed by nursing staff.

No medication (including over the counter drugs or alcohol) is to be kept in a Resident's room. This includes such things as laxatives, Tylenol, cough medicines, vitamins and herbal medicines. All medication is to be dispensed by our nurses

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 Lower Mainland: 8525 Commerce Court, Burnaby, BC, V5A 4N3
Phone Customer Care: 1 855 347 8158**

billing@carerx.ca

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).

Gifts and Tipping

Staff members are not permitted to accept tips or gifts; however, your verbal “thank you” is always appreciated and monetary donations to the Society at front reception, are always gratefully accepted. Shared treats are always welcomed by the New Vista staff.

3. ENVIRONMENTAL SAFETY

Fire Drills

New Vista is required to have monthly fire drills. When the alarm sounds, Residents and visitors should stay where they are and wait for instructions from staff.

Security Cameras

We have cameras located in all common areas of the New Vista Care Home. These cameras are for safety and security purposes.

4. ROOM INFORMATION

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.

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 2:00 pm.

Once you have the service booked, please inform reception regarding date & time of when the Telus or Shaw will be on site. Our maintenance team will assist the service provider.

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.**

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.

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 Authority requirements. If the next of kin is not able to remove the belongings, staff can assist with boxing up the 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 our accounting department 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 selecting 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 had Non-Sufficient Funds (NSF) or bounced back from the bank. A \$50 admin charge will also be charged annually.

Please review the financial information in the Move-In Package and book an appointment to see the accountant (1st 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 or for damage to the room.** 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, 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, along with any rent refunds (as noted above).

Social Leave - Day

We are happy to support our Residents with visiting families and attending community events outside of New Vista. For security it is imperative that you report to the nursing station and complete the Resident sign-out book on your floor before leaving the building, and again when you return. Please also leave a phone number where you can be reached.

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.
- For leaves of **more than 24 hours but less than** three days, we ask that you notify the Nurse *72 hours in advance* so that medications can be ready to accompany you.
- 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, the room may be held for four to six (4 – 6) weeks, and rent will continue to be charged. 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.

Transportation

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

6. FAMILY AND FRIENDS

We welcome and encourage family and friends to be involved as much as possible.

Family Council

Family & Friends Support Group (Family Council)

We are always looking for supportive family members to join our Family Council

Family Council promotes a supportive and collaborative forum where family members and staff can discuss successes and opportunities for improvement and work together to provide a respectful and caring environment for the residents, families and staff that promotes quality of life. The Family Council is open to families and friends of all residents. Family Council allows families to give each other ongoing mutual support and encouragement. Sharing thoughts and feelings with others who are in the same situation. Discussion of concerns and generating in collaboration with staff to solutions.

The Family council is self-led and may invite guest speakers from the community and within communities of care to present information/resources on various topics.

Family Council meets on the 2nd Tuesday of each month with the exception of August and December.

Prior to one week of the meeting, families are notified via-email with the date and time of the next meeting and a copy of the agenda and minutes of the previous meeting in addition posters are posted in the elevator.

The meeting minutes are also posted on the Family Council information board located to the right of the elevators

The Family Council hosts the meeting in the Adult Day Program in the main Lobby.

The meetings begin with a meet and greet from 5:00-5:30 with coffee and light snacks followed by the presentation or topic of discussion from 5:30-6:30 and ends with the family portion meeting only from 6:30-7:30

Visiting Times

Access to the care home requires a fob, which is available at Reception upon Admission. The fobs are active from 7:00am – 10:00 pm. Friends are invited to visit freely during those times. To visit outside of those hours, please contact your unit Nurse.

Parking

Visitor parking is available in the designated spots at the **front of the building**.

Kindly be aware that traffic is **especially busy between 2:00 and 4:00 p.m., Monday to Friday**, at the Care Home and Adult Day Program (ADP) entrance. This is due to **ADP pick-up times overlapping with staff shift changes**.

Information Board

A family information board is conveniently located by the elevators in the lobby.

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.

Volunteers

New Vista deeply values the dedication and commitment of our volunteers, whose contributions play a vital role in helping us achieve our vision for quality health care. By joining us, the volunteers become part of an organization that holds its volunteers and community service groups in the highest regard. We are profoundly grateful for the time, energy, and passion volunteers share with us. Their support brings extra hands to help, a compassionate presence to listen, and a warm touch that enhances the lives of our residents and clients.

In return, we promise to provide them with ongoing support and encouragement, ensuring their volunteering journey is both fulfilling and meaningful as they make a difference in the lives of our residents, clients, and their families.

We regularly seek feedback from volunteers and recreation staff to maintain a positive and effective volunteering experience. At New Vista, volunteers assist in various ways: supporting daily programs, providing pet visits, facilitating church services, sharing musical talents, and more. To acknowledge their dedication, we offer reference letters upon request.

Our volunteers contribute beyond activities, spending quality time with residents by going for walks, engaging in conversations, playing games, reading, or simply offering companionship to those who prefer quieter moments. Some even care for the plants on our balconies during their shifts.

Today, our team boasts over 120 volunteers, and applications continue to pour in, reflecting the strong spirit of generosity within our community.

We sincerely thank them for the care they demonstrate by being here today, the joy they share, and the smiles they leave behind.

7. COMPLIMENTS AND FEEDBACK

The Management, Staff and Resident Council would like to take this opportunity to encourage all compliments and feedback. The “Compliments, Complaints and Concerns” feedback form is attached at the back of this guide for you or your family to use. You may leave it in the Suggestion Box’ by the entrance alcove. This box is checked weekly. If it is urgent, we encourage you to problem solve with New Vista Care Managers. They will welcome your concerns.

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



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

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

Immediate Need

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 Nechem 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.

Contact Information

Front desk phone number 604 - 521 – 7764 Ext: 1111

You can visit our web site at: www.newvista.bc.ca

Resident Care Department

Helle Johansen RN, Director of Care

604.521.7764 Ext: 1300 Email: hellej@newvista.bc.ca

Vivian Vega RN, Care Manager– 2 & 3 Floor

604.521/7764 Ext: 1323 Email: vivianv@newvista.bc.ca

Rosa Go RN, Care Manager- 4 & 5 Floor

604.521.7764 Ext 1345: Email: rosago@newvista.bc.ca

Tone Batt RN, Care Manager- 6 & 7 Floor

604.521.7764 Ext: 1367 Email: toneb@newvista.bc.ca

Cristina Canas, Admission Nurse

604.521.7764 Ext: 1006 Email: cristinac@newvista.bc.ca

Therapeutic Services and Volunteers

Pam Sahota, Manager of Recreation & Therapeutic Programs

604.521.7764 Ext: 1154 Email: pams@newvista.bc.ca

Neena Suri, Volunteer Coordinator

604.521.7764 Ext: 1285 Email: neenas@newvista.bc.ca

Food Services, Housekeeping and Laundry-

Contact for laundry and housekeeping questions

Aman Sohal, Support Services Manager

604.521.7764 Ext:1134 Email: sohala@newvista.bc.ca

Kam Hundal, Dietitian

604.521.7764 Ext:1104 Email: kamh@newvista.bc.ca

Finance Department

For invoice questions, please contact Finance at info@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

☐ **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.

☐ **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.

Name (please print)

Signature

Telephone/Cell #

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

Date Received: _____ Received by: _____ Position: _____

Summary of Investigation:

Action Taken / Recommendation:

Signature: _____ Position: _____ Date: _____

Appendix A

Mail Forwarding Form



Mail Forwarding

Français au verso

This service is available at canadapost.ca/mailforwarding

SERVICE DETAILS 1 Forward mail addressed to (select all applicable): ☐ Me ☐ Other people ☐ A company ☐ Deceased person		Enter start date (Allow advance notice of three business days for service to start) Year Month Day	Select the option that best applies: ☐ Moving to a new address ☐ Temporarily relocating and returning to original address ☐ Other	Enter end date Mail delivery resumes the business day following your end date Year Month Day
FORWARD MAIL FROM 2 Unit/Apt no. Street no. Street name OR PO box no. OR RR no. (rural only) City/Municipality Province Postal code				
FORWARD MAIL TO 3 Unit/Apt no. Street no. Street name OR PO box no. OR RR no. (rural only) City/Municipality Province/State Postal Code/ZIP Code Country				
MAIL RECIPIENTS 4 MAIL WILL BE FORWARDED FOR NAMED MAIL RECIPIENTS ONLY. 1. Last name or Business name First name 3. Last name or Business name First name 2. Last name First name 4. Last name First name Are all the current occupants of the address in section 2 leaving this address? ☐ Yes ☐ No Visit canadapost.ca/mailforward to add up to four more names. Fee will apply.				
YOUR AUTHORIZATION 5 Mover Data Service (Applicable if you are moving from a residential address) Canada Post can provide your new address to organizations you deal with. By not participating in this service, important correspondence such as financial statements and recall notices may be delivered to your old address after your Mail Forwarding service expires. To be eligible, organizations must have your correct names and old address on file and agree to use your new address for the sole purpose of updating their customer records. ☐ If you do not want this feature, check this box.				
AUTHORIZED REQUESTOR DETAILS I am authorized to subscribe to Mail Forwarding on behalf of those named in Section 4. I understand that it is a criminal offence to subscribe to Mail Forwarding on behalf of other individuals without their prior consent. I understand that the information I provide will be used to forward mail upon payment of the applicable subscription price. Requestor's last name Requestor's first name Daytime telephone no. By providing your email address, you will benefit from the following: • receive an e-receipt, service related communications and offers that might interest you, • add up to four more mail recipient names through the online self-serve tool, • have access to the online self-serve tool to extend or make changes to your service. Your email is not disclosed to other organizations. Email address				
SERVICE DELIVERY LIMITATIONS 1. Canada Post cannot forward mail addressed to individuals who receive mail through: • an institution, such as a business, hotel, motel, rooming house, nursing home, hospital or school; • a shared postal address, such as the same address used by several businesses, or privately administered mail boxes. 2. Parcels (using Canada Post services such as Priority™, Xpresspost™, Xpresspost™ Certified, Expedited Parcel™ and Regular Parcel™), and prepaid envelopes are excluded from this service. Registered Mail™ will be forwarded only within Canada. If you expect such deliveries, make sure to advise senders of your new address. 3. Mail bearing a "Do not forward" endorsement will be returned to sender.				
TERMS AND CONDITIONS (to be accepted with your electronic signature)¹ 1. Proof of identity: Appropriate identification is collected to prevent identity theft and other improper use of this service, as well as to permit follow-up investigation if required for law enforcement and other legal purposes. Canada Post is subject to the Privacy Act and takes appropriate steps to protect your personal information. 2. Rates: When forwarding mail addressed to individuals, residential rates apply. Business rates apply when a business name is included. Visit your post office or canadapost.ca/mailforwarding for information on current rates. Additional fees may apply for businesses identified as receiving high volumes of mail. Contact Customer Service for more information, at 1 800 267-1177. 3. Special offers: Canada Post may send you, on its behalf or that of other organizations, special offers on products or services of interest to you. Your personal information will not be disclosed to these organizations. 4. Mail recipients: Residential requests can include a maximum of eight individual names. Business requests can include a maximum of two business names and six individual names. Additional names beyond the four listed on this form can be added online, for a fee (when you provide an email at time of purchase). Each mail recipient must share the same original and forwarding addresses. Applicable proof of authority to act on behalf of another may be required. 5. Changes and cancellation: You can extend, modify or cancel the service, at any time during its duration: • at canadapost.ca/signin (when you provide an email address at time of purchase) • at a post office by presenting the original receipt, appropriate identification (e.g., government-issued photo ID) and if applicable, proof of authorization. No refunds are provided once the service has started. A new service must be purchased to forward mail to addresses different than the one indicated on the original receipt. Canada Post reserves the right to not forward mail and end the service at any time. 6. No liability: Canada Post and its agents (including but not limited to authorized dealers) will not be responsible for any direct, indirect, general, special or consequential damages arising out of or in any way connected to this agreement, regardless of whether such damages are based on contract or tort. 7. Privacy: Canada Post may provide your personal information to third party identification services, including telecommunications providers, in order to confirm your identity and protect you from fraud and identity theft, and you provide consent for such third party services to verify your personal information with records they may have about you. Visit canadapost.ca/privacy for details on Canada Post policy on personal information protection. To opt-out: • For Mover Data service, sign-in to the self-serve tool at canadapost.ca/signin and modify your selection under Contact Details; or contact us by telephone (1-800-267-1177). • For special offers, visit canadapost.ca/mailforwarding-optout . 8. Forwarding mail from a postal box: Purchase a Mail Forwarding for Moves service if your agreement to use a box has expired. The service can be purchased for a maximum of twelve months. The Mail Forwarding for Temporary Relocation service must be purchased when you still own the box. 9. Consumer Choice: Canada Post will resume the delivery of Neighbourhood Mail™ (flyers, etc.) to the original address when a Mail Forwarding for Moves service is purchased.				

33-086-784 (19-04)

Appendix B

Family Agreement: Managing Resident Mail Procedure

New Vista asks that all resident mail be redirected to the family's personal address.

Mail Management Procedure

NOTE: During admission, I will ensure that I will forward my loved one's mail to themselves (via [Canada Post](#) – see attached hard copy)

- Mail comes in.
- Reception sorts it by Resident and removes any flyers/junk mail (only if it's obvious).
- Reception sends an email to family advising that there is mail for pick up (mail will be held for a maximum of one month).
- After one month, Reception will collect any unclaimed mail and Return to Sender.

If you are sending mail that you want your loved one to receive personally (such as holiday cards or personal letters), place the unopened letter in a sealed envelope and address it to Reception at New Vista Care Home (7232 New Vista Place, Burnaby, BC).

By signing below, I acknowledge that I have read and understand the New Vista Care Home procedure for managing resident mail, and I agree with the processes outlined.

Family Member Agreement

I understand and agree to the above procedures regarding the handling, notification, and storage of resident mail at New Vista Care Home. I acknowledge that unclaimed mail after one month will be returned to sender.

Family Member Name: _____

Relationship to Resident: _____

Resident Name: _____

Signature: _____

Date: _____