



# Resident and Family Handbook

Beckley Farm Lodge

# Welcome

A warm welcome to Beckley Farm Lodge, where our Purpose is *To build communities where everyone can experience wellbeing and happiness*. We believe that *love, life, and living matter*, and we believe in creating environments where all have the opportunity to live with purpose and joy.

With full accreditation through Accreditation Canada, and with exceptional team members and volunteers, Broadmead Care offers a safe and comfortable home where all can live life as fully as possible.

This Handbook provides you, your family, and friends with useful information about Beckley Farm Lodge. Familiarizing yourself with this information will help you as you, or your loved one, prepare to move in, and helps you understand more about our team members, volunteers, services, activities, and costs.

## Beckley Farm Lodge

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Phone	250.381.4421
Website	<a href="http://www.broadmeadcare.com">www.broadmeadcare.com</a>

# Table of Contents

<b>Welcome .....</b>	<b>2</b>
<b>Table of Contents.....</b>	<b>3</b>
<b>Key Contacts .....</b>	<b>4</b>
<b>The Broadmead Way.....</b>	<b>5</b>
<b>Philosophy of Care.....</b>	<b>6</b>
<b>Introduction .....</b>	<b>7</b>
<b>Residents' Bill of Rights .....</b>	<b>9</b>
<b>Financial Information.....</b>	<b>10</b>
<b>Philanthropy at Broadmead Care .....</b>	<b>12</b>
<b>Partners in Care .....</b>	<b>15</b>
<b>Family are Partners in Care.....</b>	<b>18</b>
<b>Living at Beckley Farm Lodge .....</b>	<b>19</b>
<b>Rooms and Belongings .....</b>	<b>21</b>
<b>Clothing.....</b>	<b>24</b>
<b>Day to Day Life .....</b>	<b>27</b>
<b>Healthcare Decisions.....</b>	<b>30</b>
<b>Care Conferences .....</b>	<b>31</b>
<b>Medical Appointments.....</b>	<b>31</b>
<b>Pharmacy.....</b>	<b>31</b>
<b>Devices and Equipment.....</b>	<b>32</b>
<b>Food Services.....</b>	<b>33</b>
<b>Activities .....</b>	<b>34</b>
<b>End of Life Care.....</b>	<b>35</b>
<b>Transfers and Discharge .....</b>	<b>36</b>
<b>Safety and Security.....</b>	<b>38</b>
<b>Compliments or Concerns .....</b>	<b>46</b>
<b>Dealing with Emergencies .....</b>	<b>48</b>
<b>Appendix I – Single Room Floor Plan .....</b>	<b>52</b>
<b>Appendix II – Main Floor Plan .....</b>	<b>53</b>
<b>Appendix III – Second Floor Plan.....</b>	<b>54</b>

# Key Contacts

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# The Broadmead Way

We believe that love, life, and living matter, and that when we live life as completely as possible, as actively as possible, and as joyfully as possible, we engage in a life that is full of purpose, wellbeing, and happiness. We practice person-centred care, finding opportunities to advance the ways in which we put our Purpose into action — what we call *The Broadmead Way*:

1. The people living in our communities have unique life stories; we honour them and support them to live with dignity.
2. We support people in Broadmead Care's communities to experience meaning and purpose in the ways they choose.
3. We support each other to develop human connections.
4. Everyone has the opportunity to contribute to learning, solution finding, and decision making about everyday life.
5. We create environments where love, life, and living matter.



# Philosophy of Care

We believe in and practice person-centred care.

Our goal is to create an environment of acceptance for people and their families that honours their life history, supports their strengths and challenges, and maintains their dignity.

In order to reach this goal these principles of care and service are followed:

- We acknowledge and respect personal preferences and needs.
- We provide care, support, and activity programs that value independence and offer people living at Beckley Farm Lodge the opportunity to make choices based on their ability.
- We maintain an environment that supports abilities, celebrates successes, fosters hope, and promotes social involvement.
- We welcome family members and friends as partners in care and value their input.
- We strive to provide a familiar, comfortable, caring, and safe environment.
- We provide evidence-based care and service, supported through clinical education for team members, volunteers and family members.
- We support people living at Beckley Farm Lodge through their final years until death, always with the comfort and dignity of each person at the centre of our care.

Additionally, our work is strengthened by The Broadmead Way as we continually seek ways to live our Purpose in day-to-day interactions.



# Introduction

## **Governance and Ownership**

Beckley Farm Lodge is owned and operated by Broadmead Care, a non-profit society governed by a Board of Directors. Broadmead Care is funded primarily by Island Health, Veterans Affairs Canada, and by fees from the people who live with us.

## **Accreditation**

Beckley Farm Lodge has full accreditation status, and is regularly surveyed by Accreditation Canada.

## **Long Term Care Overview**

Beckley Farm Lodge is a 64-bed long term care home. There are three large living areas inside the building, and a large outdoor garden. The size of a typical room is approximately 11.5 feet x 18 feet, and is equipped with a bed, closet, drawers, bedside table, and a nurse call system, as well as an ensuite washroom with toilet and sink.

Beckley Farm Lodge provides services to people who have physical and/or cognitive challenges that require full-time care.

## **Facilities, Programs, and Services**

- Beckley Farm Lodge has private rooms, with ensuite toilet and sink. Room furnishings provided by Broadmead Care include a hospital bed, clothing closet, drawers, and bedside table. People are encouraged to personalize their rooms with pictures and small furnishings, to help it feel like home.
- Nursing and personal care is available 24 hours a day. This includes care given by or under the clinical direction of a registered nurse or licensed practical nurse, administering medication, and assisting with the activities of daily living.
- We provide assessment and care services from a team including Nursing, Social Work, Registered Dietitian, Occupational Therapy, and Pharmacy.
- Our in-house kitchen provides three daily meals, and snacks between meals and at bedtime. We are able to accommodate special and therapeutic diets, dietary supplements, and provide assistance with meals.

- We offer a wide variety of physical, social, and recreational programs and activities.
- We have dedicated and compassionate volunteers who provide help in many areas.
- Beckley Farm Lodge provides in-house laundry services, including provision of all required bedding and linen.
- Our team members provide housekeeping and upkeep of all rooms and common areas.
- Resident care supplies include a standard incontinence product, and basic equipment and supplies.

### **Veterans Affairs Canada**

A Veteran resident's eligibility service is determined entirely by Veterans Affairs Canada (VAC). VAC will advise both us and the Veteran/family regarding benefits they will receive, including payment for certain fees, equipment, and services.



# Residents' Bill of Rights



## RESIDENTS' BILL OF RIGHTS

### Commitment to care

1. An adult person in care has the right to a care plan developed:
  - (a) specifically for him or her, and
  - (b) on the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

### Rights to health, safety and dignity

2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
  - (a) to be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity;
  - (b) to be protected from abuse and neglect;
  - (c) to have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
  - (d) to have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces;
  - (e) to receive visitors and to communicate with visitors in private;
  - (f) to keep and display personal possessions, pictures and furnishings in his or her bedroom.

### Rights to participation and freedom of expression

3. An adult person in care has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following:
  - (a) to participate in the development and implementation of his or her care plan;
  - (b) to establish and participate in a resident or family council to represent the interests of persons in care;
  - (c) to have his or her family or representative participate on a resident or family council on their own behalf;
  - (d) to have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
  - (e) to be informed as to how to make a complaint to an authority outside the facility;
  - (f) to have his or her family or representative exercise the rights under this clause on his or her behalf.

### Rights to transparency and accountability

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:
  - (a) to have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
  - (b) to have ready access to a copy of the most recent routine inspection record made under the Act;
  - (c) to be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;
  - (d) if any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;
  - (e) to have his or her family or representative informed of the matters described in this clause.

### Scope of rights

5. The rights set out in clauses 2, 3 and 4 are subject to:
  - (a) what is reasonably practical given the physical, mental and emotional circumstances of the person in care;
  - (b) the need to protect and promote the health or safety of the person in care or another person in care, and
  - (c) the rights of other persons in care.

These rights are pursuant to section 4(4)(a) of the *Hospital Act*

# Financial Information

## Monthly Charges

Each person who lives with us is required to pay a monthly charge for accommodation which is set by the BC Ministry of Health Services and reviewed annually by Island Health.

## Services Provided Within Monthly Charges

- Accommodation in a private room.
- Personal care consistent with resident needs and within the available resources of the Home.
- Meals, including special diets, meal replacements, and nutritional supplements as prescribed by the resident's physician and/or a Dietitian.
- Clinical services within available resources.
- A planned program of physical, social, and recreational group activities.
- Bed linens, towels, washcloths, and laundry service for personal clothing that can be washed without special attention to the laundering process.
- General hygiene supplies such as soap, shampoo, and toilet paper.
- Routine medical supplies such as simple dressings and wound care supplies, or catheters, if required.
- General incontinence management supplies such as disposable under pads and briefs.
- Short-term loan of assistive devices and adaptive equipment such as walkers.
- A basic manual wheelchair, if needed.

## Additional Services

There are a number of services, programs, or supplies that are provided to residents which require payment of additional service fees. These services are provided at a cost, and most are at the discretion of the person and/or their power of attorney. Veterans may receive funding support to cover the accommodation charge, and some other services, equipment or supplies. Please see the supplementary handout provided summarizing the additional services and fees.

## Resident Accounts

Broadmead Care maintains two accounts for each person who lives with us:

### 1. *Maintenance Account for Monthly Accommodation Charges (Rent)*

The monthly rent is the accommodation charge determined by the BC Ministry of Health and/or Veterans Affairs Canada. This account is opened on the day of admission, with payment owing from the day of admission to the end of the month. The monthly rent is due on the first of the month thereafter and is withdrawn by Pre-Authorized Debit. Activity Enhancement fee and cablevision charges will be added to the monthly charge. Please contact the Accounts Receivable Clerk for information about the monthly charges and billing, or for any other financial questions.

### 2. *Trust Account*

This can be used to pay for comforts and services that the person or their family has authorized can be charged to it. The Trust Account is established and can be topped up by leaving post-dated cheques with Reception. The balance in the account should not exceed \$500. Trust accounts will be discussed on admission. A monthly Trust Account statement is given to the resident or mailed to the person responsible for their finances.

Residents may withdraw cash from this account on a daily basis between the hours of 10am and 2pm, Monday to Friday, at Reception. **Residents are strongly discouraged from keeping large amounts of cash on their person or in their rooms.** Extra money should be deposited into their Trust Account. Whenever possible, purchases of a more expensive nature, such as clothes, shoes, or other items, should be purchased by the family and brought to their loved one.



# Philanthropy at Broadmead Care

We believe that love, life and living matter. The primary purpose in all our care homes and adult day programs is to help everyone live life as fully as possible in homelike surroundings, with the opportunity to celebrate a sense of belonging, respect, acceptance, and joy. That's why our Purpose is *To build communities where every person can experience wellbeing and happiness*. The donations we receive help us provide enhanced programs and services with compassionate, personalized care, so all who come through our doors live as fully as they can, with purpose and joy.

## **I pay a monthly resident co-payment fee — isn't that enough?**

Providing 24-hour care for hundreds of seniors and adults with disabilities every day requires community support. Funding through resident co-payment fees and from Island Health covers the basics. However, enhancing the quality of life for people — through extras like specialized equipment such as overhead lifts, beds, and mattresses; and engaging programs like creative arts, our music & memory program, spiritual care, gardens, and much more — can only be provided with the generous support of our donors.

## **What can I expect to receive from the Fund Development Office at Broadmead Care?**

The Fund Development Office contacts its supporters and members of the Broadmead Care family several times a year to provide news and information about important projects we're undertaking; ways in which residents, families, and friends can provide support; and to invite you to events.

## **How much should I give?**

Only you can decide how much you wish to contribute. All gifts are very much appreciated —no gift is too small. It is our hope that Broadmead Care will be your top philanthropic priority while you, or your loved one, lives with us. There are always great needs, and we can't meet those needs without your help. We encourage everyone to give what he or she can. Participation is the key!

## **Can I spread my donation over monthly payments?**

Yes, by dividing your annual donation into twelve equal payments, you can fulfill your philanthropic goals while staying within an easier-to-manage budget.

### **Can my gift be Anonymous?**

Yes. Please let us know when you make your gift and we will be happy to make sure that your name is not included in our Annual Report or other donor recognition efforts.

### **Can I make a donation in memory or in honour of my loved one?**

Absolutely. A gift made in memory or in honour of your loved one is wonderful way to remember that special person who has touched your life.

### **Do you accept gifts of stocks and securities?**

Yes. The Broadmead Care Society can provide you with the appropriate information to ensure that your gift is made easily and efficiently.

### **My company offers a matching gift program. Can Broadmead Care benefit from this?**

Yes. Matching gifts can double or even triple your gift to Broadmead Care. Check with your organization's Human Resources department for more information.

### **How can I make a monetary gift to a specific Care Home?**

You have several options, including cash, a cheque made payable to Broadmead Care Society, or credit card. Make sure you indicate the Care Home to which you would like to direct your donation.



### **Can I leave a gift through my estate?**

A gift through your Will is very personal and a wonderful way to support what you care about most, now and after you are gone. By including a gift in your estate planning, you may eliminate significant taxes payable upon your death. Contact Mandy Parker, VP of Philanthropy & Communications at [mandy.parker@broadmeadcare.com](mailto:mandy.parker@broadmeadcare.com) for more information.

### **Can I be removed from the mailing list?**

Yes. Please submit your request to be removed from the mailing list to: [communications@broadmeadcare.com](mailto:communications@broadmeadcare.com). Please include your name and address and state which mailings you no longer wish to receive: direct mail, Moments magazine, or the Annual Report. You can also sign up to receive our publications electronically.

### **Have questions? Please contact:**

- Mandy Parker, Vice President, Philanthropy & Communications  
Telephone: (250) 658-3226 or Email: [Mandy.Parker@broadmeadcare.com](mailto:Mandy.Parker@broadmeadcare.com)
- Shannon Donnelly, Fund Development Coordinator  
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# Partners in Care

## **Physicians**

Broadmead Care has a group of physicians, called the Core Group, who care for all the people who live here. Broadmead Care endorses and follows guidelines set out by [Choosing Wisely Canada](https://choosingwiselycanada.org/long-term-care) (<https://choosingwiselycanada.org/long-term-care>).

Our Medical Director oversees the medical care of all residents. There is also access to a Geriatrician and Geriatric Psychiatrist upon referral. Residents may also go out to see various medical or surgical specialists.

## **Nursing and Direct Care Team Members**

### *Care Managers and/or RN Supervisors*

Care Managers and RN Supervisors are Registered Nurses (RN) or Registered Psychiatric Nurses (RPN) and are scheduled seven days a week, 24 hours a day. They provide support and supervision for the Licensed Practical Nurses (LPN) and Healthcare Workers. The RN/RPNs help assess and plan care for residents with acute, complex or changing conditions.

### *Licensed Practical Nurses*

LPNs provide direct nursing care such as administration of medications and other nursing duties, and provide direction to the care team.

### *Foot Care Nurse*

The Foot Care Nurse is an LPN with special training in foot care who visits residents on a regular basis to provide foot and nail care. The cost for this service is charged to the resident. For Veterans, a portion of the cost may be covered by Veteran Affairs Canada.

## **Health Care Workers**

Health Care Workers (HCW) are qualified and registered with the BC Care Aide Registry. They provide personal care including assistance with hygiene and bathing, meal assistance, assisting with transfers and mobilizing, as well as providing some treatments as directed by the care team.

## **Therapy Services**

When required, our Occupational Therapist assesses a resident's physical and functional abilities and help with getting equipment such as wheelchairs and walkers.

## **Social Workers**

Broadmead Care's Social Worker provides counselling, information, and support for residents and their families from move-in to end of life and bereavement. In addition, the Social Worker coordinates and facilitates Admission and Care Conferences, and coordinates monthly Family Council meetings.

## **Dietitians**

Registered Dietitians (RD) assess and monitor the nutritional health and eating abilities of each resident and establish each person's nutritional needs.

## **Activity Workers**

A team of Activity Workers coordinate a varied and stimulating program of recreational, social, intellectual, creative, musical, health, and fitness activities.

## **Volunteer Services**

Volunteers are part of the care team and play an essential role in enhancing the daily life of residents. The Activation Manager trains and supports volunteers to assist with a wide variety of activities such as music, creative arts, happy hour, and other programs. Volunteers connect with residents by reading, looking through photos, or enjoying one on one time together. If you are interested in volunteering, please visit our website ([www.broadmeadcare.com](http://www.broadmeadcare.com)) to learn more and apply.

## **Dental Services**

A Dentist and a Dental Hygienist provide services two to three days per month. These services are provided on a fee-for-service basis. A portion of the cost may be covered by Veterans Affairs Canada (for eligible Veterans) or an extended health plan. Residents may also go out to their community dental service, if their mobility and cognitive needs can be supported in the community office.

## Students

Beckley Farm Lodge is a teaching Care Home for healthcare students from local colleges and universities. Care may be provided by the students under the supervision of authorized personnel and in accordance with Broadmead Care's policies.



# Family are Partners in Care

Broadmead Care recognizes the importance of the continued involvement of residents themselves, as well as their families and friends. 'Family' is defined as those people identified by the resident as their family. We strive to be aware of family perspectives, and will do our best to work together to meet the needs and wants of those living at Beckley Farm Lodge. Ongoing communication between lodge team members and the Health Representative regarding the resident's care and wellbeing is essential. This communication can occur both formally and informally, at care conferences, and through informal conversation with team members while visiting.

## *We partner with family by:*

- Assisting with family adjustment following moving in;
- Communicating (through the identified Health Representative) regarding the person's needs or changes in health condition;
- Providing information and support to assist with healthcare decision making;
- Providing support when required;
- Providing ongoing information about lodge activities through monthly Activity Calendar, the Family Council, and other opportunities, which can be accessed on our website; and,
- Providing an opportunity for feedback through the Family Satisfaction Survey, which is undertaken every two years.

## *Family can partner with Broadmead Care by:*

- Communicating information about the person's history that will help us provide the best care, and understand their behaviour;
- Assisting at meal time, going for a walk, or helping with items such as nail care;
- Participating in the Resident and Family Councils or fundraising activities; and,
- Providing comments and suggestions through the Suggestion Box in our main lobby area.

## Resident and Family Councils

Councils provide forums for residents and family to share and learn from each other. They provide opportunities to gather with the Beckley Farm Lodge leadership team. Future Council dates are posted throughout the Care Home. Please contact the Social Worker if you have any questions.

# Living at Beckley Farm Lodge

## Initial contact with the Care Team

Team members begin preparing for move in by reviewing health information received from Island Health. A call is made to the prospective resident's primary contact person when a room is available. The resident/family has up to 48 hours to accept or refuse the offer for a preferred home, and 72 hours to respond for an interim placement. The resident/family must be prepared to move in within 48 hours of notification.

## What you can do to prepare to move in

- Visit to see the room beforehand if possible.
- Prepare the person's clothing, toiletries and personal items, furnishings, and familiar items for the resident's room (see pages 21 – 26 for details). Broadmead Care will label clothing. Other items such as watches, dentures, or glasses are to be marked with the 's name prior to moving in. Other personal items such as pictures should be labelled before move in. If pictures are brought, we prefer that safety glass is used in the frame, rather than regular glass.
- If the person is coming directly from home, please bring all medications and treatments currently being used, so the Nurse can review them. This includes prescription drugs, vitamins, over-the-counter drugs, medicated creams, and eye drops.
- If possible, arrange to come for move-in day.
- Prepare a list of important names and phone numbers you would like on the person's health record.
- Decide who will be the **primary family contact**. This should be the person who is either officially appointed as Committee of Person or Health Representative for the resident, or who will make healthcare decisions

regarding the person's care (if he or she is unable to make their own decisions). This may be the same, or a different person, than the person who has financial Power of Attorney. The primary family contact will serve as a link to the rest of the family.

- Prepare relevant legal and financial documents such as the Power of Attorney form (copy), Health Representation Agreement (original), Advance Healthcare Planning documents (original), cheque book for account payments, Veteran's status card (if a Veteran), and their Care Card.
- Prepare other information you think will be helpful for the team in providing care or understanding their personal history.
- Talk about moving in. There is no single strategy for this, as it depends on the person's level of cognition and attitude towards moving. For someone with fairly intact memory, it may be helpful to begin talking about the move and the reasons for it. What is essential is that the family caregiver conveys a sense of confidence and reassurance about the move.

### **What to expect on move-in day**

Please arrive at 10:30am, unless a different time has been arranged. If you are bringing your loved one or their belongings in your own car, you may park your vehicle briefly in the three-minute parking zone right in front of the building. Staff will advise you where to park to unload furnishings and belongings, and will be available to assist you.

Shortly after this the person with Power of Attorney for financial affairs will meet with a team member to complete the admission documentation and set up payment and accounts. The Power of Attorney document is needed for this activity. This process requires approximately 30 minutes.

In the first few hours after arriving there will be visits from members of the care team to get to know the resident and his or her family. The family members accompanying the resident on move in day may stay for a complimentary lunch.

Time can be spent in the people's room putting away clothing and belongings, and personalizing their space.

### **Settling in to your new home**

Adjustment to living in long term care takes time. There are a variety of emotions and experiences with any transition, and this is no different. Team members will

do their best to help ease the transition as much as possible. Family and friends are encouraged to visit, and at any time may contact the nurse, Care Manager, or Social Worker for assistance.

## Rooms and Belongings

Broadmead Care encourages people to personalize their room, but it is also important that the room supports resident and staff safety. Storage space outside of their room is not available. All of the resident's personal belongings must be kept in the resident's room.

Each room is furnished with a bed, closet, and drawers. Bed linens and window coverings are provided. Each room has an ensuite bathroom with toilet and sink.

Please note that the furnishings that are supplied by Broadmead Care have been appropriately placed for resident and staff safety and may not be moved.

Items such as a favourite chair that is wipeable, leatherlike material (chairs that rock or swivel are not permitted for safety reasons), pictures, and other small personal belongings may be brought in. Pictures will be hung by our maintenance staff. Please note that families will be responsible for cleaning chairs.

### **Memory Boxes**

A memory box has been provided outside each resident's room. These boxes help the team and volunteers know the resident's history and provide an excellent opportunity to 'tell their story'. Memory boxes may include personal items and memorabilia such as medals, family photographs, or artwork. Please contact the nurse or Activity Worker to open the memory box.

### **Television**

If a television is desired, a flat panel TV, with no larger than a 40" (102 cm) diameter screen, and weighing no more than 30 lb (13.5 kg), is required. A wall-mounted TV is safer because it can be secured to the wall and allows for more space in the room. If this is desired, the resident or family member must hire an outside company that specializes in mounting TVs.

Basic Shaw Cable TV is available, for a fee, which is charged in addition to the monthly rent. Subscription to 'bundled' services, or use of other service providers is not available. Families must supply TV cables and connections. Please notify Finance when the service is no longer required to ensure charges are discontinued (see page 4 for the Finance Clerk phone number).

### **Telephone**

In-room phone service is arranged directly with Telus or Shaw, who will bill the resident. When setting up the service, be prepared to provide Beckley Farm Lodge's number, room number, and Care Home address. This information is located on the inside front cover of this Handbook.

### **Items Not Recommended**

For safety reasons, we must prohibit the use of electrical appliances in resident rooms including, but not limited to, kettles, toasters, microwaves, fridges, hot plates, electric heaters, electric blankets, heating pads, and air conditioners.



The team may need to ensure furniture and contents are placed correctly in the room to allow for fire regulations and to make it easier to assist the resident with care. Please speak with them if you have any questions.

Please ensure that all electrical items (i.e., cell phones, computers, radios, televisions, stereos, electric razors) are in good working condition. We may ask you to remove any items found to be unsafe.

Carpets, floor mats, chairs with wheels, rocking chairs, swivel chairs, and large bookcases or furnishings are not permitted.

### **Money and Valuables**

Residents should only keep very small amounts of cash on their person or in their room. A key to the bedside drawer can be provided if needed. Cash for purchases or outings can be taken out of the resident's Trust Account. Broadmead Care is not responsible for lost or damaged personal items.

Residents are encouraged not to keep costly jewellery or other valuables at Beckley Farm Lodge. Any items of great monetary or sentimental value should be kept by family. If at any time during the course of the resident's stay a team member removes an item of value for safekeeping, it will be stored in a locked cupboard in the medication room. Items in safekeeping can be claimed by the person legally appointed for managing the resident's affairs. Broadmead Care cannot take responsibility for long-term storage of valuables, and is not responsible for lost or damaged items.

### **Housekeeping Services**

All living areas and resident rooms receive regular housekeeping services. Residents are required to provide reasonable access within their room to facilitate routine cleaning of floors, furniture, and equipment. Extra care will be taken in the moving of furniture and resident's personal belongings.

# Clothing

Residents need clothing that is comfortable, easy to get in and out of, and durable to withstand Home laundering and drying processes. We highly recommend the use of **adaptive clothing** for most of the people who live at Beckley Farm Lodge. Adaptive clothing is made especially for people who need help to dress or undress.

Properly designed adaptive clothing is more durable than modified regular clothing. Adaptive clothing is made with fabrics that will withstand the heat and detergents used in Home laundering processes.

Companies selling adaptive clothing can be found on the Internet, and catalogues are available for viewing at Reception.

Clothing chosen for use at Beckley Farm Lodge should be 'wash and wear' (permanent press), able to withstand labelling with a heat sealer, and frequent laundering and drying at high temperatures. Polyester/cotton blend materials (50/50 or 60/40) are recommended. Provision of clothing is the responsibility of the resident/family. A larger supply of clothing is necessary if the person is incontinent. These clothing items go through an even more rigorous laundering process which may affect fabric colours and quality.

## Suggested Clothing

### *Daywear*

- At least seven outfits (dresses, pants, skirts, or tops)
- A larger supply of clothing if the resident requires more frequent changes due to incontinence or food spills
- Comfortable clothing appropriate to the season
- Clothing that is easy to do up and undo (zippers are preferred as Velcro can damage other items in the laundry)
- Clothing that is loose fitting
- Cardigans rather than pullovers (no wool – it shrinks in the wash)
- Fleece vests are cozy
- Underwear is not needed if the person is incontinent

- Many older women prefer undershirts to brassieres; if a bra is preferred a sports bra is ideal because it is stretchy and does not have hooks
- Warm socks (no nylon, no tight tops)

### **Sleepwear**

- An adaptive night gown is recommended; pyjamas are not recommended if the person is incontinent
- A cozy housecoat

### **Footwear**

Comfortable and practical footwear is very important to walking safely, and preventing falls. Please ensure the resident has shoes and slippers that are comfortable, supportive, proper fitting and in good condition. It is important to check the condition of the soles or shoes on a regular basis. Good footwear has the following features:

- non-slip surface and good shock absorption qualities
- rubber soles
- heel height of ½ to 1 ½ inches high at the most
- a wide-base heel for stability
- laced shoes or shoes with Velcro closing
- lightweight

If you have any questions about footwear, please contact Therapy Services.

### **Outerwear**

- A seasonally appropriate coat is only required if resident goes out of doors
- Exchange coats/jackets as seasons change to preserve cupboard space

Special clothing such as a Veteran's dress jacket should be kept at home and brought in for special occasions.

***Clothing will be labelled with the person's name during admission.***

### **Materials and Items Not Recommended**

Any materials sensitive to high temperatures, including polypropylene, nylon, 100% acrylic, wool, rayon, acetate, down or feather – filled clothing, pillows and duvets, personal handkerchiefs, personal towels or bed linens. As well, materials with high cotton content may shrink or become misshapen over several washings.

*Clothing that cannot be marked or laundered will be returned to the primary family contact person. Broadmead Care is not responsible for lost or damaged clothing.*

## **Toiletries**

General use soaps and shampoos are provided by Broadmead Care. Personal toiletry articles are not provided, so please ensure you have included:

- brush and/or comb
- toothbrush, toothpaste, denture brush, or cleanser
- electric razor
- nail clippers
- deodorant, lotion, and cosmetics

*Label all personal items, except clothing, with the resident's name prior to admission.*

## **Incontinence Products**

Broadmead Care provides disposable incontinence products including briefs and pads at no additional charge. Special order incontinence products such as 'pull-up' briefs are charged to the resident.

## **Personal Laundry**

A personal laundry service for washable clothing is available and is included in the monthly rent at no additional charge. Families may prefer to do the resident's laundry at home and can make this arrangement with staff.

## **Labelling of Clothing**

During the admission process the resident's clothing will be labelled by Broadmead Care. A one-time charge for marking resident clothing is paid at the time of admission.

It is very important that new clothing brought in after admission also gets labelled. The one-time charge for labelling at admission covers the cost of any subsequent labelling required. New clothing should be left at the lodge's nursing station, and staff will arrange for it to be labelled and returned to the resident's room. If the article of clothing is a gift we ask that you remove the article from packaging before sending it for labelling, especially during high peak times like Christmas.

If a resident is missing clothing, please check the 'unmarked clothing bag' on the lodge's laundry cart. If unmarked items have not been claimed after a two-week period, the items will be stored for a further six weeks, after which time they will be donated.

## Day to Day Life

### Parking

There is a loading area at the front of the building where people may be picked up or dropped off, but if you are staying, the vehicle must then be moved to a parking spot. James Bay is primarily a residential area, and there is limited parking available around Beckley Farm Lodge. You may park for 90 minutes on Menzies Street, and 60 minutes on Toronto street (behind Beckley Farm Lodge). Any parking tickets incurred while visiting will be the driver's responsibility.

### Visiting

The front entrance is open from 8am to 6pm. Please sign in and out in the binder at the Reception desk. We suggest visitors arrive after 10am, since most people are up and dressed after this time. If a resident is ill or near end of life, family are welcome at any time. When the front entrance is locked, please use the intercom to be let in to the building.

There are many ways to spend time with your loved one, and children are welcome to accompany visitors. Monthly Activity Calendars for each lodge are available at Reception, in the lodges, and on our website, located at the bottom of the Beckley Farm Lodge webpage ([www.broadmeadcare.com/care-homes/rest-haven-lodge-sidney](http://www.broadmeadcare.com/care-homes/rest-haven-lodge-sidney)).

In addition, you can use our Keep Connected program (available on our website: [www.broadmeadcare.com](http://www.broadmeadcare.com)) to send a message, photo, or short video to your loved one, or arrange a video chat.

Please do not visit if you are feeling ill or have an illness that might be transmitted to others. Use the hand sanitizer dispenser as you enter and leave the building. If you are ill and cannot visit, you are welcome to call the nurse's station to ask about, or speak to, your loved one.

## **Day Outings and Overnight Visits**

People leaving the Home for outings during the day, overnight stays, or even for a few days away are to be signed out of the Home so we know their whereabouts. For daytime outings longer than three hours, or for overnight stays, family must inform the nurse **at least one day prior**, so that any required medication can be prepared ahead of time. Please discuss your plans for outings and overnight stays with staff.

As with renting an apartment, when someone is away from the lodge for overnight visits, the rent must still be paid. The number of days per calendar year that a resident may be away on overnight visits is established by Island Health, and is 30 days per year unless otherwise approved.

## **Hospitalization**

When someone who lives with us is hospitalized, their room is secured for their return. If the resident does not return, they will be discharged and the room must be cleared. The rent must be paid for the room during the period the room is secured. If someone is discharged partway through a month, a prorated refund will be issued.

## **Smoking**

Resident smoking at Beckley Farm Lodge is discouraged due to health and safety concerns. Those who wish to smoke may continue to do so, as long as they are able to comply with Broadmead Care's smoking policy and procedures. Resident smoking is restricted to designated areas away from the site only. An assessment of each person who wishes to continue to smoke is made upon arrival. Residents who are unable to smoke safely independently must have their smoking materials managed by the team, and may only be able to smoke when family can supervise.

In order to comply with Provincial Tobacco Control Act regulations and the "smoke free premises" restrictions of Island Health, **there is no visitor or team member smoking allowed on the grounds of Beckley Farm Lodge.**

## **Scent-Free Environment**

Please be aware that Broadmead Care has a scent-free environment policy. We ask that residents and families avoid wearing or bringing scented personal care products, perfumes, and heavily scented flowers (e.g., lilies) into the building due to allergy concerns for some team members and the people who live here.

## **Newspapers**

The Times Colonist or other newspapers can be ordered directly from the newspaper's circulation department. Newspapers are received at Reception and then delivered to peoples' rooms.

## **Mail Service**

Incoming mail is delivered to the person's room on weekdays. Outgoing mail may be given to the Receptionist. The cost of postage will be charged to the person's trust account. For those who require assistance with financial documents, pension cheques and bills, please redirect mail to the Power of Attorney, or arrange direct deposit or debit through their personal bank. Change of address forms are available at any Canada Post outlet. Direct deposit forms are available from any financial institution.

## **Pets and Pet Visits**

Broadmead Care recognizes the importance and value that pets have for many people. At this time, we are unable to accommodate pets moving in, although they are welcome to visit.

Family members and other visitors who wish to bring in their dog or other pet when visiting should understand the following requirements: visiting pets must be clean, free of fleas, vaccinated, free of open sores, well behaved, and quiet. Visiting dogs must be controlled on leash at all times during their visit and any other type of pet should be carried in the appropriate cage or carrying case. Visiting pets are not allowed in the dining rooms or any areas where food is prepared. Visitors with pets that are not meeting these requirements will be asked to remove the pet from the Home immediately.

## **Hairdresser**

The hair salon is located on the main floor. Both hairdressing and barbering services for men and women are available. Please make an appointment by speaking to the nurse. A price list is located in the salon. Hairdressing services are charged directly to the resident's Trust Account.

# Healthcare Decisions

There are laws in British Columbia that guide consent to healthcare and advanced healthcare planning. The Healthcare (Consent) and Care Facility (Admission) Act sets out the right of people to make their own healthcare decisions, including making an 'Advance Directive', which is a statement about an individual's future healthcare preferences. New residents who are capable of completing an Advance Directive will be encouraged to do so. The Social Workers will assist with this process.

In the event that a person becomes unable to make healthcare decisions for themselves, other people take on responsibility for making these decisions. There are several different ways to approach this. A Social Worker is available to help guide you through this process. In an emergency situation, if the Health Representative or next of kin is not available, a healthcare provider such as a nurse or doctor can make a healthcare decision such as whether to transfer the resident to hospital.

We strongly encourage families to discuss previously stated wishes or instructions for future healthcare, so that if and when family are required to make a healthcare decision, they will be better able to reflect and represent the resident's wishes.

[My Voice](http://www.health.gov.bc.ca/library/publications/year/2013/MyVoice-AdvanceCarePlanningGuide.pdf) (www.health.gov.bc.ca/library/publications/year/2013/MyVoice-AdvanceCarePlanningGuide.pdf) provides resources to help you have conversations about healthcare preferences.



# Care Conferences

Residents and families are encouraged to communicate information, questions, concerns or compliments about the person's care or services on an ongoing basis through the Care Manager, Nurses, or Social Workers. Care conferences are held with the care team and the resident and/or family members. These conferences provide an opportunity to share information, and identify goals of care, to ensure quality of care and quality of life.

Four to six weeks following admission, Beckley Farm Lodge's care team meets with the resident and family. This is an opportunity to plan for ongoing day-to-day care, as well as plan for the future. This meeting is also held again each year, or as needed because of changes in health status or concerns.

# Medical Appointments

## **Arrangement of outside medical appointments**

From time to time a resident may need to go out to see a specialist or to have a diagnostic test. The nurse will assist with setting up these appointments and discussing transport. Please be sure to let the nurse and social worker know as far in advance as possible about an appointment.

# Pharmacy

All medications and medical supplies used by the resident must be ordered by the attending physician and dispensed by the pharmacy. Medication must be administered by lodge nursing staff unless other arrangements have been approved. CareRx provides Pharmacy services to all residents living at Beckley Farm Lodge.

## **Herbal Products or other Alternative and Complementary Treatments**

Broadmead Care supports a resident's right to choose and make decisions about their healthcare. If the resident has non-prescription medications or treatments, for safety reasons, please discuss these with the nurse.

If an alternative or complementary treatment not provided by Broadmead Care is desired, the team will not recommend a specific service provider, but may assist the resident/family to locate a list of service providers. Selection of the private service provider, as well as arrangements for services and payment, is the sole responsibility of the resident/family. The team should be advised if the resident is receiving an alternative or complementary treatment, and when the treatment is discontinued. The team cannot provide staff or equipment resources to facilitate the treatment provided, and are not responsible for the actions or supervision of the private service provider, nor the outcomes of treatment.

### **Medical Alert Bracelet**

For residents who have been identified as being at risk of leaving the Home unaccompanied, or for a serious health problem, wearing a medical alert bracelet is recommended.

## **Devices and Equipment**

Any device such as a walking aid or wheelchair should be brought in when moving in unless instructed otherwise. Therapy Services staff will assess what equipment is required. All devices or equipment must be stored in the resident's room and be marked with the resident's name.

Residents using power mobility equipment (including power wheelchairs) must have a driving assessment by Beckley Farm Lodge's Occupational Therapist before the equipment may be used. This is a mandatory safety requirement that may take place more than once as the resident's abilities diminish over time.

Our Occupational Therapist will assist with obtaining equipment required by the resident. Therapy Services has a supply of walking aids, wheelchairs, special mattresses or other equipment for loan at no additional charge. Specialty or customized equipment may need to be purchased.

For eligible Veterans, the cost of specialty or customized equipment may be covered by Veterans Affairs Canada (VAC). To receive funding support from VAC for assistive devices or adaptive equipment, the veteran must have an assessment completed by Beckley Farm Lodge's Occupational Therapist. The

therapist will assist the veteran to obtain the required equipment according to VAC's procedures. Please be aware that this process may take several weeks or months.

Other residents may receive funding support for devices or equipment from another government program or their individual extended health insurance plan. Payment is the responsibility of the resident or Power of Attorney.

## Food Services

### Meals / Dining Service

Beckley Farm Lodge's Food Services department provides a four-week menu cycle offering residents two choices each meal. The menu is designed to meet the nutritional needs of the residents following standards of the Canada's Food Guide for Healthy Living. The menu provides a wide variety of meals as well as afternoon and evening snacks. All meals are prepared in house, and residents have a choice between two options. Special diets and texture modifications are prepared to meet individual needs. Menus to celebrate special events are also provided.

A Registered Dietitian is available to discuss food preferences.

The resident dining service commences at the following times:

Breakfast	8:30am
Lunch	12:00pm
Dinner	5:00pm

Afternoon and evening snacks are provided at 2:30pm and 7pm.

### Family and Friends Meal Service

A limited number of guest meal services are available for lunch and dinner. When you wish to join your loved one for lunch or supper, please call the nursing station 24 hours in advance to make a reservation. Meal costs are \$10 for lunch, \$8 for supper, and \$15 for special holidays.

For special family events, please contact the Activity Department (250.381.4421, extension 229) at least seven days in advance.

## Food from Home

Family are welcome to bring food in to share with their loved one during their visit. Please check with team members to ensure there are no dietary restrictions.

We ask that guests do not bring in prepared foods from home to share with other residents. Many residents have special dietary restrictions and/or swallowing problems. Please speak to the team should there be any questions regarding food.

## Activities

Team members offer a variety of stimulating recreational, social, intellectual, creative, musical, and fitness progress. Activities are designed to support and engage residents in both group and individual settings according to their needs. Birthdays teas, holiday celebrations, and other special events complement regularly scheduled programs. Families are welcome to participate and attend with their loved ones.

Monthly Activity Calendars are available on our website ([www.broadmeadcare.com](http://www.broadmeadcare.com)) or by connecting with a team member.



## **Activity Enhancement Fund**

The Activity Enhancement Fund helps residents enjoy activities that are not provided through government funding, such as Creative Arts, Music & Memory, musical entertainment, horticultural therapy, and special events. Each resident contributes through their Trust Account.

## **Happy Hour**

Tea, coffee, juice, pop, and alcoholic drinks are served by team members during happy hour programs, which often coincide with musical entertainment or movie matinees.

With physician approval, residents may enjoy up to two alcoholic drinks during happy hour. Guests may also enjoy one alcoholic drink. Bar costs for residents and guests are charged to their Trust Account.

Residents may also have an alcoholic beverage in their room or with their meal; however, Broadmead Care prefers alcohol is provided from the bar rather than kept in rooms.

# **End of Life Care**

## **Serious illness or change in condition**

In the event of a major healthcare issue or serious illness/change in condition, the care team and attending physician will use the Medical Orders for Scope of Treatment (MOST), Advance Care Directive, or conversation with the resident, Committee of Person, Health Representative, or Temporary Substitute Decision Maker to make every effort to follow the resident's previously stated wishes and instructions.

## **Preparing for Death**

Most residents moving in to Beckley Farm Lodge are in the last years of their lives. Broadmead Care believes in providing quality end-of-life care and support to residents and families so that they experience a dignified death.

## **When Death is Expected**

Many residents' health conditions decline gradually over time, and the team and family have time to see that death is approaching. Examples of signs that

can indicate that a resident is dying include extreme fatigue, changes in level of consciousness, needing more time in bed, loss of appetite, more difficulty with swallowing and taking food and medications, agitation and restlessness. Staff will contact the resident's physician and Health Representative to communicate changes in condition, and a conference may be called to discuss the plan of care. Family are welcome to visit at any time during the resident's final days. Comfort measures are implemented including discontinuation of non-essential medications or blood tests, and provision of medications and interventions for relief of pain and other troubling symptoms.

Family can prepare for the resident's death by notifying extended family and friends, and making funeral arrangements. Beckley Farm Lodge's Social Workers will provide family support during the dying process and can provide information about bereavement counselling resources if needed.

### **Cardiopulmonary Resuscitation (CPR) in Long term Care**

Providing CPR is not a standard in long term care facilities. Broadmead Care does not expect staff to attempt CPR or call 911 in the event of an unwitnessed cardiac arrest (when a person is found with no pulse or not breathing). Medical research and opinion is that CPR is of very limited value when given to frail individuals with poor condition and multiple illnesses. Also, there are very poor outcomes related to attempting CPR in a cardiac arrest. Such outcomes could include reduced quality of life, rib fractures, brain damage, or death.

If a resident or their Health Representative/ Temporary Substitute Decision Maker wishes that CPR be performed, the physician would need to be involved and give appropriate orders. However, this direction would only guide the nurse to call 911 in the event of a cardiac arrest. The nurse/staff would not be responsible to initiate chest compressions for resuscitation.

## **Transfers and Discharge**

### **External Transfers**

Sometimes during a residents stay, a resident and/or family may identify a desire to move to another long term care home. If the request is to transfer to another publicly funded home within BC, the transfer request should be made to the Social Worker, who will liaise with Island Health to initiate the transfer process.



If the request is to transfer to a home in another province, the family should investigate with the appropriate health authority, to understand access criteria and procedures in that province.

### **Discharge**

Upon a resident's death and/or discharge from Beckley Farm Lodge, their personal belongings must be removed within 24 hours. In extraordinary circumstances, if the family are unable to pack and remove belongings within the 24-hour time frame, extra charges will apply. Broadmead Care is not responsible for the disposal of unwanted items. There may be fees charged for the disposal of resident-owned items or equipment not removed from the room. Please do not assume Broadmead Care will accept items as donations if they are left in the room. Broadmead Care is not able to accept donations of personal belongings, but may accept donations of mobility aids subject to the approval by Therapy Services.

## **Safety and Security**

### **Resident Identification**

Accurately identifying those who live in Broadmead Care Homes is a key component to ensuring their safety. The reasons for this include the importance of accurate identification for medication administration, lab tests and treatments, and identification should the person leave the home and not return.

For safety, we are required to ensure accurate identification in two ways. The main way is a photograph of the resident, used in our electronic and paper records. Photographs are updated as necessary. We work with the people who live in our Homes on an individual basis to determine the best way to select a second means of identification.

### **Building Security**

Most people who live at Beckley Farm Lodge have dementia. The most common symptoms of dementia are short-term memory loss, difficulties with orientation to time and place and finding their way around. Residents with dementia may have difficulty judging their actions related to safety and security. While we aim to find a balance between resident's right to make choices and live with a reasonable

degree of risk, we also recognize our responsibility to provide a safe environment for residents, team members and visitors.

Broadmead Care has policies, procedures, and systems related to building security, resident smoking, and fire and emergency procedures. We regularly review and revise these policies, and make changes as appropriate. We do our best to ensure that residents and families are fully informed of any risk issues or changes in a timely manner. We very much appreciate the support and assistance of family and friends in helping us keep residents and our care homes safe and secure.

### **Missing Resident**

Every effort is made to keep residents who are not able to find their way in the community from becoming lost outside the Home. As such, all exterior doors at Beckley Farm Lodge have coded access locks. Despite our best efforts to keep residents safe and accounted for, there are occasions when a resident may leave the building unaccompanied, and become disoriented. If this occurs, the team will



follow Broadmead Care's Missing Resident Procedure which involves searching the building and grounds, and notifying the family and Police to assist in the search. Following such events, the team will meet with the resident and family to assess the risk of further occurrences and discuss strategies to reduce and/or prevent further occurrences.

## **Smoking**

Smoking poses a significant risk to the residents and the Home. Residents may smoke in designated outside areas only. Smoking within the building is strictly prohibited. For the safety of all, resident smoking is monitored and controlled. If a resident smokes in undesignated areas or in an unsafe manner, their smoking materials will be retained and managed by team members. If a resident has repeated incidents of unsafe smoking, the resident will not be permitted to continue smoking on the grounds of Beckley Farm Lodge. Assistance with smoking cessation will be offered. In response to regulations and policies from the Provincial Tobacco Control Regulations and Island Health, team members and visitors are not allowed to smoke on Lodge property.

## **Heating Pads and Beanbags**

The use of heat has tremendous benefit for reducing pain and inflammation. However, older adults are at higher risk for burns and complications from heat. Microwaveable beanbags are the safest and easiest way to allow residents to use heat. Because of the risks involved, Therapy Services must assess a resident prior to the use of a beanbag, to ensure that the resident can safely use it, and to implement procedures for their use. A beanbag approved by the Care Team will have the name of the resident and the heating protocol marked directly on the bag. The following devices are not permitted for use by residents under any circumstances: gel packs, hot water bottles, and electric heating pads. Residents with severe cognitive impairments or advanced dementia should not use heat unsupervised.

## **Infection Control**

Broadmead Care has an Infection Control program that is guided by the policies and procedures of Island Health's Infection Prevention and Control manual. Beckley Farm Lodge takes the precautions required to reduce the risk of outbreaks. Residents are screened on admission for TB and other infections, and the influenza vaccine is provided for all residents and team members each year. Infection rates among residents are tracked. Team members are trained

in infection control procedures. In the event of an outbreak of a communicable disease such as influenza or gastrointestinal illness, control measures are implemented.

**Handwashing** is the most important procedure for preventing infections. Beckley Farm Lodge has many hand washing sinks and waterless hand washing stations. Families are encouraged to wash their hands on entering and leaving the building; after smoking, eating, or handling food; and after using the washroom.

### **Resident Lifts and Transfers**

Many residents need physical assistance with movement. Upon move in, and as required, Nursing and Therapy Services team members will assess the resident's lift and transfer requirements. Resident Care team members are expected to know



and utilize the correct lift and transfer technique for each resident. Broadmead Care provides various types of lift and transfer equipment. **Family members, companions, volunteers, and other visitors are not authorized to use mechanical lift equipment, and are encourage to ask a care team member to assist.**

## **Dementia Care Environments and Care Practices**

In an effort to provide a safe and supportive environment for those living with dementia, we use a number of environmental safeguards and care practices. In order to support freedom of movement for residents within the building, certain rooms, such as medication rooms, utility rooms, storage areas and staff washrooms are kept locked. Knives and other potentially dangerous kitchen items are locked in drawers.

Broadmead Care encourages the team to be flexible, not rush, or require people with dementia to live by a schedule. Decisions are made based on level of risk and comfort for the resident. Some examples of this are as follows: if a resident does not want to eat their meal at dinner time, their meal can be refrigerated and warmed up for them later when they want to eat; if a resident refuses to have their incontinence brief changed, the team member will leave them alone and try again later, or have another team member try. Another example: residents with dementia may walk around the lodge and may go into other resident's rooms, perhaps even lying down on the bed. We do not force people out of other resident's rooms. We distract and attempt to offer another activity, but if, for example, they are sleeping in a co-resident's bed or chair, we would not wake them immediately. We would wait for them to awaken and then redirect them to another activity.

## **Least Restraint**

Broadmead Care has a policy of 'least restraint'. For safety, physical restraints are used only as a measure of last resort and only after alternatives have proven not to be effective. When use of a physical restraint is being considered, team assessment and consultation with the resident, Health Representative, and physician is required.

## **Falls**

It is important to understand that falls happen, and can cause injuries. Many factors can contribute to falls, including medication. The team strives to prevent

falls and reduce injuries. If needed, the team will consider programs to modify the environment or improve residents' physical strength, and provide appropriate mobility aids and hip protectors. Our goal is to allow residents freedom of movement and reduction of the risk of falls and injury without using physical restraints. The team meets on an ongoing basis to review residents who have had a fall. You can help decrease the risk of falls by ensuring appropriate footwear is worn, and decluttering the resident's room. Please talk to your care team if you have questions.

### **Special Diets and Safe Meal Assistance**

Please use caution when serving food or fluids to residents. Many of our residents are diabetic, or have specialized diets that require food and fluids to be modified due to problems with chewing and swallowing. Some residents have food allergies or intolerances. To prevent choking or serious illness, adherence to the dietary plan for the individual resident at Beckley Farm Lodge and on outings is very important. You may ask team members to assist you in reviewing the resident dietary sheets in each dining room to find out what are the appropriate diet, food texture and fluid consistency for the resident.

Many residents require total or partial assistance with their meals. To ensure safe meal assistance techniques are practiced, we encourage family and friends to attend a Resident Dining Assistant Workshop provided by the Dietitian and Occupational Therapist. Please talk to the Dietitian if you want to know more specific details about your loved one's diet.

### **Emergency Preparedness**

Fire drills are held regularly. Visitors in the building during a fire drill are expected to participate by taking direction from team members. Periodic evacuation exercises are also conducted. Care Stations and Reception are main centres for communication and response.

### **Prevention of Violence in the Workplace**

As referenced in the Resident Admission Agreement:

Broadmead Care is committed to providing a safe, respectful and violence-free environment for employees, residents, family members, visitors and volunteers.



Every effort will be made to identify the sources of violent actions (and/or threat of violence) and procedures will be implemented to eliminate or reduce the risk of violent acts on Broadmead Care property.

Broadmead Care will ensure that all workers are aware of potential risks of violence and are trained in appropriate actions to protect themselves in the situation of violence (or threat of violence).

Broadmead Care will ensure that incidents of violence committed by a person or persons are reported and investigated.

Broadmead Care staff shall follow the procedures implemented for their protection, and report all incidents of violence.

Broadmead Care acknowledges and accepts that some Broadmead Care residents may present altered behaviours as a result of their medical condition and which may place others at risk. Broadmead Care will provide Broadmead Care staff regularly updated Care Risk Lists that document risk behaviours of residents. The report will include suggestions and strategies to manage or reduce the manifestation of altered behaviours. Newly emerging or elevations in altered behaviours will be documented in the resident care plan and shared with staff at report. Residents identified as having care risk will be identified with a purple sticker on the bedroom door.

Except as noted in the preceding paragraph, Broadmead Care has “zero-tolerance” for any occurrence of violent conduct or behaviour that may be initiated by anyone while on the property or within the facilities of Broadmead Care. Offenders will be held accountable for their actions. Violent conduct or behaviour includes acts of: physical assault, verbal abuse, personal harassment, bullying, or other aggression which gives cause for a person to believe he/she is at risk of physical or emotional injury.

It is Broadmead Care’s desire to develop and maintain consistently professional, collaborative and supportive relationships with family members and other visitors to residents. Any significant single or repeated act of aggression towards staff, volunteers or others will result in a measured and formal response. Consequential measures may include the modification or removal of visiting privileges and/or the calling of police.

# Compliments and Concerns

## How to Offer Feedback about Care and/or Services

Broadmead Care welcomes feedback at any time. We recognize that sometimes people may have questions or concerns regarding the health, safety, or wellbeing of their loved one, or about the services provided at Broadmead Care.

Your feedback helps us identify areas for improvement in our care and services. We will make every effort to ensure investigations of concerns are timely, fair, and just, and without repercussions or penalty to the person who brings forward the concern.

We also appreciate your compliments for the people who have dedicated themselves to taking care of your loved ones. We share your compliments with them, and know how much your kind words encourage them.

### *How do I offer feedback or bring forward a concern about care or service?*

There are a number of ways to bring forward concerns.

- Speak with the person providing the care or service, the Care Manager, Social Worker, or departmental supervisor.
- If there is something you would like the physician to know, please discuss this with the nurse. We will ensure the physician is aware of your information or concern.
- You may submit your concern in writing. Please address your concern to the appropriate Care Home Manager or Director, the Vice President, Care and Community Programs, and/or the Chief Executive Officer.
- Use the online form found at [www.broadmeadcare.com/familyresources](http://www.broadmeadcare.com/familyresources).

### *When should I bring forward a concern?*

There is no time limit in which to bring forward a concern. However, we recommend you express your concern as soon as you are able, so we are able to address it as soon as possible.

### *What information should I include in my concern?*

This depends on the situation, but in general, the following information should be provided:

- Date and time the incident occurred.
- Detailed description of the incident.
- Your role as witness to the incident or as the conveyor of information you received from someone else
- Your full name, email address, and telephone number.

### *What happens once I bring forward a concern?*

If you bring forward a concern on behalf of yourself or your loved one, a manager will work collaboratively with you to identify the issues and discuss a mutually acceptable resolution.

### *What if I feel the response to my concern has not been adequate?*

If you have brought your concern to the attention of Broadmead Care management, but feel the response has not been adequate, you should contact Island Health's Patient Care Quality Office by phone at 250.370.8323 (Toll free:1.877.977-5797); fax to 250.370.8137; or by email to [patientca.equalityoffice@viha.ca](mailto:patientca.equalityoffice@viha.ca). For licensed Homes, you may contact Island Health's Community Care Licensing office by phone at 250.519.3401 (Toll free: 1.800.663.7867); fax to 250.519.3402, or by mail to 201-771 Vernon Avenue, Victoria BC, V8X 5A7.

### *What do you do with the feedback you receives through concerns?*

Each concern provides an opportunity to identify areas for improvement of the care and services provided by Broadmead Care. A synopsis of the nature and outcomes of concerns, with names of the resident and person who brought forward the concern removed, is regularly reported to the Executive Team and Board of the Broadmead Care Society, and is used to provide information and recommendations for care and service improvements. The records are maintained for three years following file closure, and then confidentially destroyed.

## **Compliments and Gifts**

Compliments about our services or team members are most welcome at any time. Compliments can be made verbally or in writing, in person, by phone, email, fax or letter to the Care Home Manager or Director, the Vice President, Care and

Community Programs, or the Chief Executive Officer. Please be aware that team members and volunteers are not allowed to accept gifts of a personal or monetary nature from residents, family members, or visitors. Donations to Broadmead Care Society are always appreciated.

You may also wish to explore our *Celebrate A Life!* program, through which family members can express thanks for exceptional care. Learn more on our website at [www.broadmeadcare.com/get-involved/ways-to-give](http://www.broadmeadcare.com/get-involved/ways-to-give), or drop by the Donations Office which is located across from the Adult Day Program at Veterans Memorial Lodge.

## Dealing with Emergencies

### Fire Preparedness

- Should the fire bells activate **while the resident is in their room or lodge living area, the resident should remain in (or be taken to) their room** and await further instructions from the team members or Fire Warden.
- Should the bells activate **while the resident is attending a program or service away from their room** the resident should **stay with the program or service provider** and await further instructions.
- Should the bells activate while the resident is **outside of the lodge and not under the direct care or supervision of staff or service providers**, the resident should **go (or be taken) to the nearest staffing area** and await further instructions.
- Should a resident or visitor see a fire or smell smoke, activate the nearest pull station (located at all exit doors), and proceed to the nearest safe area.
- In the event of a serious fire, the Fire Warden will direct residents, visitors, and team members to the nearest safe fire zone. Team members will provide assistance to residents as required throughout this process. Exiting to the outdoors will only occur upon the instruction of the Fire Marshall.
- Smoking is prohibited anywhere inside the building in compliance with fire safety regulations. If you should witness smoking within the building or inappropriate use of smoking materials, please report immediately to the nearest team member.

## Power Failure

- In the event of a power outage, Beckley Farm Lodge is equipped with an emergency generator that activates automatically within approximately 20 seconds. The generator provides sufficient power for emergency lighting and operation of critical equipment. Critical equipment is plugged into the red coloured receptacles, which are fed from the normal and emergency power supplies.
- As there is limited fuel reserve for the emergency generator, it is important that all non-critical equipment be shut down during a power outage. Please turn off all non-essential lighting, TVs, radios, VCRs, computers, etc. Non-critical items should NOT be plugged into the red receptacles.
- In the event of an extended power outage, normal heating and air conditioning will be affected. Team members will provide additional blankets. All doors and windows should be kept closed.

## Earthquake Preparedness

Earthquakes can strike at any time. In a major earthquake, the ground can pitch and roll, like a ship in a storm. Beckley Farm Lodge was built to the latest seismic standards and is expected to withstand a fairly major earthquake. It is expected, however, that there could be significant damage and increased risk of injuries from broken glass and falling debris. The secret to survival in a major quake is to be prepared, avoid panic, and remain calm. Here are some basic tips on what to do to prepare for an earthquake, including what to do when the shaking starts and after it stops:

### *Before an earthquake*

- Identify safe places to be in the event of a quake. It is best to be located in an area away from glass or heavy objects that may fall. The safest place to be once the shaking starts is beneath sturdy furniture, or in a doorway.
- Fasten top-heavy appliances, furnishings, or heavy wall hangings (i.e.: mirrors) using seismic hangers or restraints.
- Establish an out-of-area phone contact person for family members to check in with and remind them regularly that in the event of a major earthquake in our area, you and others will be contacting them to confirm each other's safety.
- Maintain an own emergency preparedness kit to include a flashlight, AM radio and some extra batteries. The official emergency broadcast station for the Victoria area in CFX 1070 on the AM dial.

- Ensure there are clear exit paths. Do not put a heavy dresser or bookcase near the exit door, as it is likely to block the exit following a quake.

### *During an earthquake*

- If you are in the building, stay there: do not run for the exits or outdoors.
- Duck, cover and hold. Take cover beneath sturdy furniture or doorway. Stay away from glass windows and heavy mirrors.
- Don't ignite candles, matches or lighters.
- Remain clear of falling debris. As there are likely to be aftershocks, stay in the safe area for as long as possible.
- If you are outdoors, stay away from buildings or overhead power lines.

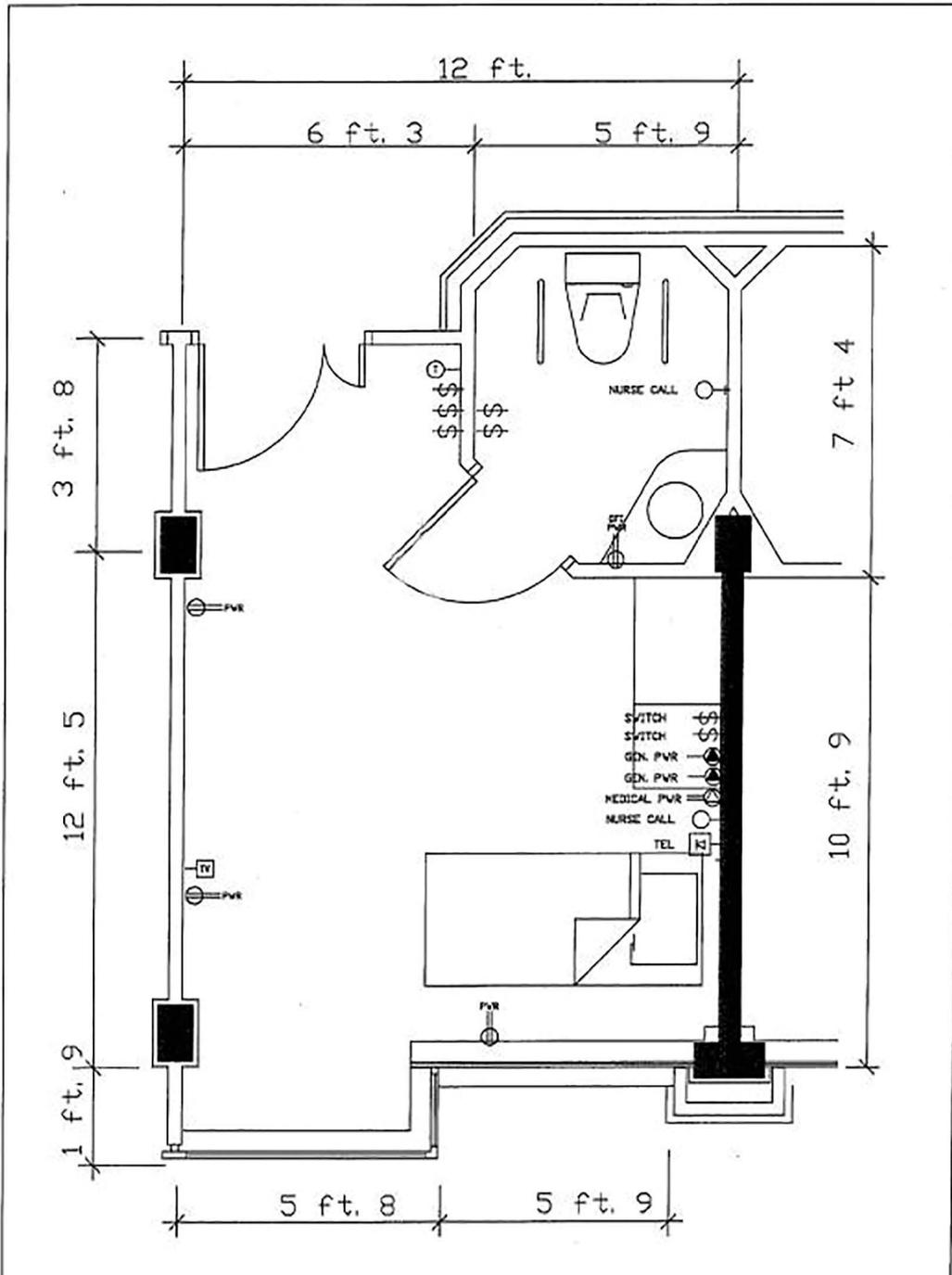
### *After an earthquake*

- Stay in your safe place until help arrives. Call out for assistance if you are injured.
- Hang up your phone if it was shaken off the hook. Make phone calls **ONLY FOR LIFE THREATENING EMERGENCIES**, so that available lines are clear for emergency responder use.
- If you are able to help others in your immediate area without putting yourself at risk, please do so.
- Listen to your radio or television for emergency information.

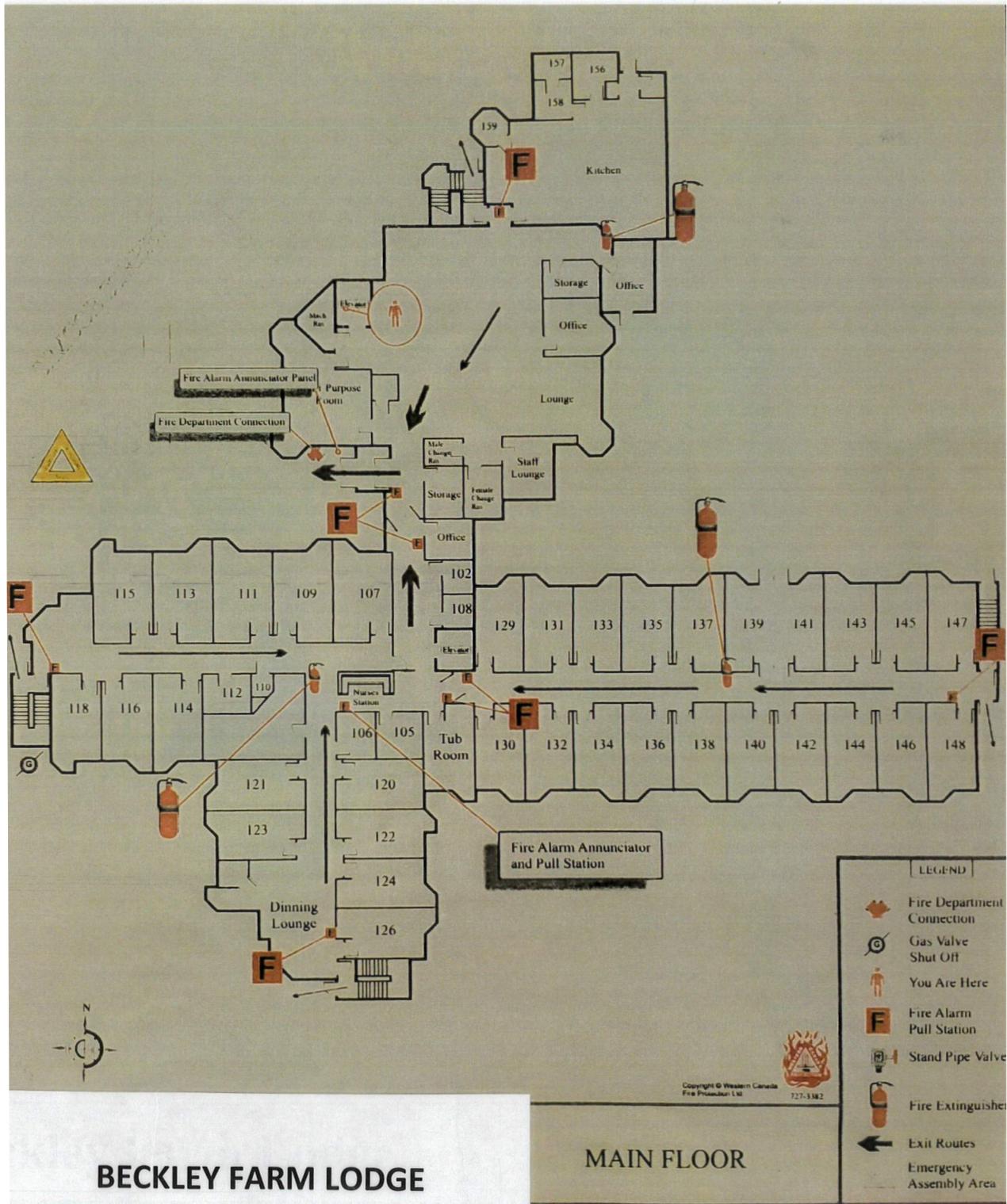




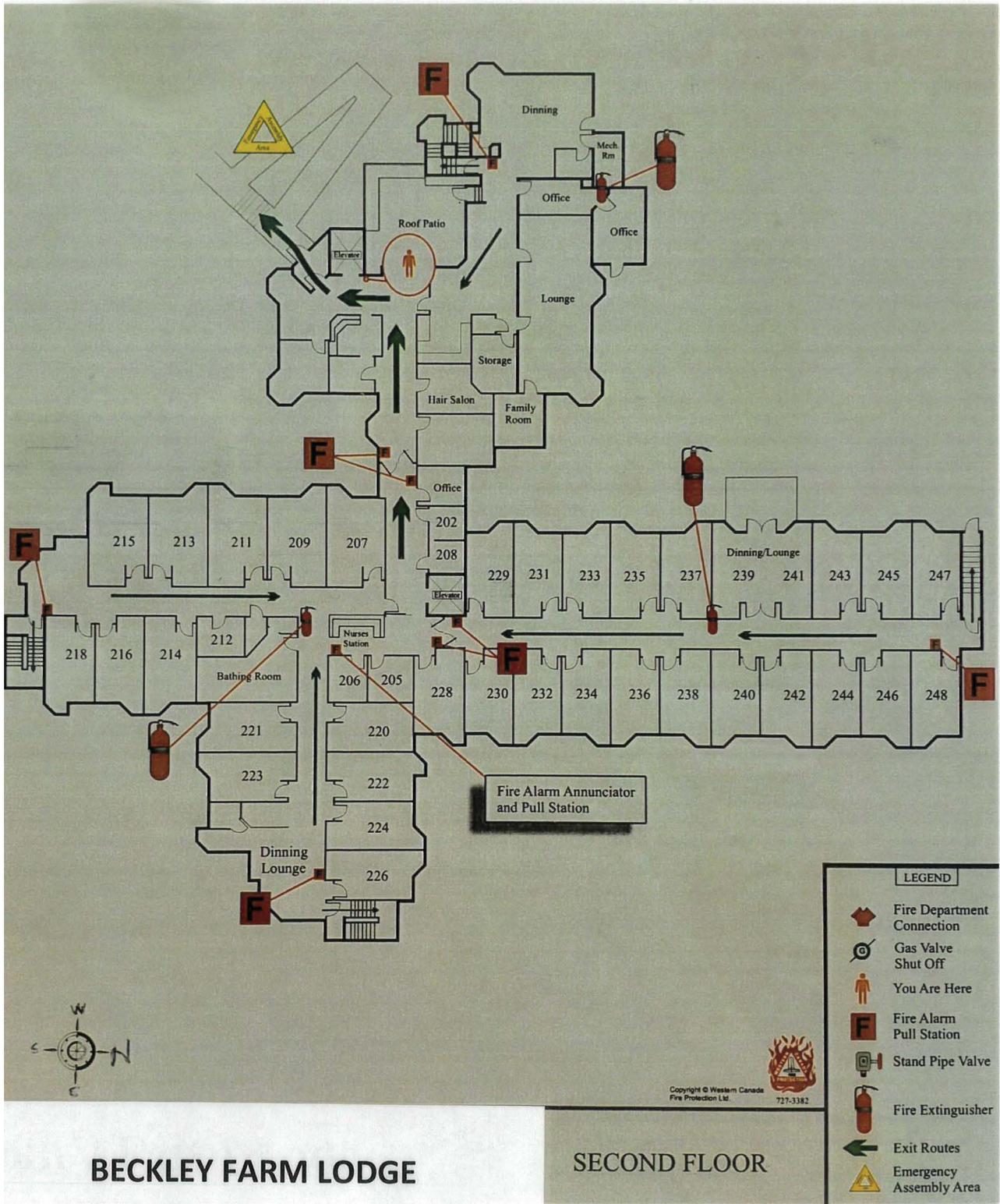
# Appendix I – Single Room Floor Plan



# Appendix II – Main Floor Plan



# Appendix III – Second Floor Plan



**BECKLEY FARM LODGE**

**SECOND FLOOR**



# Our Purpose

**To build communities where every person  
can experience wellbeing and happiness.**

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Victoria BC V8X 4Y7  
Tel: 250.658.0311  
[www.broadmeadcare.com](http://www.broadmeadcare.com)

Broadmead Care Society is a registered charity.  
#129290383 RR0001

BECKLEY FARM LODGE  
HARRIET HOUSE  
NIGEL HOUSE  
Beckley Farm LODGE  
Beckley Farm LODGE  
VETERANS HEALTH CENTRE