

Banfield Pavilion

Resident and Family Handbook



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Quick Reference

Address: 2785 Ash Street
Vancouver, BC

Mailing Address: Banfield Pavilion
855 West 12th Avenue
Vancouver, BC V5Z 1M9

Your Room Number: _____

Fax Number: 604-875-5426

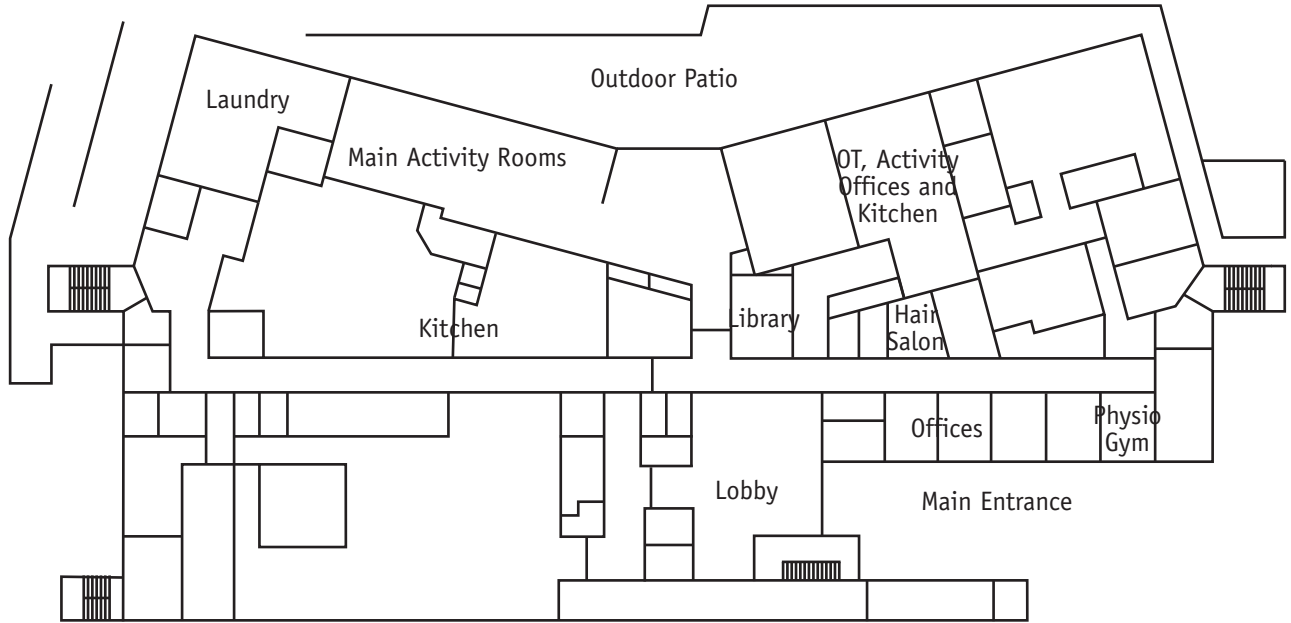
Key Contact Numbers:

- Resident Services Manager**
604-875-4111 ext. 68957
- Resident Care Coordinator**
second floor: 604-875-4111 ext. 63627
third floor: 604-875-4111 ext. 63628
fourth floor: 604-875-4111 ext. 63629
- Social Worker**
604-875-4213
- Nursing Stations**
BP2: 604-875-4177
BP3: 604-875-4178
BP4: 604-875-4179

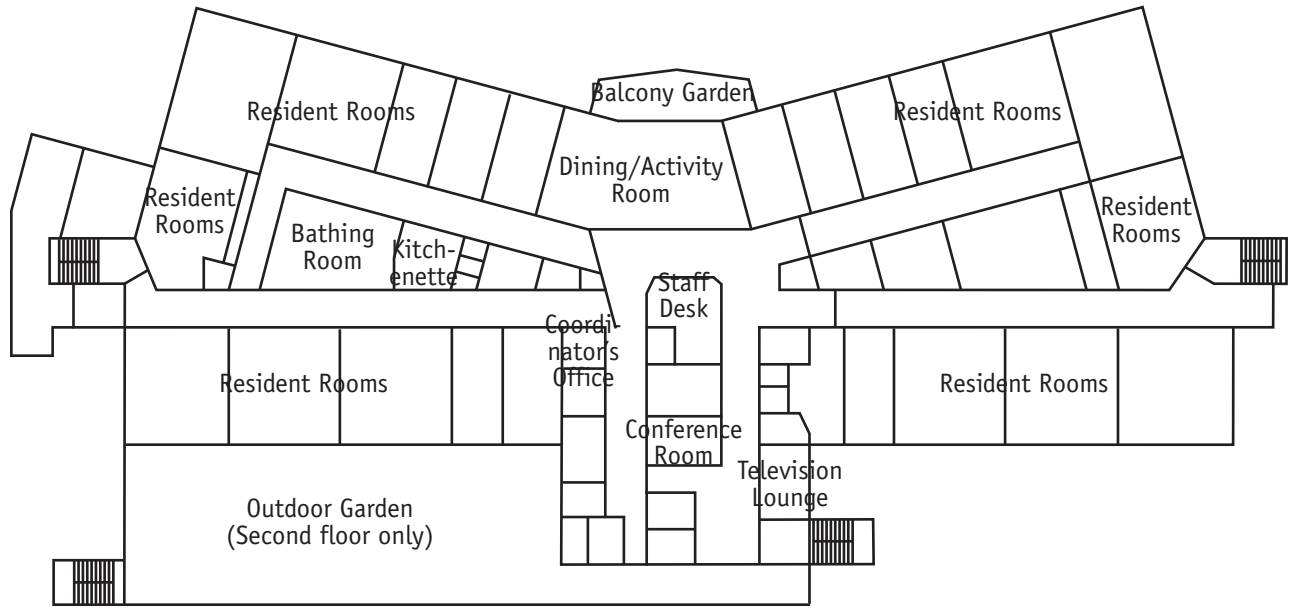
A current contact list is provided in your welcome package. If you have any questions, concerns or comments, please contact Nurse on duty or the Resident Care Coordinator.

Map

Main Level



Residential Communities (2nd, 3rd and 4th floors)



Welcome

We strive to provide a living environment whose philosophy and programs promote spontaneity, personal choice, companionship and growth for all our residents. We encourage ideas and participation from residents, families, friends and staff to help make Banfield a comfortable and dynamic place to live.



The transition to residential care can be challenging and overwhelming. Our Banfield staff will do their best to help you settle in smoothly, as well as attending to your care needs and answering your questions along the way.

We invite residents and families to actively participate in decisions about care, treatment and lifestyle. Residents' opinions about their care needs are respected and every effort is made to incorporate residents' choices into their care plans. For families and friends – whether you visit every day, or whether you keep in touch from somewhere else in the world, your support of your loved one is appreciated.

We welcome your comments, suggestions and concerns.

Banfield Pavilion, open since 1972, is home to 156 residents and is located at the Vancouver General Hospital site.

Although age is not a criteria for admission, the majority of residents are older than 65 and have health challenges that prevent them from living in their own homes. We are operated by Vancouver Coastal Health, licensed under the Hospital Act and accredited by Accreditation Canada.

Our Vision, Mission, Values

Our Vision

We will be leaders in promoting wellness and ensuring care by focusing on quality and innovation.

Our Mission

We are committed to supporting healthy lives in healthy communities with our partners through care, education and research.

Our Values

Service, integrity, sustainability.

True North Goals

- Provide the best care.
- Promote better health for our communities.
- Develop the best workforce.
- Innovate for sustainability.



Partners in Care: Expectations & Responsibilities

We strive to provide you with quality care. Quality care is best achieved when you, the patient/resident/client along with your family/friends, become “partners in care” with us, your health care providers.

As a person receiving care, you can expect:

- To be treated with dignity and respect, without discrimination of any kind; to receive care that is courteous and considerate.
- To receive timely and competent care from qualified staff, in a clean and safe environment.
- To be introduced to us, your care providers, and to be informed of what we are going to do and why we are doing it.
- To receive the necessary information to make your own health care decisions, to ask questions and receive clear answers.
- To have the right to change your mind if you have already said “yes” or “no” to a course of treatment.
- To have the right to refuse to participate in research and to discuss not being involved in teaching beyond that which is required for your care.
- To have us maintain your privacy and the confidentiality of your medical information.
- To have someone you know support you whenever possible; to assess an interpreter if available.
- To be offered services that are accessible and appropriate should you have an impairment or disability.
- To have the right to file a complaint and receive a timely response, without fear that it will affect your care.



Partners in Care: Expectations & Responsibilities

As partner in your care, we expect you and your representatives:

- To treat others with dignity and respect, without discrimination of any kind; and to be courteous and considerate of your providers and others.
- To inform us of anything that could affect your present condition.
- To work with us to develop and decide on a plan of care that meets your needs.
- To follow your plan of care to the best of your ability, and to accept responsibility for the decisions you make about your care.
- To act in a safe and responsible manner.
- To be considerate and respectful of the privacy, diversity, property and other rights of patients/clients/residents/visitors and staff.
- To understand our role in health care teaching and research. As such, students, interns and residents may be involved in your care.
- To respect Vancouver Coastal Health property, policies, rules and regulations.
- “Partners in Care” reflects the “Resident’s Bill of Rights” published by the Ministry of Health. The “Resident’s Bill of Rights” is posted at reception on the main floor for your reference.

Concern about the Quality of Care

If you have questions or concerns about your or your family member’s care, please talk about it with the person who cared for you or that person’s Supervisor or Manager. It is best to talk about your concerns at the time and place they happen.

If you are uncomfortable talking to a Manager or you are unhappy about how your concerns were handled, you can talk to the Patient Care Quality Office. The office can be reached at:

Phone: 1-877-993-9199
(toll free)

Fax: 1-604-875-5545

Mail: CP-117
855 West 12th Ave
Vancouver, B.C.
V5Z 1M9

In person:

8:30 am to 3:30 pm
Monday to Friday
(except statutory
holidays)

Email: pcqo@vch.ca

In addition, the Community Care Facilities Licensing office will respond to concerns about unsafe or inappropriate care. They can be reached at:

Phone: 604-675-3800

Mail: 601 W Broadway
Vancouver, B.C.
V5Z 4C2

Your Room and Personal Belongings

This is your home and we want it to be as comfortable as possible for you. While your room has basic furnishings, we invite you to bring items from your home, such as a bedspread, pictures, and small television and/or radio (with earphones). Unfortunately, we do not have the space to store larger items (i.e. sofa and/or chest of drawers) for you. If there are safety or care concerns due to space limitations, we may need to remove existing furniture. Changing health care needs may necessitate the team to arrange a room move. We will try to keep these changes to a minimum and will consult with the resident and family prior to the move.



Clothing

We suggest that you have at least enough comfortable, machine-washable clothing for a one-week period. All clothing will be labelled by the staff in the Banfield laundry. Please bring all clothing to the staff on your unit to be sent for labelling before it is worn, because unmarked clothing may go missing. Please report missing clothing as soon as possible so that we can try and find it. Banfield is not able to reimburse for any lost clothing.

Each resident has a small closet and bedside drawers for clothing storage. If possible, please have family take non-seasonal clothing home and store it, and exchange it as seasons change. Residents and families are encouraged to discard worn out or ill-fitting clothing.

If a resident would like to dress for a special event, please bring the clothing in for labelling well in advance, and call the unit the day before so that we can ensure the resident is up and dressed for the occasion.

Electrical Equipment

All entertainment items and extension cords, such as radios and televisions, must be in good working order and checked by maintenance staff to ensure that they are safe and CSA approved. We will also ensure that everything is hooked up safely. Due to safety concerns, small appliances such as microwaves, fridges, kettles, toasters and rice cookers will not be allowed at the bedside.

Food in the Rooms

Please limit food in rooms to items that will not spoil, and please keep them in small, well-sealed containers. Uncovered food may attract insects and rodents.

Toiletries

Please bring in your own personal toiletries, such as a toothbrush, toothpaste, brush, comb, deodorant, electric razor (labelled) and denture care products.

Valuables

While we make every effort to assist you in caring for your belongings, we cannot assume responsibility for missing valuables. You may consider leaving items of monetary or sentimental value with family or in a safety deposit box.

Common Areas

Banfield Pavilion offers plenty of space for social time with other residents, family and friends, as well as quiet time when you prefer to be alone. A map of the facility is provided on page 3.

Dining Rooms

Meals are usually served in each residential community's dining room. If preferred or if it works best for your care, your meals may be served in your own room.

Gardens

The large second-floor patio garden provides a restorative experience of nature. A smaller garden is located at the front entrance. Residents, visitors, staff and volunteers are encouraged to contribute to the north-facing balcony gardens, which are located on the second, third and fourth floors.



Kitchenettes

There is a kitchen area on each floor with a microwave and fridge for residents' use. Families are welcome to bring in favourite foods. Please check with nursing staff to see if there are any special dietary needs. Please label all foods with the resident's name.

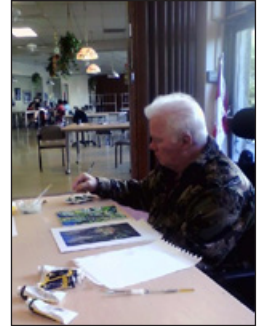
Due to Infection Control precautions, at the end of the day, all food will be discarded except condiments. Fridges are cleaned on a regular basis by contracted services.

Library

The Library is located on the main floor with books.

Main Floor Activity Room

This is a common area where you can visit with family and friends. Activities are also held in this area.



Television Lounges

Each floor has a small television lounge for the use of all residents. These lounges need to be shared by all residents who live in the care community. There is also a television in the main floor activity room.

Your Health Care Team

Many professionals work together on the Banfield Team to ensure that you receive the best care. We encourage you and your family to speak with us if you have any questions.

While you can meet with us anytime, we do hold a special meeting called a care conference within six to eight weeks of your move to Banfield, and then on an annual basis. During the care conference, we monitor your progress and discuss any health or other issues that affect you. You and your family/friends are encouraged to attend and will be notified in advance of the date and time.



The care planning process also involves discussing your goals of care. Other important issues, such as identifying someone who can speak on your behalf if you are unable to do so, will also

be discussed in further detail with you and your family. More information relating to these issues is included in your welcome package.

Physician

Your family physician may remain involved in your care. However, all attending physicians must have Vancouver General Hospital (VGH) admitting privileges and visit on a regular basis. Otherwise, one of the Banfield physicians or a nurse practitioner will assume your care.

Nursing Staff

Nursing staff are on duty 24-hours every day to coordinate and provide nursing care. The nursing staff includes: Registered Nurses (RN), Licensed Practical Nurses (LPN), and Resident Care Aids (RCA).

RNs and LPNs are responsible for assessing your condition, implementing and evaluating nursing actions on a daily basis. Each resident will have a RN or LPN who will be assigned as a “primary nurse”. This nurse will oversee and coordinate your individualized care plan.

RCAs will assist you with activities of daily living such as bathing, dressing, toileting and transfers. Each resident will also have a primary RCA assigned. They report observations about your care to the RN/LPN and other members of the health care team.

Dental

Dental services are available through the VGH dental clinic, which charge a fee. You may also feel free to use your own dentist. Residents are responsible for payment of transportation to and from the VGH dental clinic.

Dietitian

The dietitian reviews your medical diagnoses, to ensure that your nutritional needs are met. During your stay, you will be monitored for changes in nutritional status, including weight. The dietitian works together with the food services contractor in the implementation of your nutritional care plan.

Foot Doctor (Podiatry)

The services of a podiatrist are available on a regular basis. There is a fee for this service.

Occupational Therapist

The Occupational Therapist (OT) helps people relearn everyday activities. An OT can work with you to find ways for you to maintain your ability to take care of yourself and improve your ability to move around. For example, selecting a wheelchair that is comfortable and that you or your family are able to move. Also if you are having difficulty eating, the OT can help you find ways to make it easier to eat and drink by adapting your meal tray.

The Physiotherapist

The Physiotherapist is responsible for assessing the resident's functional mobility and transfers. The Rehabilitation Assistant and Physiotherapist provide exercise groups and walking programs. Please note, we are not able to provide a full rehabilitation program.

Nurse Practitioner

Nurse Practitioners (NP) are registered nurses with additional education and experience who possess and demonstrate the competencies to diagnose, order and interpret diagnostic tests, prescribe medications, perform specific procedures and make referrals to a specialist within their legislated scope of practice.

Nursing Unit Assistant

The Nursing Unit Assistants (NUA) perform a variety of clerical and reception duties such as communicating with other programs, services and hospitals to arrange and coordinate resident appointments and transportation.



Recreation Staff

Banfield offers a leisure program based on resident's interests and feedback. Some of the activities include day trips in our wheelchair accessible bus, gardening, cooking, multicultural activities and weekly pub afternoons. While most costs are included, there may be some extra costs. Please speak with the recreation staff for more details. A monthly calendar is published for upcoming events. An activity worker will meet with you to review activities offered and to learn about your interests.

Resident Care Coordinator

The Resident Care Coordinator is a RN responsible for overseeing the care of you or your loved one; providing clinical support, leadership and education to the staff and being available to answer your questions and concerns.

Resident Services Manager

The Resident Services Manager is responsible for the administration of the residential care program at Banfield. This includes ensuring standards of care are maintained, implementation of safe work practices, being accountable for financial management and providing leadership for quality improvement. Residents and family are able to speak with the Manager if you have concerns about the care.

Social Worker

The Social Worker assists you and your family with making the transition between home or hospital and residential care. This could include sorting out financial matters, supportive counselling, discharge planning, or helping you liaise with government agencies and community resources. The Social Worker is the staff liaison for Resident and Family Council meetings.

Spiritual Care

A spiritual leader of your choice is welcome to visit. There is a monthly nondenominational church service at Banfield for residents who are interested in participating. Memorial Services are held throughout the year for residents and family members to honour residents who have passed away.

Services Available to You

Banfield Pavilion offers a number of services to support you. You may also choose to pay for private services or therapies, such as private caregivers, companions, acupuncturist, or private physiotherapy. Before arranging these services, please speak with the Resident Care Coordinator.

Accounting Services

An accounting clerk is available for a limited time on weekdays to assist with your billing and comfort accounts. Please contact the clerk if:

- There is a change in the name and or/address to whom the bills should be sent
- You have questions about items billed on your trust (comfort) account,
- You notice errors or omissions on your account,
- You wish to deposit/withdraw cash from your trust (comfort) account as needed

If you cannot see the clerk on site, please use the information on the Banfield Family Contact Information Form to get in touch with the clerk.

A refund will be given on those moneys paid in advance for monthly residential care services rates or comfort accounts should the resident no longer require the services of Banfield Pavilion.

Cleaning Services

A contracted service is responsible for cleaning your room and all equipment; i.e. wheelchair and bed on a regular basis. If you have any concerns about cleanliness in your room or surrounding environment, please speak with the Resident Care Coordinator.

Food Services

A contracted service is responsible for preparing and serving three nutritious meals and two snacks daily (afternoon and evening) using a 28 day cyclical menu. There are both winter and summer menus, celebratory menus, and theme menus including a limited number of Asian selections. Alternate entrees are available at meals in order to cater to individual preferences. In some cases, residents or family members are able to mark menus in advance.

Weekly and daily menus are posted in the dining room for your reference.

Families are welcome and encouraged to bring in favourite foods in accordance with the resident's dietary plan.

Hairdresser/Barber

Silver Threads Salon provides a range of services for men and women. There is an authorization form included in the financial package for you to sign if you or your loved one would like to access these services. Charges are your responsibility and will be made to the trust account. Appointments can be made with the Unit Assistant or the hairdresser directly.

Laundry

All personal laundry is done in-house. Clothes are picked up, laundered and returned to your room. The resident or family is responsible for clothing that needs dry cleaning or ironing. If your family would like to take your clothing home to be laundered, please advise the unit staff. All clothing is labelled by Banfield Laundry upon receipt.

Mail

Mail sent to residents should be addressed to you at: Banfield Pavilion, 855 West 12th Avenue, Vancouver, BC, V5Z 1M9. You may choose to have a family member or friend receive your mail and bring it to you when they visit.

Mobility Aids

If you require equipment such as a wheelchair or walker, your healthcare team will be available to assess your needs and assist you in making an appropriate choice.

Banfield has an inventory of wheelchairs available for resident use. Residents who prefer another alternative can rent or purchase from an outside healthcare vendor. We recommend that you consult with the healthcare team to ensure that the equipment purchased meets your needs for comfort, support and mobility. For safety reasons a manual safety inspection is required for all wheelchairs. We request that all equipment be labelled with your name.

Reading Materials

Residents may arrange delivery of newspapers or magazines - the cost will be the resident's responsibility. Please let your NUA know if you have arranged for delivery. On the main floor, there is a small library, a book exchange and free local newspapers. Books from the book exchange are free for residents and available for family and visitors for a small donation.

Telephones and Cell Phones

Large numeral and portable telephones are available on each floor for residents' use. Long distance calls may be made with a calling card or through the Operator. You can also arrange to have a cell phone with the provider of your choice—all cell phone connections and charges are the resident's responsibility.

Television

In addition to the shared televisions, you are welcome to bring in a television with a headphone jack for your own use in your room. Please bring a coaxial (cable hook-up) and extension cord. Headphones must be used if you are watching television, or listening to your audio device player when your roommates are present or after 8:00 pm. You must also bring an assembled rolling stand. For safety reasons, our maintenance staff will bolt the television to your stand. Please inform the Nursing Unit Assistant if you would like cable connection. Please note that the you will be billed cable charges through your (comfort) trust account.

Transportation

If a resident is not able to attend an appointment independently, it is your and/or the family's responsibility to work with staff to organize an escort. Please speak with the Nursing Unit Assistant to arrange the appropriate transportation. There are three common transportation options chosen by residents.

HandyDART is a wheelchair accessible mini-bus administered by Translink. You must register in order to use HandyDART. You can find the application online or ask the Social Worker or Occupational Therapist for assistance. Each trip costs the same as a bus trip and one attendant may travel with the passenger at no additional cost. Trips are booked 1 to 7 days in advance.

Wheelchair Accessible Taxis: All taxi companies have wheel chair accessible vehicles in their fleet. Residents or their families are responsible for booking and payment. Criteria for Taxi Savers (½ price taxi vouchers) are the same as for HandyDART. Speak to the Social Worker for more information.

Special needs Transport (SNT) provides translation to medical appointments for those who are unable to use conventional transit. They can accommodate large, wide manual and power wheelchairs. Residents with low-income receiving Medical Services Plan (MSP) Premium Assistance will not be charged for the services. For all others, residents are responsible for payment.

Financial Information

Daily Fee

The Banfield Pavilion residential care rates are determined by the BC Ministry of Health and they are revised on the 1st of January for each calendar year. Monthly rates are based on the individual's Canada Revenue Agency's Income Tax return and assessment.

A separate package regarding billing will be sent to the resident or designated financial contact from Vancouver Coastal Health. The resident, or their designate, will be asked to complete the finance forms authorizing the monthly billing. Monthly residential care rates are paid by pre-authorized payments from the resident's (or designate's) bank account.

To contact the accounting clerk, please call the number or use the email provided in the Banfield Pavilion Contact Information handout.

Trust/Comfort Account

A comforts account ensures that you have money for day-to-day needs without having to carry money with you. The form to set-up a trust (comfort) account is provided at admission. Please complete the form and return it to the Nursing Unit Assistant for processing. Money is deposited to the comfort trust account by cheque or credit card. We encourage you to use this service as it reduces the possibility of losing or misplacing your money or keeping large amounts of money at your bedside. The comfort account balance will be debited for monthly resident authorized expenses such as hairdressing, cable, Podiatry or the activity program. The balance in the comfort account must not exceed the maximum of \$500. It is not meant to replace your bank account, but to make access to small amounts of money easier for you. These accounts cannot be overdrawn.

Temporary Absences and Hospitalization

Sometimes opportunities may arise for the resident to visit family in their own home for an extended period of time. The Home and Community Care Program allows residents to be absent for a cumulative total of 30 days in a calendar year. This does not include absences of less than three days. A resident who wishes a trial period at home can use these days and not lose their accommodation. Alternatively, a resident may be in a situation where they are hospitalized for a period of time.

In this situation, their bed will normally be held as long as the resident needs it. In each of these situations, you will continue to be responsible for the daily fee while you are away. Please speak with the Resident Care Coordinator or Social Worker for more details.

Your Safety and Security

Ensuring the safety of our residents, visitors and health care team is a responsibility that we take very seriously. While we support our residents' right to make personal choices about the way they lead their lives, we have to balance this with the right of residents to live in a safe and secure environment. We will support your choices, but ask that you respect the health and safety of the other residents living at Banfield Pavilion.

Alcohol

You may have alcoholic beverages with your physician's approval. Any personal alcoholic beverages will be stored at the nursing station. At some Banfield activities, such as pub, wine and beer are offered for a small cost (paid from the comforts account). There is a maximum of two drinks per person at these activities. For safety reasons, including possible interactions with medications, we ask that residents not supply alcohol to other residents.

Call Bells

There are call bells in all residents' rooms, in all washrooms and bathing areas in order for residents to call for assistance when required. Emergency call bells are also located throughout the main floor in washrooms and in the lobby, main floor activity and physiotherapy room.

Fire Safety

As part of our safety program, fire drills are held on a regular basis. Residents and visitors may be asked to cooperate and participate in fire drills and evacuation exercises.

Hand Cleaning

Please protect yourself and others from getting infections by using good hand cleaning habits; it is very important that you clean your hands often and completely. Wash your hands after using the washroom and before eating. You may use the alcohol-based liquid or foam hand sanitizers available in Banfield Pavilion. You can also ask caregivers if they have cleaned their hands before providing you with care. Staff are regularly monitored for compliance to proper hand hygiene. Monthly audit results are posted on the family information bulletin board in the main floor lobby.

Medication Safety

All medications used by residents, including over-the-counter drugs such as aspirin, are ordered by the physician/Nurse Practitioner and given by nursing staff. Any prescriptions you

receive during a visit to a specialist or your doctor from outside Banfield should be given to the nurse. If you have any questions about your medications, please ask your physician/Nurse Practitioner, pharmacist or nurse.

For your own safety and that of others, residents are not permitted to keep medications in their room. This includes herbal supplements, naturopathic medicines or non-prescription medicine. Exceptions may be made if ordered by the physician or approved by Banfield.

Outings

We encourage families and friends to take you out whenever possible, but want to ensure that you are safe. Please sign out using the Outings binder on your unit and leave a telephone number where you can be reached, if possible. Please sign in again when you return to Banfield.

If you are going out for an extended period of time, we also ask that you notify staff at least a day in advance so that they can make sure you are up and dressed in time. As well, we will ensure that you have all appropriate medications and instruction as necessary.

Roam Alert

Banfield is equipped with a roam alert system on the main floor of the building. It is designed to prevent the exit of residents who require accompanied outings. If your family member is wearing a roam alert tag, and you wish to take them on an outing, please ask the staff for information on exiting/entering the building.

Security

Banfield has an automatic front door. Staff card access is required to enter through any other door. The front door is locked after hours — please see the posted hours. There is a video-monitored intercom that can be used by residents and families returning after 7:00 pm to request entrance to the building. Please position yourself so that staff can see you via the camera.

Smoking

All Vancouver Coastal Health sites are smoke-free. Residents who smoke are encouraged to ask nursing staff for information on smoking cessation programs and products available to them. At Banfield, there is a designated smoking area for residents on the main floor patio. It is accessed through the main floor activity rooms.

Staff Identification

There will be many people involved in caring for you. Everyone who works for Banfield wears a name tag and are able to answer your questions about what their role is on the care team

Information for Your Family and Friends



We encourage family/friends to visit often and remain involved in your life.

Visiting Hours

Your family and friends are invited to visit throughout the day. While there are no set visiting hours, the best time to visit is between 10:00 am & 7:00 pm.

If visiting outside of these hours, please speak with the nursing staff for information on how to enter the building. We also ask that visitors respect the privacy of the other residents and use one of the small lounges.

Contact Information

Banfield requires accurate contact information. Please refer any changes that you may have to the Nursing Unit Assistant or nursing staff. Also if your primary contact is going away, please have them notify us and provide a secondary contact.

Infection Control

Visitors who are not feeling well (for example, have a cold or flu), should not visit. Ask visitors to wash their hands before and after their visit, or to use the available alcohol-based liquid/foam hand sanitizers. During flu season (December to March) all visitors to Banfield are asked to wear a mask if they have not received a flu vaccination. Masks will be located in each care community and in the main floor lobby.

Parking

There is limited paid street parking in the area, as well as wheelchair accessible pay parking at City Square Mall across the street. We ask that all visitors picking up or dropping off residents in the Banfield driveway sign in and out on the board in the main lobby. The driveway is a busy place and must accommodate the Banfield mini-bus, ambulances, HandyDart, taxis and emergency vehicles. Please do not park in the driveway—you do this at the risk of being towed if your vehicle remains longer than 15 minutes.

Pets

Residents/visitors who would like to have a pet visit at Banfield should speak to a Resident Care Coordinator, who will give you an application and advise you about our pet policy.

Getting Involved in the Banfield Community

Residents' Council

The Residents' Council meets regularly. The meetings provide an opportunity to discuss concerns and suggestions for improvements. If you are interested in joining, please contact the Social Worker.

Family Council

For more information, please contact the Social Worker.

Volunteers

Volunteers are an integral part of daily life at Banfield. All volunteers are interviewed and supervised by VGH Volunteer Services. They interact with residents in many ways including helping with activities, physiotherapy programs, and one-to-one visiting.

Donations

The VGH/UBC Hospital Foundation raises money to help support resident/patient care, research and education. These monies are used to fund projects or items that will enhance the care provided, and the environment of our residents. If you wish to make a donation to Banfield, contact the Foundation Office at 604-875-4676 and request that your donation be deposited to the Banfield Designated Fund.

For more copies, go online at <http://vch.eduhealth.ca>
or email pchem@vch.ca and quote Catalogue No. **JB.300.B36**
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The information in this document is intended solely for the person
to whom it was given by the health care team.
www.vch.ca