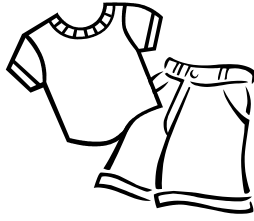


## Clothing

Please provide clothing that is loose fitting and comfortable. Having clothing one size larger makes dressing easier for those in a wheelchair or with limited movement. Independence may be enhanced with modified clothing. You can talk with the Nurse, Occupational Therapist or Social Worker about this option. Shoes or full foot slippers (ie. with a covered heel) are recommended. Shoes and slippers should be comfortable and have non-skid soles. All clothing must be washable and labelled prior to use. Please give any new clothing to care staff to send to Laundry for labelling. Families also have the option of taking clothing home to be washed.



## Grooming Supplies



Please provide items such as a toothbrush, toothpaste, electric shaver, comb/brush, and any other personal toiletries that the resident prefers. These items should be labelled with the resident's name.

## Bath Day

Staff provides daily washing, personal grooming, and dressing. Each resident receives a weekly bath/shower. The bath can be very tiring and some residents may choose to rest in bed on bath days.

## Valuables and Money

We encourage families to keep valuables and money at home for the resident. Money is seldom necessary at EGH. Services such as hairdressing, dental hygiene, podiatry, cable TV, and gift shop purchases are billed monthly to the resident. If preferred, residents can request a secured (locked) drawer in their rooms where they can keep their valuables. They must be capable and/or responsible for maintaining the safety of their locked drawer. Alternatively residents can also keep their valuables at Lions Gate Hospital Cashiers for safekeeping.

## Care Plan Conference

An initial care conference will be held with the resident/family and staff within six weeks of coming to EGH. This is an opportunity to share information about how the resident is settling into EGH and to review and discuss the care plan. After the initial meeting, care conferences occur annually. However, you can approach staff at any time to discuss your concerns.

We hope this brochure helps you to understand Evergreen House's values and approach to care.

Please feel free to contact the Social Worker at 604-984-5904 or 604-984-5906 if you have any additional questions.

For more copies, go online at <http://vch.eduhealth.ca> or email [pheem@vch.ca](mailto:pheem@vch.ca) and quote Catalogue No. **GT.640.W45**  
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[www.vch.ca](http://www.vch.ca)

# Evergreen House at a Glance

Tel: 604-984-5811

Moving a loved one into a care facility can be a difficult and emotional time for both resident and family. Understanding the values and routines at Evergreen House (EGH) may help make this easier.

## Vision and Values

We strive to enhance the quality of life for residents in a safe, comfortable and homelike environment. Clear communication and innovative team approaches contribute to mutual respect between residents, families and staff.

## Overview

EGH is a Complex Care facility with 288 beds. We provide interdisciplinary health care services for people who are no longer able to stay at home safely. Residents receive assistance with activities of daily living and chronic disease management.

## Staffing

Includes Residential Care Coordinators (RCCs), Nursing Unit Assistants, RNs, LPNs, Care Aides, Recreation Therapists, Physiotherapists, Occupational Therapists, Social Workers, Dietitians, Rehabilitation Assistants, Recreation Therapy Assistants, a Chaplain, many volunteers and other support staff. Please feel free to approach any of the staff if you have questions. The Resident Care Coordinator is the main contact for residents and families.

## Recreation

Recreation Therapists use appropriately adapted recreational and leisure time interventions to satisfy a resident's need for movement, stimulation, relaxation and social experiences. Residents are encouraged to explore and choose from a variety of weekly activity options posted on the community calendar. The community calendar with its general recreation programming is essential for creating the community culture and vibe at Evergreen House. It also complements the goal of Recreation Therapy to support residents in overcoming barriers to meaningful leisure and recreation activity.

## Safety and Mobility

The Physiotherapist and Occupational Therapist at Evergreen House will assess each new resident and provide a care plan focusing on safety, mobility, wheelchair and equipment needs. This plan will support each resident's day to day needs and activities. Evergreen House does not provide rehabilitation, however if appropriate, a private Physiotherapist can be hired with guidance from the EGH Physiotherapist.



## Visiting Hours

We recognize how important visits are to both Residents and families. Families/friends are welcome to visit at any time of day. We appreciate your consideration when visiting people in shared rooms, especially late in the evenings. Residents

can have a phone in the room or use the telephone in the common area. Families/friends wanting to take residents out of the facility for walks, family events, dinner etc. must receive approval from the family physician prior to any outings. Family/friends must sign in/out when visiting and when going on outings. Private pay companions are welcome to visit once waivers are signed. Please speak with your Social Worker if you are considering hiring a private companion. We greatly appreciate family and/or companions assisting their loved ones with meals, grooming, socialization and other activities.



## Room and Bed Allocation

Residents coming to EGH move into a four bed room.

We have a limited number of private and semi-private rooms. Please be advised that these rooms are prioritized by care staff for residents according to clinical need so residents with greatest need receive first priority.

## Furniture

Families must obtain approval from the Resident Care Coordinator prior to bringing in any furniture/furnishing accessories. Large items cannot be safely accommodated due to space limitations in resident rooms.