

*welcome to...*

# BROADWAY LODGE CARE HOME

1377 Lamey's Mill Road, Vancouver, BC V6H 3S9  
1-604-733-1441 | [www.broadwaylodge.ca](http://www.broadwaylodge.ca)  
(est. 1981)



## RESIDENT & FAMILY INFORMATION HANDBOOK:

A Guide to Living at Broadway Lodge



## MISSION STATEMENT

*Broadway Lodge provides quality Long Term Care in a Christian environment as an outreach ministry of Broadway Church. We follow the example and teachings of Jesus Christ based on His unconditional love and compassion. We recognize the uniqueness and intrinsic value of the interrelationship of body, mind, and spirit as part of the integrated, whole person.*

*Broadway Lodge respects the dignity of the individual and encourages participation of both the resident and family in decision making. We endeavour to create and maintain a caring environment for residents, families, staff and volunteers.*

*As a dynamic organization, we continually strive to improve services and programs towards the excellence modeled by Christ's life and teachings.*

*We are proud to have as our motto "excellence in care"*

***Broadway Lodge opened to serve Residents in 1981.***

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# 1. INTRODUCTION

## WELCOME TO BROADWAY LODGE!

Broadway Lodge is a 114-bed complex care home nestled in the beautiful surroundings of Vancouver's False Creek and a short walk away from Granville Island.

All residents enjoy the privacy of a single room:

Neighbourhood	Number of Rooms
Second floor	<b>36</b> (and small dining room)
Third floor	<b>39</b>
Fourth floor	<b>39</b>

Each of these living floors has a central lounge and quiet seating areas at the end of each hallway.

Broadway Lodge is licensed under the Community Care Facilities Act and Adult Care Regulations and works under the local health authority, Vancouver Coastal Health. We provide 24-hour care; our trained nursing staff assists with personal care and activities of daily living such as bathing, dressing and medication management. Therapeutic recreational activities, housekeeping services and meals are also regularly provided. Resident safety is our priority and our organization works continuously to improve and address all safety issues.

We welcome and respect residents coming in regardless of culture, gender orientation and identity and beliefs. Please let us know how we can make this a safe place for you.

### **The EDEN ALTERNATIVE**

Broadway Lodge practices the Eden philosophy, addressing the three “plagues” of long term care:

*loneliness, helplessness and boredom.*

The Eden Alternative promotes ten guiding principles – you will see these posted around the Lodge. Each principle was developed to de-institutionalize care homes and to encourage a healthy human habitat; a safe community for elders living in long-term facilities. We believe it is crucial to receive input whenever possible and to honor and improve the well-being of all care partners (residents, family, friends and staff members) of Broadway Lodge. Therefore, we aim to provide a home-like, person-directed and non-institutional environment that celebrates individual identity, growth, autonomy, security, connectedness, meaning and joy.



## *THE TEN PRINCIPLES OF THE EDEN ALTERNATIVE:*

1. The three plagues of loneliness, helplessness, and boredom account for the bulk of suffering among our Elders.
2. An Elder-centered community commits to creating a human habitat where life revolves around close and continuing contact with plants, animals, and children. It is these relationships that provide the young and old alike with a pathway to a life worth living.
3. Loving companionship is the antidote to loneliness. Elders deserve easy access to human and animal companionship.
4. An Elder-centered community creates opportunity to give as well as receive care. This is the antidote to helplessness.
5. An Elder-centered community imbues daily life with variety and spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings can take place. This is the antidote to boredom.
6. Meaningless activity corrodes the human spirit. The opportunity to do things that we find meaningful is essential to human health.
7. Medical treatment should be the servant of genuine human caring, never its master.
8. An Elder-centered community honors its Elders by de-emphasizing top-down bureaucratic authority, seeking instead to place the maximum possible decision-making authority into the hands of the Elders or into the hands of those closest to them.
9. Creating an Elder-centered community is a never-ending process. Human growth must never be separated from human life.
10. Wise leadership is the lifeblood of any struggle against the three plagues. For it, there can be no substitute.



## 2. MOVING IN



### **MOVING IN**

The Lodge can usually only provide 48 hours' notice when a room becomes available for a new resident to move in. We aim for our new Residents to arrive and move in on a Wednesday or Thursday by 11am so our staff members have sufficient time to greet and welcome them as well as take care of the paperwork to be completed upon admission.

Please see the Receptionist upon arrival 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, we share your personal information with other care providers and to arrange for 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 the nurse on your neighbourhood once completed.**

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**YOUR MOVE-IN PACKAGE WILL INCLUDE THE FOLLOWING:**

✓	<b>Finance, Care and Service Consent Forms:</b>
	Agreement for Residency at Broadway Lodge
	Consent for Dental Care and Hygiene Services
	CareRx Pharmacy Information Sheet
	Request for Shaw Cable TV Connection
	Request for Hairdressing Services
	Request for Nightly Round Checks
	Personal Valuables Record
	Medical Orders for Scope of treatment (MOST)
	Funeral Arrangements Form
	Personally Approved Payments (PAP) Authorization
	<i>-- (form obtained at Reception)</i>

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

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## PRE-MOVE PREPARATIONS

### **Clothing**

Consider easy care and limited storage space when preparing your wardrobe. Prior to moving in, please pack along at least five changes of clothing, labelled with your name (see p. 17 for further details on labelling). *It is helpful if the first contact is able to provide storage for off-season clothing.*

Easy wash and wear clothing items 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.** The first contact is responsible for dry cleaning of clothes.



We also encourage the first contact to provide a hamper for soiled clothing for residents who are independent or have family-first contact who will do it for them. Once the resident requires two persons assist and use of a mechanical lift, we may ask families to provide adaptive clothing.

### **Footwear**

Footwear should include supportive shoes and slippers with non-slip soles for your safety, as floors may be slippery at times. Please provide socks.

### **Toiletries**

You will need to bring some of your own toiletries, such as toothpaste, a hairbrush, aftershave, deodorant, etc. Some of these items can be purchased at our Tuck Shop (see p. 20) if your supplies are low or out. Electric shavers are required for all male residents.

Please arrange to have these items replenished on a regular basis.

### **Furniture**



Each room is wheelchair accessible and fully furnished with a bed, bedside drawer and desk. While the basic furnishings are provided, you may wish to bring pictures, wall decorations, a special blanket, a small chair, radio, and/or small television (the T.V. or radio should be checked by our maintenance staff to ensure it is functioning properly and must be CSA approved).

Electric blankets, heating pads, mini fridges, appliances such as kettles or irons, and additional large furniture are **not permitted** due to safety concerns.

As space is limited and to ensure a safe environment, we may request that you remove extra furniture (e.g. lounge chairs or recliners) or other items if the room becomes cluttered, or if care or safety becomes compromised due to space limitations. We require enough space in the room to bring in a portable lift and two staff members, should it be needed (in case of falls, etc.)



If you have any picture frames you would like to be hung up, please inform our nursing and/or Maintenance staff who will gladly assist with this.

## **Medical Care**

You may continue with your current doctor or physician if he/she is able to visit Broadway Lodge as necessary and/or is willing to follow your care and comply with our Standards of Medical Practice. If your physician is unable to continue, we will contact you prior to your arrival to arrange for one of our five in-house physicians who regularly visit the Lodge to take you on as a patient. Family or friends may be requested to take loved ones to specialist medical appointments as needed.

**If you have already received a Pneumovax vaccination, the annual "Flu Shot" and/or the COVID-19 Vaccine, please let the nurses at the Lodge know.**

The Medical Service Plan is now covered by the BC Government as of January 1<sup>st</sup>, 2020. (If you have extended medical third-party coverage, please inform your nurse).

## **VANCOUVER COASTAL HEALTH RESIDENTIAL CARE CO-ORDINATOR**

A Vancouver Coastal Health Residential Care Coordinator (RCC) or Care Home Consultant is available to all residents who are admitted to a residential care facility under Vancouver Coastal Health Authority.

The RCC or Care Home Consultant is available to assist you and your family in a variety of ways, including:

- A request for transfer to a different care facility
- Reuniting with your significant other who resides in another facility
- Responding to questions you may have regarding your family rate
- To answer questions and/or concerns that you have in regards to living in a residential care facility.

Broadway Lodge's Care Home Consultant is **Ann-Louise Irving** – phone number: 604-331-8902 – Ext. 23996

*NOTE: If a matter addressed to Broadway Lodge and the Care Home Consultant is not resolved, the Vancouver Coastal Health Patient Care Quality Office can be contacted at 1-877-993-9199 for further assistance.*

## 3. ROOM INFORMATION

### Resident Rooms

Each of our residents enjoys the privacy of a single room that is equipped with a washroom (toilet-and-sink set) and is fully furnished. While our staff team respects your right to privacy, we reserve the right to enter rooms at any time in order to provide care or to ensure your safety.

Changing health care needs may necessitate Broadway Lodge to arrange a room move or a reconfiguration of your furniture; however, we will try to keep these changes to a minimum.

As room and storage space is limited, please remember that any additional large furniture must be pre-approved by our Support Service Manager before being brought in. Otherwise, the first contact may be asked to remove additional furniture that may impede or compromise safety. There is a cost for the Lodge to remove or dispose of furniture.

### **PERSONAL ASSISTANCE & MOBILITY EQUIPMENT**

The first contact is responsible for buying or renting all personal assistance equipment and/or any modifications. Our Physiotherapist or Occupational Therapist will advise you when a walker, specialized wheelchair or other aids are required and will suggest where they may be purchased or rented. All personal electronic equipment (TV, radio, computer) must be CSA approved and inspected by our Maintenance Staff.

Broadway Lodge does not cover the cost of slings and other adaptive equipment. These may, however, be purchased through the Lodge.

### **RESIDENT KEYS**

When you move in, you may request a room key and a key for the locked dresser drawer from the nursing staff.

If a set of keys goes missing, staff will complete a search. A minimum 72-hour waiting period must pass before a new set of keys is given. At this time, both your room door and locked drawer will be re-keyed. Care Home staff will be happy to lock and unlock your room door during this waiting period. If keys are repeatedly lost, new ones will not be given due to the costs involved to re-key the locks.

For safety considerations, resident keys are not to be duplicated. Keys must be returned upon discharge or death.



## MONEY AND VALUABLES

As a precaution, please do not store valuable items, such as jewelry or cash (no more than \$20), in your room.

It is also suggested that residents living with more advanced dementia do not bring valuable jewelry to Broadway Lodge. The first contact may want to replace these items with costume jewelry.

## CABLE TELEVISION

Every room has an outlet for cable television. It is the responsibility of you or your primary contact to privately arrange for cable to be installed.

If you have your own television and wall bracket and would like to have it hung, this can be arranged through the nursing staff/maintenance.

A large screen TV is located in the Main Floor recreation area and other televisions are located in lounges throughout the building.

## TELEPHONES

All rooms include a telephone jack; please bring in your own phone if you wish to utilize this service. It is the responsibility of you or your primary contact to privately arrange for telephone service through a company of your choice



If you had been using private telephone services prior to moving in, you or your first contact should contact the service provider to either discontinue the service from your previous address or to transfer the phone number and plan over Broadway Lodge. **It is important to note that staff are not responsible for assisting with charging**

**electronics.** Tablets/Cellphones are not recommended as these electronics can be easily damaged.

**\*The lodge is not responsible for lost or accidentally laundered cell phones.**

## INTERNET SERVICE

Each room can be set up with Internet service. (It is the responsibility of you or your primary contact to privately arrange for internet service.) Please bring your own computer or laptop and privately arrange for Internet with a company of your choice. Any computers or laptops that are brought in should be checked by our Maintenance staff.

## 4. SERVICES

### RESIDENT CARE

The overall operation of Broadway Lodge's Resident Care Department is under the supervision of our Director of Care and Clinical Lead.

We have nurses on duty 24 hours a day, as well as Recreation and Food Services staff seven days a week; our Care Staff are committed to providing a high level of care, support and assistance.

#### **Care Conferences**

An individual **interdisciplinary conference** is held approximately three months after your move-in.

The purpose of the conference is for members of the care team to discuss each Resident's care plan and well-being since moving in and to provide an opportunity for families/friends to bring forth any concerns or inquiries that have not yet been addressed. After the initial meeting, care conferences are held annually.

You and your family/friends are invited and encouraged to attend. An invitation will be extended through email or telephone message approximately two weeks in advance to your family (First Contact only) with the date and time of the Care Conference.

#### **Bathing**

Each room is equipped with a sink and toilet area. As needed, sponge baths will be provided to you with the help of the staff.

In addition, a full shower or bath will be provided on a weekly basis. Please let the staff know if you prefer a hot shower or a bath tub.

### FOOD SERVICES

The Food Services Department is managed by the Manager of Support Services and supported by a Registered Dietitian. 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 (posted outside Reception) with alternate choices provided at all meals.

Families/friends may bring a favourite food for their loved ones, but may **NOT** share with other residents. *Residents are often on special diets and restricted to not only certain foods but also particular textures that they can safely eat.* We have a responsibility to keep our residents safe, and we thank you for respecting the needs of our fellow residents.

Our Main Dining Room is located on the main (1<sup>st</sup>) floor. However, we also have a small dining room on the second floor that provides a quiet, low-stimulation, supportive dining experience for individuals with special higher needs. Meal times are as follows:



<b>Breakfast</b>	8:45 a.m.
<b>Lunch (noon)</b>	12:30 p.m.
<b>Dinner</b>	5:00 p.m.

When you move in, you will be given a place to sit in the dining room for each meal. We hope you will enjoy your tablemates; otherwise, your nurse can consult with our dietitian and Manager of Support Services to make arrangements if you wish to change tables.

(Please NOTE: If you are ill, temporary meal delivery/tray service to your room may be arranged.)

\*\*For safety reasons, residents are not allowed to eat in the room.

Family and friends may join you for meals at guest tables at the west end of the Dining Room. Guests - please inform Reception by 10:30 am to order lunch and by 2 pm for dinner. Please pay for the meal (\$5.50; prices subject to change for special event/holiday meals) at Reception and obtain a ticket to give to the server. Residents always eat for free, and menus are posted daily in the main dining room.



On the day you move in, we can also provide a free meal for up to two of your guests. 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.

**We ask that food that is brought from home or elsewhere is NOT shared with any other residents for safety reasons.** Leftover food (labelled with name and date) that you wish to consume at a later time can be given to the nurses on your floor to be placed in the fridge located in the medication room. Perishable food must be consumed within 24 – 48 hours or it will be discarded.

## **HOUSEKEEPING**

Residents are encouraged to participate in the general cleaning of rooms, if able. Housekeeping staff will routinely clean rooms and all public/service areas.

## **LAUNDRY**

Personal and care home laundry is washed in-house in our industrial washing machine and dryer. Please label clothes before admission and make sure you have enough clothing for one week of daily changes to allow for any delays in return of laundry or for more frequent changes in the event of illness. Personal laundry is returned to you twice a week.

There is also a washer and dryer available for use on the main floor beside the hair salon, should residents or family/friends wish to personally wash delicates or other clothing. Families are welcome to wash resident's clothes in their home and bring it back.

Sheets and towels are provided and regularly laundered. Do not bring wool or delicate clothes.

### **Labeling Clothing**

It is important that clothing be marked with your name in order to ensure your clothing is returned to you. You may bring in new clothing items to your floor nursing station and our care staff will send it to our Laundry Services for labelling. Your clothing will be marked using the Lodge's labelling machine.

Please note that items must be labeled prior to using the Lodge's laundry services.

## **LIFESTYLES & THERAPEUTIC SERVICES**

### **Recreation**

The focus of Recreation Services is to promote purposeful and meaningful activity that enhances quality of life for our Residents. Recreation programs are offered to provide individuals the opportunity for self-expression, new learning, maintaining current interests, building friendships and sharing of knowledge and skills.

A variety of programs occurs throughout the Lodge and can be viewed on the monthly recreation calendar as well as daily on the T.V in the main entrance to the Dining Room. Weekly outings are offered along with special events and entertainment held several times a month...just to name a few! Families/Friends are welcome to join in. Copies of the calendar are available at reception or on our website ([www.broadwaylodge.ca/lodge-life-recreation-services/](http://www.broadwaylodge.ca/lodge-life-recreation-services/)).



## Spiritual Care

Support is offered by the Chaplain to all residents, as desired. Emotional care, life and meaning issues, a listening ear, memory-sharing, personal crisis support, end-of-life care are all areas in which our Chaplain provides support and care.

For those who are interested, religious care includes weekly Sunday morning and Wednesday evening services by ministers from local churches of different denominations and our Chaplain; monthly Catholic mass and weekly visits by Eucharistic Minister; one-on-one prayers/readings; and liaisons with persons of other religions in the community for visits as requested. All religions are welcome and supported.

An inclusive Celebration of life Service is conducted monthly to remember and celebrate the lives of residents who have recently passed away.

The Chaplain is also available to work with family members and staff for emotional and spiritual support.

## HEALTH CARE SERVICE PROVIDERS

Please ensure that the funds for a service are in your comfort fund the day you book a service, or the service will NOT be provided. A consent form for services is provided in your Move-In Package.

### Dentist

Oral health is vital to a person's well-being. Problems with teeth, dentures and/or gums can affect eating ability and nutrition, or be the unseen cause of pain, confusion or infections. Broadway Lodge works with the **UBC Dental Hygiene Program** to offer ongoing dental support. The initial assessment done by our dental hygienist is offered free of charge, however if you are required to be seen by a dentist, you are responsible for the payment.

Please ensure you read and complete the consent for Dental Care Services. 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.



**DENTURES:** If you wear dentures, please have them marked with your name prior to moving in. We have mobile denturist that can come for ill-fitting or repair.

## Foot Care

Basic foot care is provided by the Broadway Lodge staff; however, as one ages, foot and toenail care can become more complex. We have to ensure your foot care needs are met. Please see admission package for footcare consent form.

## Pharmacy

**Care RX Pharmacy**, located at 790 E Hastings Street in Vancouver, provides the medication for all residents at Broadway Lodge. All of your prescriptions will be filled by CareRX in rolled pouches, and stored and dispensed by our nursing staff.

***No medication (including over the counter drugs) 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. Alcohol must be kept in the nursing station at all times and requires a Physician's order.

Please contact the pharmacy if you require a list of meds in the future.

Many prescription medications and ostomy care products (such as specialized creams) are fully covered by BC Pharmacare. However, over-the-counter medications (that is, anything that can be bought without a prescription, including but not limited to Tylenol, multivitamins, calcium, cough syrup, etc.) are not covered and must be paid by you. The extra charges you will have to pay for such medications or treatments **will be paid directly to CareRx Pharmacy and noted in their invoice provided at the end of each month.**

*(NOTE: There is a long list of prescription items that are not paid for or covered under Pharmacare, including Advil, 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 pharmacist directly at **(604) 254-1585***

## Lab and X-Ray

Lab work (such as blood work) is routinely completed at Broadway Lodge; however, any X-rays and diagnostic investigations are completed at external centers.

We rely on family members or paid companion (at the resident's expense) to accompany residents to medical appointments.

## Emergency Ambulance

If needed, nursing staff will call an ambulance. The bill for this service will be sent to the Lodge in your name.

## **HAIRDRESSING**

Hairdressing and barber services are available at Broadway Lodge on the main floor on a regularly posted schedule. Please let one of the nursing care staff or our receptionist know if you would like to see the hairdresser, and they will assist with making appointments. Payment for this service should be made through the (Comfort Fund) Trust Account.



## **TUCK SERVICES**

The Tuck service is provided by request of the resident. Greeting cards, gifts, toiletries, candy, and some household items are available.

## **TIPPING AND GIFTS**

Staff members and volunteers are not permitted to accept tips or gifts. However, your verbal “thank you” is always appreciated! 😊 In Lieu of gifts to staff, donations may be made to the staff fund which goes toward the annual staff recognition events.

## 5. ENVIRONMENTAL SAFETY

### FIRE SAFETY DRILLS

Broadway Lodge 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 remains 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.**

### SMOKING

Smoking is only allowed within our designated area - outside on the Main floor in the west garden smoking terrace. This area is clearly marked and is open daily from 7am to 6pm. If you are creating a hazard to yourself or others due to unsafe smoking habits, restrictions will be imposed. (Please note: this area is designated for residents' use only.)



### SECURITY

Your safety and security is important to us. As an extra precaution, please keep your room door locked to protect your personal belongings. Although a locked drawer is provided, this is not a place to store money or valuables; please use the (Comfort Fund) Trust Account at all times.

The front door of the Lodge is locked in the evening and throughout the night (see p. 22 - "Family and Friends – Visiting Times" for details). The doorbell, security cameras and intercom allow you to gain access to the Lodge during these hours. Please contact the Assistant Executive Director for more information or to address any of your concerns regarding safety. **Please also be aware that Broadway Lodge is under video surveillance, with security cameras located strategically around the Lodge for safety purposes.**

A visitor sign in/out log book is located in the entry vestibule. **All visitors coming into the facility must sign in and out in this log book.**

**If you are taking a resident out for a Social Leave, you must sign the SIGN IN and SIGN OUT book at your floor/neighbourhood's nursing station.**

To ensure the safety of all residents, all stairwells are secured with a key pad. Family and friends - please see the staff to obtain the key pad code. Make sure no one is following behind you when using the stairwell.

## 6. RESIDENT'S COUNCIL / FAMILY COUNCIL

Broadway Lodge's Resident Council is comprised of individuals who act as representatives for each resident floor at Broadway Lodge. The Council meets monthly to discuss concerns and questions. A subsequent Lodge-wide Resident Forum is held to report to all Residents. Minutes are posted for all to review on the recreation board in the Dining Room.

Meetings are deferred in July, August and December.

The Residents Council promotes Residents' Rights and Responsibilities. You will notice the Residents' Rights & Responsibilities document posted throughout the Lodge. (See Appendix A for full text of Residents' Rights & Responsibilities.)

The family council, known as the Family Circle, meets on a monthly basis. All family are welcome to participate and we encourage you to consider being a part of this important advocacy group. The Family Circle focuses on education, advocacy, and social connection.



## 7. FAMILY AND FRIENDS

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

### Visiting Times

All relatives and friends are encouraged and welcome to visit freely throughout the day. Visiting times are from 9am until 10pm (unless in special situations – to be requested, and approved by the Management Team). If you are visiting in the evening or at nighttime, we kindly ask that you are considerate of fellow residents who may go to bed earlier.

An intercom is located at the main entrance *for entry* into the Lodge. The main entrance doors are typically 'locked' by 4pm on weekdays, weekends and holidays – at which time you will require the use of the intercom. Please note that the entrance doors are also 'locked' during the lunch hour from 12:30 to 1:15pm.



Above: Intercom for after-hours ent

## **Monthly Recreation Calendar**

Each month, a calendar of recreation programs is posted throughout the Lodge as well as on our website ([www.broadwaylodge.ca](http://www.broadwaylodge.ca)).

We encourage you to print the calendar – also available at the reception desk – please plan your visits around events. Visiting during a special event is a lovely way to spend time with your loved one.

## **Family Information Board**

A family information board is conveniently located for you just outside the Social Worker's office on the main floor opposite reception. This is a good source of relevant notices, contact information and resources. You will also find a Comments/Compliments box located next to the board – we greatly welcome and appreciate any feedback you may have to offer.

## **Multiculturalism**

The primary language spoken at Broadway Lodge is English but our staff members make every effort to support each Resident's cultural preferences. We encourage family members to participate in the celebration of our Residents' unique cultural, ethnic and language backgrounds.

## **Volunteers**

Volunteers are an integral part of Broadway Lodge. They provide support in many areas including assist on bus trips and outings, with bingo and other recreation programs, one-to-one social/spiritual visits, special events and a range of spiritual services, just to name a few!

Volunteers spend 1:1 time with our Residents providing companionship and social support, and they work diligently in support of our chaplaincy program. We are always looking for new volunteers to join our community in support of our Residents.

Anyone interested in volunteering should contact the Coordinator of Volunteers for more information. Email: [volunteer@broadwaylodge.ca](mailto:volunteer@broadwaylodge.ca)

## Animal Visitors

Animal companionship is essential to counter loneliness. We try to include animals in our recreational programming whenever possible and animal therapy volunteers regularly visit the Lodge.

Family pet visitors are also greatly welcomed but we do request that all visiting animals sign in with the pet owner at Reception upon arrival. Pet owners are responsible for the health and behavior of their pet, which includes regular veterinary check-ups and immunizations, as well as any necessary clean up after the animal while at the Lodge.



For safety regulations, pets are **not** permitted in any food preparation areas and in dining rooms for the duration of meal service and should be on a leash at all times. Pets that do not adhere to the Lodge's Pet/Animal will be restricted from the building.

## Nearby Hotels

We understand (and appreciate!) that family and friends may come to visit from all over the map – from out-of-town or even out-of-country. For your convenience, please find the names and locations of accommodation options within close vicinity to Broadway Lodge:

<b>Granville Island Hotel</b> (ask about the 10% neighbours discount)	1253 Johnston Street	(604) 683 7373
<b>Fairview Village Bed &amp; Breakfast</b>	1328 West 7 <sup>th</sup> Avenue	(604) 739 9198
<b>Park Inn &amp; Suites – Radisson Hotel</b>	898 West Broadway	(604) 872 8661
<b>Holiday Inn – Vancouver Centre</b>	711 West Broadway	(604) 879 0511

## 8. FINANCIAL INFORMATION

### Residential Charges

Broadway Lodge is a non-profit Complex Residential Care facility and an Affiliate Health Service Provider within *Vancouver Coastal Health* and the *Provincial Continuing Care Program*. As such, the cost of an individual's care is subsidized.

You pay a **monthly rate based on 80% of your annual income**, which is reviewed and established yearly by the *Ministry of Health*. To ensure the *Ministry of Health* knows how to set your rent, you **MUST** ensure your Income Taxes are submitted on an annual basis. (In addition to the rent is a monthly \$15 administration fee. This charge goes towards the management of the Comfort Fund account, postage fees and other administration processes.)

**Your rent is payable in advance on a monthly basis.** For convenience, we request that your monthly rent payment is paid via automatic withdrawals from your bank account. Please see the receptionist on the day you move in or as soon as possible to obtain a Pre-Authorized Debit Agreement form or for more details.

**(NOTE: You will only pay rent starting from the day you move in to the day after you officially move out.)**

### Administration Fee/ Handling Fee

The administration or handling fee of \$15 per month is associated with the service to perform a task or service that would normally be the resident's responsibility. The administration fee includes items such as:

- Trust/comfort account admin
- Clothing labelling
- Moving costs in and out including damage repair costs

### Adaptive Equipment Charges

Please note that specific items that residents may require while residing at the Lodge are not covered expenses and will be charged to the resident's comfort fund. The family will be consulted prior to charging. These may include but are not limited to non-skid socks, arm/leg sleeves for protection, hip protectors, slings, and tilt wheelchair rentals.

### Trust Account/Comfort Fund

Your Comfort Fund account is set up through Reception at the front desk. Deposit and withdrawal transactions are documented and you will receive an invoice at the end of each month so you are aware of the balance of the account and details for transactions made.

You may access the Comfort Fund account between 9:30 am to 3:00 pm Mondays to Fridays. The limit of resident's withdrawal is \$50 per day and \$100 maximum per week. Please note that the Trust Account does not bear interest and that a maximum of \$500.00 may be held in this account.



For your convenience, it is possible to pay for the hairdresser, dental care, foot care service fee, optometry, handyDART, medical services and outings through an automatic withdrawal from this account. In order for these services to be paid for from your account, an Authorization Form must be completed. No money will be withdrawn without your signed consent.

To deposit money into your Comfort Fund, please bring cash or cheque(s) to our reception. After hours, you can place a cheque in an envelope and leave it with any nurse on your floor and they will safely deliver it to our receptionist during office hours.

Unfortunately, our technological resources are not advanced enough to allow for credit/debit transactions and pre-payment arrangements (for the Comfort Fund) from the bank at this point in time.

### **Social Leaves/Leaves of Absence**

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

Day leaves are available for most residents, given individual circumstances and conditions. However, it is imperative that you report to the nursing station and complete the sign-out book on your floor before leaving the building with your expected return time, and/or sign in when you return.

***Resident Care staff must be aware of Resident 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 generally limited to 30 days absence from the Lodge per calendar year. Any leaves of fewer than three days are not included in this total. Any leave more than 30 days in length must be specifically approved by *Vancouver Coastal Health* 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 fewer than three days**, we ask that you notify the Nurse at least *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 at least *72 hours' notice* to allow for medication preparation by the Pharmacy.

Please complete the sign-out book on your floor when you leave and return. Please also leave a phone number where you can be reached.

It is imperative that our resident's emergency contact(s) (family, friend) notify our nurses about any period of time they will be absent (i.e. out-of-country, on vacation) as well. Please provide us with the dates they will be away and an alternative person we can contact in case of emergency.

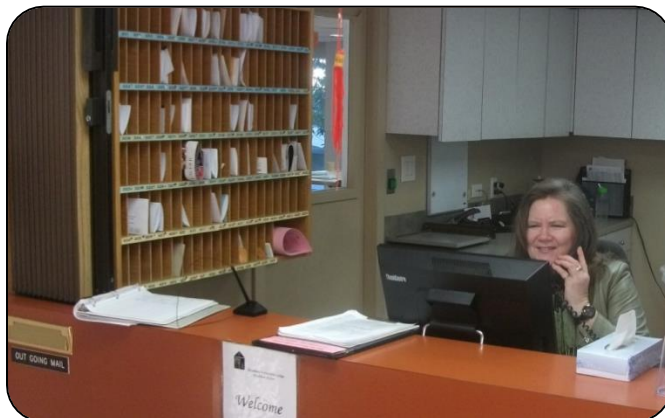
## Hospital Leave

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

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

## Mail

Please make arrangements to redirect your mail to Broadway Lodge. We suggest that you arrange for pension cheques to be deposited directly into your bank account. You may pick up your mail at reception.



## Transportation

HandyDART transportation is available with two working days' notice for local trips, and on one week's notice for trips outside Vancouver. HandyDART charges a small fee for the service – the equivalent to a standard adult bus fare (\$3.00). If preferred, we can also arrange to call a wheelchair taxi for you. Whenever possible, families are expected to provide assistance with transportation to appointments. Please speak with your nurse or reception for booking details.

Hospital transport "SNT" vehicles are also occasionally used, typically in times of emergency.

## 9. DISCHARGE & DEATH

We understand discharge, whether due to death or transfer elsewhere, from Broadway Lodge can be a difficult and stressful time for everyone involved.

**Unfortunately, in the case of discharge, we can only allow family members and friends up to 48 hours to vacate the room due to strict health authority guidelines.**

Additional charges may apply if you require one of our staff to pack and/or dispose of unwanted belongings. Because we do not have adequate storage at the Lodge, we may charge a daily storage rate if it is absolutely necessary that we help store some belongings for a short time period. We can accept donations of adaptive clothing but all other belongings must be taken and/or disposed of by family.

**Any balance remaining in the rent and comfort fund accounts at the time of discharge will be processed and fully refunded by cheque to the estate or to the resident's name within 45 days.**

### **DEATH & FUNERALS**

We understand that the topic of someone's wishes after death is not an easy conversation to have, but it is helpful to be prepared ahead of time.

When someone passes away at Broadway Lodge or any care home under Vancouver Coastal Health Authority, VCH's Funeral Home Transfer Policy now states that our care staff cannot call a funeral provider to begin the after-death arrangements; this includes the transfer of the deceased to the appropriate funeral home. **Instead, family members and/or the executor of the resident's will now hold the responsibility of doing so as soon after the death as possible.**

It is essential for Broadway Lodge to know beforehand the chosen or preferred funeral home of each of our residents – please inform your nurse or the social worker of this decision so it can be documented in our files. (Please find a list of funeral homes within the Lower Mainland in Appendix B – p. 34). In the case that Broadway Lodge cannot reach any of the authorized representatives (i.e. executor of the deceased' will, next-of-kin) at the time of death, the Lodge's Administrator (or designate) is then authorized to act as "an adult with a personal or kinship relationship with the Client" and will call a funeral provider to begin the aforementioned after-death arrangements.

This policy was introduced in 2014 in accordance with the BC Cremation, Interment and Funeral Services Act.

## 10. CONCLUSION

The Management Team, Staff and Residents Council would like to take this opportunity to once again welcome you to Broadway Lodge.

If we can answer any questions or be of assistance in any way please contact us by **phone** at **604-733-1441**, by **fax** at **604-731-1484** or by e-mail. (Refer to contact list page.)

**We hope you enjoy your new home at Broadway Lodge!**



If you know of someone wishing to become a resident at Broadway Pentecostal Lodge, they must be assessed by a Home Care Nurse from Vancouver Coastal Health.

Eligibility is based on an individual's priority of needs as determined by Vancouver Coastal Health. For more information, **please ask them to call Vancouver Home and Community Care Services – Central Intake at 604-263-7377.**

Our waitlists are managed by Vancouver Coastal Health Authority for people:

- Living independently,
- Waiting in hospital for placement, and lastly,
- Currently living in a different care facility waiting to transfer to Broadway Lodge.

We are not privy to waitlist details and are unable to provide accurate time estimates of when a room will become available. We become aware of pending admissions when a presentation package is provided to the Lodge – usually two or three days before the candidate is admitted.

## 11. MOVE-IN CHECKLIST

Below is a helpful checklist to help make the transition to Broadway Lodge easier for you and your family.

✓	<b>To Do Check List</b>	<b>Notes for Follow Up</b>
	Provide notifications of 'Change of Address' (to post office, MSP, banks, newspapers, etc.)	
	Cancel/Redirect Home TV Cable services	
	Cancel/Redirect Home Telephone services	
	Bring VOID cheque to Receptionist to set up monthly electronic payment	
	Complete move in package (submit forms to a nurse on your floor)	
	Pre-label clothes prior to admission	
	Bring any new clothing items to your floor's Nursing Station for labelling PRIOR to storing them in your room	
	Inform friends and family of the location of your new home and encourage them to visit!	

## 12. CONTACT INFORMATION

**Reception: 604-733-1441 (extension 221)**  
**Fax: 604-731-1484**

### Administration

Rosemary Dunne, **Executive Director**  
Extension 228

### Resident Care Department

Virginia Carino, **Director of Care**  
Extension 234, [Vcarino@broadwaylodge.ca](mailto:Vcarino@broadwaylodge.ca)

Nikki Sykes, **Clinical Lead**  
Extension 230, [Nsykes@broadwaylodge.ca](mailto:Nsykes@broadwaylodge.ca)

Jessa Carlos, **Social Services Assistant**  
Extension 235, [jcarlos@broadwaylodge.ca](mailto:jcarlos@broadwaylodge.ca)

### Finance, Information & Trust Fund Information

Sylvia Katz, Chief Financial Officer  
778-244-4286

### Food Services & Nutrition/Laundry & Housekeeping

Kei Lau, **Food & Support Services Manager**  
Extension 224

Roya Tabesh, **Registered Dietitian**  
Extension 225

### Lifestyles & Therapeutic Services

(recreation, volunteers, chaplaincy, music therapy, restorative care)

Rosemary Dunne, Director of Lifestyles & Therapeutic Services  
Extension 228

## 13. APPENDICES

### Appendix A

#### Residents' Rights & Responsibilities

**The right ...** to be treated with courtesy and respect at all times.

**The responsibility ...** to treat fellow residents and staff with courtesy and consideration.

**The right ...** to participate in decisions involving care, including the choice to refuse care.

**The responsibility ...** to inform the care team about health care choices and preferences.

**The right ...** to a safe home, privacy and personal possessions.

**The responsibility ...** to observe rules and regulations which affect the safety and well-being of others and to take measures to safe guard belongings.

**The right ...** to autonomy (freedom and direction over one's life).

**The responsibility ...** to respect the rights of others.

**The right ...** to have input and have concerns heard and responded to in a timely manner.

**The responsibility ...** to communicate concerns and participate in resident meetings and Resident Council.

**The right ...** to information about the operation of the Care Home such as policies, services and fees.

**The responsibility ...** to ask questions and read information packages and correspondence.

It is recognized that some residents are not responsible for their actions because of dementia. These individuals deserve our compassion and understanding.





## Appendix B

### Funeral Homes in Greater Vancouver, BC

Funeral Home:	Phone Number:	Location:	Address:
A Basic Cremation	(604) 488-9839	Coquitlam	592 Clearwater Way
Alternatives Funeral Services	(604) 857-5779	Aldergrove	3070 275A St
Amherst Cremation Care Company	(604) 831-3023	Vancouver	#1208-207 W Hastings St
A Simple Cremation	(604) 809-2006	Maple Ridge	#37-22374 Lougheed Hwy
Bell & Burnaby Funeral Chapel	(604) 298-2525	Burnaby	4276 Hastings St
Boal Chapel	(604) 990-8988	North Vancouver	1505 Lillooet Rd
Delta Funeral Home (Ladner)	(604) 946-6040	Ladner	5329 Ladner Trunk Rd
Dignity Memorial Services	(604) 325 8251	Vancouver	5505 Fraser St
First Memorial Funeral Services	(604) 876-5585	Vancouver	602 Kingsway
Forest Lawn Funeral Home	(604) 299-7720	Burnaby	3789 Royal Oak Ave
Glenhaven Memorial Chapel	(604) 255-5444	Vancouver	1835 E Hastings St
Hamilton Harron Funeral Home	(604) 325-7441	Vancouver	5390 Fraser St
Keamey's Funeral Home	(604) 736-0268	Vancouver	450 W 2 <sup>nd</sup> Ave
McCall Bros. Funeral Directors Ltd.	(250) 385-4465	Victoria	1400 Vancouver St
Memorial Society of B.C.	(604) 733-7705	Vancouver	640 W Broadway
Mt. Pleasant Funeral Home	(604) 876-2161	Vancouver	306 E 11 <sup>th</sup> Ave
Ocean View Funeral Home	(604) 435-6688	Burnaby	4000 Imperial St
Oliveira Funeral Home	(604) 942-7920	Port Coquitlam	2657 Shaughnessy St
Schara Tzedek Synagogue	(604) 603-7164	Vancouver	3476 Oak St
Society's First Alternative Services	(604) 607-1150	Aldergrove	3070 275A St
Valley View Funeral Home	(604) 596-8866	Surrey	14644 72 <sup>nd</sup> Ave
Valley View Memorial Gardens	(604) 596-7196	Surrey	14644 72 <sup>nd</sup> Ave
Vancouver Crematorium	(604) 325-8251	Vancouver	5505 Fraser Street
Walkey & Company Funeral Directors Ltd.	(604) 738-0006	Vancouver	235 Commercial Dr
Weibe and Jeske	(604) 857-0711	Abbotsford	#202-31314 Peardonville Rd

## Appendix C

### **‘What Do I Do After My Loved One’s Death’ Checklist for Families**

- The **family will be contacted about the passing by Broadway Lodge** and the **family (unless otherwise stated) will inform the chosen funeral home of the death.**
  
- The **funeral director of the chosen funeral home will begin the preparations** by coming to the Lodge to transport the body. Once the medical certificate and further information is signed by the physician (who will be contacted by Broadway Lodge) and forwarded to the funeral home, the **funeral director will register the death by completing the Statement of Death.**
  
- The **funeral home should provide the family with a copy of the death certificate, as well as forms for the beneficiary/executor to apply for death benefits.**  
Alternatively, you can order a death certificate online, in person or by mail from Service Canada for \$27 - instructions: <http://www.vs.gov.bc.ca/death/certificate.html>
  
- Benefits you may be eligible for:
  - CPP Death Benefit (<http://www.servicecanada.gc.ca/eng/services/pensions/cpp/death-benefit.shtml>)
  - CPP Survivor’s Pension  
(<http://www.servicecanada.gc.ca/eng/services/pensions/cpp/survivor-pension.shtml>)
  - Allowance for the Survivor – surviving spouse must be aged 60 to 64  
(<http://www.servicecanada.gc.ca/eng/services/pensions/oas/allowance-survivor.shtml>)
  
- If you are acting as the executor, you are responsible for the deceased’s finances. Financial matters to consider: <http://www.servicecanada.gc.ca/eng/lifeevents/death/financial.shtml>
  
- Pensions (e.g. CPP, OAS, GIS), benefits and personal identification (e.g. SIN, passport, citizenship/permanent resident card, ‘Indian Status’, driver’s license, etc.) should be cancelled.**
  - To cancel pensions: have your loved one’s SIN on hand, call 1-800-277-9914 > “1” > “3” > speak to representative
  - To cancel personal identification:  
<http://www.servicecanada.gc.ca/eng/lifeevents/death/cancelpersonalid.shtml>

Source: <http://www.servicecanada.gc.ca/eng/lifeevents/loss.shtml>