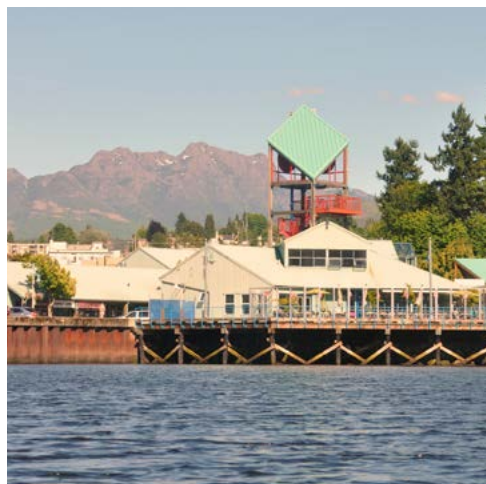




# RESIDENT FAMILY HANDBOOK



## Fir Park Village Echo Village ALBERNI VALLEY



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# Welcoming Messages

## Message from the Residents' Council

We are delighted to welcome you as a new member to our family. We invite you to take in the variety of programs that are offered each day here in the Village.

If you have any questions, want to share your ideas, or just want to talk, please seek us out; we would be happy to assist you in any way. Our home is now your home.

*Your friends in the Village Residents' Council*



## Message from the Executive Director

Welcome to Fir Park Village and Echo Village! It is my pleasure to serve you and your family needs. We hope your new home will be a fulfilling and rewarding experience. On behalf of the staff and the Board of Directors, make yourself at home and enjoy your stay with us.

*Joe McQuaid*





## Village Statement of Purpose

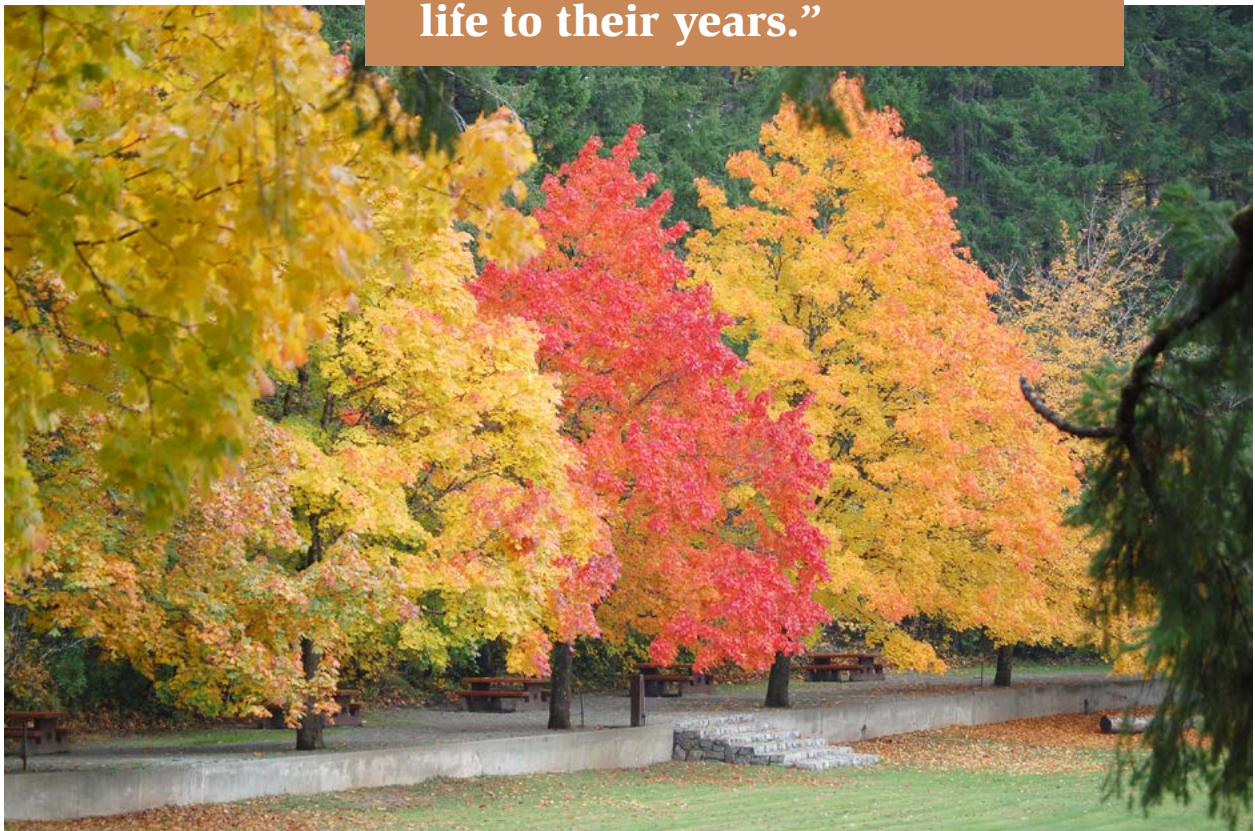
The Village's aim is not only to assist in adding years to life, but to help individuals add life to their years.

The Village strives to provide excellent services that meet each resident's medical, nutritional, social, intellectual and physical needs. This commitment is rooted in respect for the individuals who live here.

The Village takes a holistic pursuit to health that encompasses residents, staff, volunteers and other participants in a collaborative effort. Health is an ever-changing state, and each resident's needs are incorporated into the continuum of care provided.

More up-to-date information about services offered in the home is available at [www.alberniccontinuingcare.ca](http://www.alberniccontinuingcare.ca).

**“The Village's aim is not only to assist in adding years to life, but to help individuals add life to their years.”**



## What is ACCCS?

ACCCS stands for Alberni-Clayoquot Continuing Care Society, a nonprofit registered charity that was established in 1976 as the owners of Fir Park Village and Echo Village. ACCCS members can be individuals in our community or representatives of service clubs and other non-profit organizations. The Board of Directors are volunteers, elected from the membership, to govern the operations of Fir Park Village and Echo Village.

As part of the health care system, ACCCS provides quality care services to a designated segment of the Port Alberni community and surrounding district. To provide that service, ACCCS believes in standards that enhance a resident's quality of life. This entails a holistic approach to the care of each resident that meets physical, intellectual, emotional, social and spiritual needs.

As a health care provider, the ACCCS recognizes it has a community responsibility as an employer and economic entity. In an ongoing effort for long-term care leadership, the Society provides a resource in health, education and consultation.



**“The Society  
recognizes it  
operates within the  
traditional territories  
of the Hupacasath  
and Tseshaht  
First Nations.”**



# Values

The Village's values are based upon the British Columbia Residents' Bill of Rights and the following beliefs:

## **TRUST**

We believe in the importance of mutual trust whereby individuals know that they can count on each other for support and honesty.

## **EMPOWERMENT**

We believe that when residents and staff are empowered, the emotional, social, spiritual, cognitive, creative and physical well-being of the Village is enhanced.

**“We believe that quality of life is enhanced by creating a home-like environment which supports each resident's preferred lifestyle.”**

## **SHARED RESPONSIBILITY**

We believe that meeting needs is a shared responsibility of the residents, staff, and family. Each shares the responsibility for setting expectations and contributing to outcomes.

## **HOME**

We believe that quality of life is enhanced by creating a home-like environment which supports each resident's preferred lifestyle.

## **COMMUNITY**

We believe that a strong sense of community enables us to successfully work together toward common goals within our Village and within the community in which we are based.



## Residents' Rights

An adult living in the home has the right to a care plan that suits the resident's unique needs, abilities and preferences.

A resident has the right to the protection of health, safety and dignity. This includes living free from abuse and neglect, as well as being supported to pursue individual interests of social, cultural, religious and spiritual matters. Personal privacy is to be respected, particularly records, bedroom belongings, storage spaces and visitors.

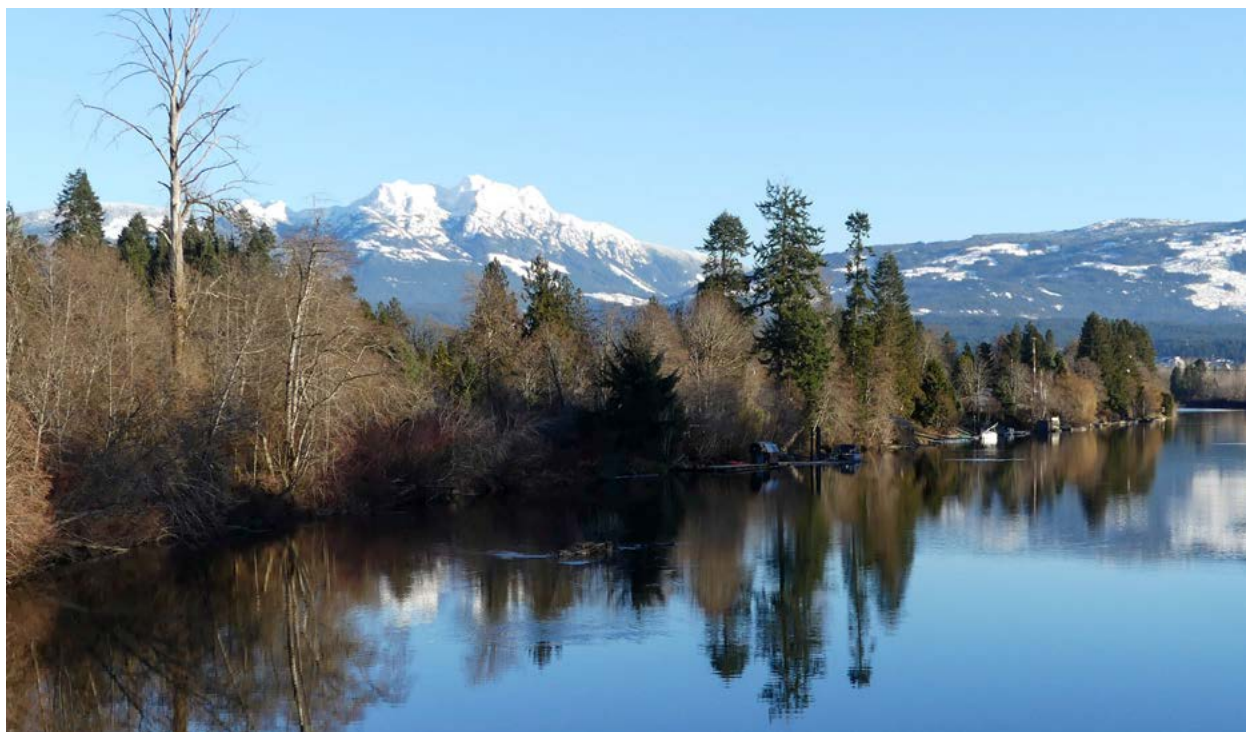
An adult living in the home has the right to participate in their own care plan and freely express views. A resident can partake in a family council that advocates for his or her interests, or have a representative participate on the individual's behalf. Residents must be given access to a viable process for expressing concerns within the home, or informed of how to make a complaint to an external authority.

A resident has the right to transparency and accountability in the home, including access to regulations, policies and the most recent inspection made under provincial law. Those living in the home are to be given advance notice of any fees for service or refunds. Family or representatives are to be informed of these matters to uphold accountability in the home.

These rights are subject to what is reasonably practical given the resident's condition and the need to protect the health and rights of others.

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The rights listed above are based on Section 7(1)(c.1)(ii) of the Community Care and Assisted Living Act, as well as Section 4(4)(a) of the Hospital Act.



## Online Resources

These website links are for the benefit of resident and family members. The website link for the Island Health handbook is courtesy of Island Health.

Long-Term Care Access Office: telephone: 250-519-5388  
email: [LTCAccess@VIHA.ca](mailto:LTCAccess@VIHA.ca)

Information related to our Palliative Approach to Care is found on the following website: [www.islandhealth.ca](http://www.islandhealth.ca)

Information related to First Nations and Cultural Diversity, please watch:  
[www.icscollaborative.com/webinars](http://www.icscollaborative.com/webinars)

## Residents' Statement of Responsibilities

Each individual has not only rights, but also obligations to fellow residents, management, staff, volunteers and others who contribute to the home. Responsibilities include:

- To observe the rules and regulations of the home.
- To treat fellow residents, staff and volunteers with courtesy and consideration, considering their rights at all times.
- To promptly report anything that needs attention, such as safety hazards, security, or anything that the resident feels is not right.
- To give the Director of Care, or administrative staff, an opportunity to correct a complaint or grievance by speaking to them directly. The resident may also contact an elected member of the Village Residents' Council or the Executive Director of ACCCS.
- To leave word, in accordance with Village policy, when he/she goes out, for the resident's benefit and safety.





# Village Description

We are a complex care home guided by the philosophy of honouring the dignity and worth of the individual. The Village is a multi-level care home which provides publicly subsidized residential care beds.

We are pleased to welcome you to your new home. Our staff look forward to making your stay as pleasant and comfortable as possible.



## Care Services

- Nurses and care attendants always on duty
- Access to a dietitian, occupational therapist and dental hygienist
- Foot-care services available upon request (at a set fee)
- Medication administration
- Weekly baths per our easy access tubs
- Housekeeping, clean linens and personal laundry regularly provided
- Secure building during the night
- Open visiting hours
- All meals, snacks and refreshments are provided

## Programming Services

- Regularly scheduled events 7 days a week morning, afternoon and evening, including outings, physical activities, social gatherings, creative explorations, spiritual groups and intellectual pursuits
- Barber Shop/Beauty Salon (senior's rates)

## Physical Environment

- All rooms on one floor level
- Two-piece private washroom in each room
- TV and telephone jacks located in each room. (Individuals are responsible for bringing in their own TV/telephone)
- Electric heating and individual thermostat in each room
- Emergency call-bell system to nursing
- Alarmed exit doors and secured garden and patio areas
- Restful lounge areas (available for private family gatherings)
- Country Kitchen – small coffee and tea kitchen for residents and families to use
- Resident Wi-Fi internet available





### Sexual orientation language:

The Alberni-Clayoquot Continuing Care Society (ACCCS) fosters a sense of belonging for each resident, and recognizes the diverse gender identities and sexual orientation of those who live in its homes. Each individual is respected for her or his unique qualities, regardless of sexual orientation.

To prevent experiences of rejection or exclusion, there is zero tolerance in the homes for abuse or discrimination due to a resident's sexual orientation.

All staff are required to report incidents of discrimination or abuse, thereby upholding the Residents' Bill of Rights. For more information, please go to the following link:

<https://bccare.ca/aging-with-pride/>

### Socioeconomic status:

The homes welcome residents from all socioeconomic backgrounds, and the ACCCS ensures that all are treated and respected equally while under our care.



### Indigenous inclusion language:

The ACCCS recognizes that its homes lie on the unceded territory of the Hupacasath and Tseshahat First Nations. Our staff strive to make all Indigenous residents at home through cultural sensitivity and the recognition that an individual's Aboriginal identity can be essential for their comfort and sense of belonging.

### Consent to Care at Admission:

If an adult admitted to one of the Society's homes is unable to give consent themselves, upon admission a Public Guardian and Trustee of B.C. referral form is to be completed by the resident's legally appointed substitute decision maker. The information provided is held in the strictest confidence, in accordance with B.C.'s Freedom of Information and Protection of Privacy Act and other legislation. This form will help to inform the Society the reason placement in the home is being considered, why the adult will benefit from becoming a resident, any specialized care needs required and any other course of action that would be in the adult's best interests. Additional information can be attained at the following:

*Public Guardian And Trustee (PGT) Personal Decision Services (PDS)*

Toll free Phone: 1-877-511-4111

Toll free Fax: 1-855-660-9479

Email: [AIS-PDS@trustee.bc.ca](mailto:AIS-PDS@trustee.bc.ca)

*PGT Care Facility Admission Referral Form - Manual*

# Admission

Upon your admission, you will be asked to:

1. Have your dentures and eyeglasses marked with your name. This can be arranged with a denturist and an optician. They will be able to engrave your name onto the article. Visit with your dentist to establish a baseline dental record.
2. Provide all aids for walking and sitting, labeled with your name.
3. Bring in information with regards to your funeral arrangements.
4. Provide the following items:
  - Social insurance number
  - All medications currently prescribed
  - The names, addresses, and phone numbers of temporary decision makers who may be contacted on your behalf if required
  - Copy of your Power of Attorney
5. Bring personal toiletry and bathing supplies.

It is recommended that all clothing be machine washable and clearly labeled. Please note that all clothing must be able to withstand washing in hot water.



Soiled clothing is washed and usually returned to the individual the same day. The family is responsible for the repair of any clothing items. If families choose to they are welcome to do their loved one's laundry.

The Nursing Department can supply you with a list of recommended clothing items.

Each room at the Village is equipped with a bed, bedding, dresser and a private bathroom. We encourage new residents to bring in personal belongings that will give their room a more home-like atmosphere. All furniture and appliances must be inspected by maintenance prior to being placed in a resident's room.

Whenever a telephone or a TV is hooked up, it is the resident's responsibility to pay for all costs. (We receive a group monthly rate for cable services.) If an individual wishes to have a digital cable box installed it will be up to the families to contact the cable service provider.

Music is always welcome in the Village. We only ask that anyone with a hearing impairment bring with them a suitable headset so as not to disturb other residents.

A monthly per diem is preset by the BC Ministry of Health based on the individual's past year's income tax.

Monthly rent covers your room, meals, and personal laundry. Each resident also pays a \$10 monthly activity fee. Various other items might include a cablevision fee or special outings. Payment of the resident's fee is due at the beginning of each month and can be made at the Village Office.

We do not have specified visiting hours; our home is open 24 hours a day, although, for the safety of the residents, we lock the doors at night time. There is a call buzzer at the front door to use during the night.



## Fir Park Village Contacts

Fir Park Village .....	250-724-6541
Village Office .....	Extension #243
Nursing Department.....	Extension #251
Director of Care.....	Extension #249
Director of Programming .....	Extension #253
Director of Support Services.....	Extension #264
Executive Director Extension .....	Extension #232
Administration .....	Extension #244



## Echo Village Contacts

Echo Village .....	250-724-1090
Village Office .....	Extension #221
Nursing Department.....	Extension #227
Director of Care.....	Extension #229
Director of Programming .....	Extension #253
Director of Support Services.....	Extension #264
Executive Director Extension .....	Extension #222
Administration .....	Extension #244





## Hours of Operation

At the Village Office you may:

- Pay accounts
- Deposit and withdraw money from your trust account
- Post your mail

The Village Dining Room welcomes friends and families for lunch or dinner. Meal tickets can be purchased at the Village Office at a reasonable price.

Our Dining Room is not only used for meals, it also accommodates large gatherings for social events throughout the year.

Meal serving times:

Breakfast	8:30 a.m. – 9:30 a.m.
Lunch	11:45 a.m. – 1:00 p.m.
Dinner	5:00 p.m. – 6:00 p.m.

Hairdressing services are available as posted in the Barber/Beauty Salon by our qualified staff. The charges for the various hairdressing services are reasonable and 10% of all barber and salon income goes to the Residents' Council for the operation of the salon.

## Village Opportunities

The programs offered in Echo Village encourage maximum independence of the resident and honour each person's right to self-determination and independent decision making. The environment promotes a physically, psychologically, culturally and socially active lifestyle.

Programs can be divided into:

- a) Regular weekly activities
- b) Monthly events
- c) Special and calendar events

**“The environment promotes a physically, psychologically, culturally and socially active lifestyle.”**

Through integrated programming, residents meet their own needs, use their abilities in the service of others and exercise the social roles they have known throughout their lives.

Various programs and community events held within the Village include recreational activities, hobbies, bus outings, and a wide array of social events.

Please ask the Department of Programming staff for an updated schedule of the weekly calendar of events.





## Chargeable Extras to Residents

The BC Ministry of Health requires that certain services, programs and supplies are provided as benefits to residents at no additional cost over the per diem rate. However, there are chargeable items that are not benefits. These include the following:

- Personal cable connection and monthly fee
- Personal telephone connection and basic services
- Nutritional supplements where the resident requests a specific commercial brand rather than the brand provided by the home
- Personal newspapers, magazines and periodicals
- Hearing aids and batteries, including replacement batteries
- Personal transportation, including ambulance services, and HandyDART fees
- Extra craft supplies, entertainment and recreational activities chosen by the resident that are additional to activities and supplies provided in the home as benefits
- Activity fee that is collected for the benefit of the Residents' Council
- An administration or handling fee associated with a service provided to the resident which would normally be the resident's responsibility
- Purchase or rental of equipment that is for the exclusive use of the resident, such as a walker, specialized wheelchair, crutches, canes or other devices, and maintenance as required
- Services such as foot care and hairdressing
- Personal hygiene and grooming supplies that the resident chooses in preference to the general supplies provided by the home
- Incontinence supplies that differ from those used at the home
- Non-eligible prescription medication charges
- Dressing supplies that differ from those routinely used by the home

On admission, residents will be asked to complete a permission form to be charged for extra services.

## Volunteers

The Village Auxiliary is a group of volunteers who assembled to enhance a resident's quality of life and make this home an enjoyable place to live and visit. The auxiliary runs the Village Store, provides a gala birthday party, hosts a family tea every month and organizes yearly bazaars. They also help with special events, such as anniversaries.

The Village Auxiliary's proceeds go directly to the Residents' Council.

Bingo, bus trips, music sessions, slide shows, crafts and guest speaker sessions are some of the specific programs assisted by volunteers. We are always looking for bus drivers with a Class 4 license (with no restrictions).

You may know of someone who would like to volunteer here. New volunteers are invited to contact the Department of Programming for more information.





## Transportation of Residents Policy

When arranging transportation for a resident, the following points should be kept in mind:

1. Family or friends frequently provide this service, and are usually the first ones to call, particularly if it is a medical appointment.
2. If this is not possible, or the resident requests that family not be called, the HandyDART bus is usually contacted. A volunteer or family member may accompany the resident on the bus.
3. If this service is not operating during the desired transportation time, a taxi may be a suitable alternative (these fees are to be paid by the resident).
4. If the resident is going to the hospital and is unsuitable to send alone, the ambulance is to be called at the nurse's discretion (there will be a fee for this service which the resident will be billed for).
5. If a care attendant is needed to accompany an individual, the resident, family or public trustee will be billed for this service. Prior authorization must be obtained.



## Residents' Council

The council is a representative group of residents who gather to speak for them on Village matters. Residents annually elect a president and a vice-president to serve on the council.

The council and interested residents meet monthly with the Director of Programming and Adult Day Services, who acts as secretary for the meetings.

Newsletters are published monthly and available in the home.

Everyone in the Village is encouraged to engage with the Residents' Council by participating in regular meetings and voting at the Annual General Meeting.



## Private Contractor Policy

ACCCS recognizes that families have the right to contract additional services for a resident beyond those offered in the home. Families and private contractors delivering services to residents within the home will be subject to the following limitations:

1. The organization reserves the right to refuse access of any contracted service at management's discretion. ACCCS may cancel the contracted services at any time if they are deemed to threaten the safety, comfort or health of the resident.
2. Private contractors shall be bound by all applicable ACCCS policies, particularly those regarding confidentiality, harassment and resident abuse.
3. Families that engage private services will be required to provide the home with a copy of a contract clearly stipulating that the contractor carries personal WorkSafeBC coverage, or that the family assumes any liability should the contractor be injured while in their employ.
4. The organization assumes no responsibility for contracted services to residents.
5. Paid companions may be contracted to provide one-to-one social interactions and support, assistance with eating at meal times and assistance with outings. Paid companions may not perform lifting, transferring or nursing care within the home.

## Miscellaneous Notes

- Payment of the resident's fee is due on the first of each month. Any resident entering after the first day of the month will pay from the date of admission for the balance of the month. This payment covers room, meals, and personal laundry. Payments are made at the Village Office or through automatic account withdrawals.
- All clothing must be labeled with indelible pen or with special tags. We cannot be responsible for lost or damaged clothing.
- You are advised to have your name on glasses or dentures.







**FIR PARK VILLAGE**

4411 Wallace Street

Port Alberni, BC V9Y 7Y5

Telephone: (250)724-6541 Fax: (250) 724-6543



**ECHO VILLAGE**

4200 Tenth Avenue

Port Alberni, BC V9Y 4X3

Telephone: (250)724-1090 Fax: (250) 724-2115

