

# George Pearson Centre

## Resident and Family Handbook



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# Quick Reference

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**Address:** George Pearson Centre  
700 West 57th Avenue  
Vancouver, BC, V6P 1S1

**Your Room Number:** \_\_\_\_\_

**Telephone Number:** 604-321-3231

**Fax Number:** 604-321-7833

**Key Contact Numbers:** **Manager**  
604-322-8308

**Resident Care Coordinators**

Ward 2: local 8352

Ward 3: local 8312

Ward 4 & 5: 8320

Ward 6: 8355

**Neighbourhood Wards**

Ward 2: local 8370 or direct: 604-322-8370

Ward 3: local 8330 or direct: 604-322-8330

Ward 4: local 8340 or direct: 604-322-8340

Ward 5: local 8350 or direct: 604-322-8350

Ward 6: local 8360 or direct: 604-322-8360

**Social Workers**

Locals 8357/8363 or

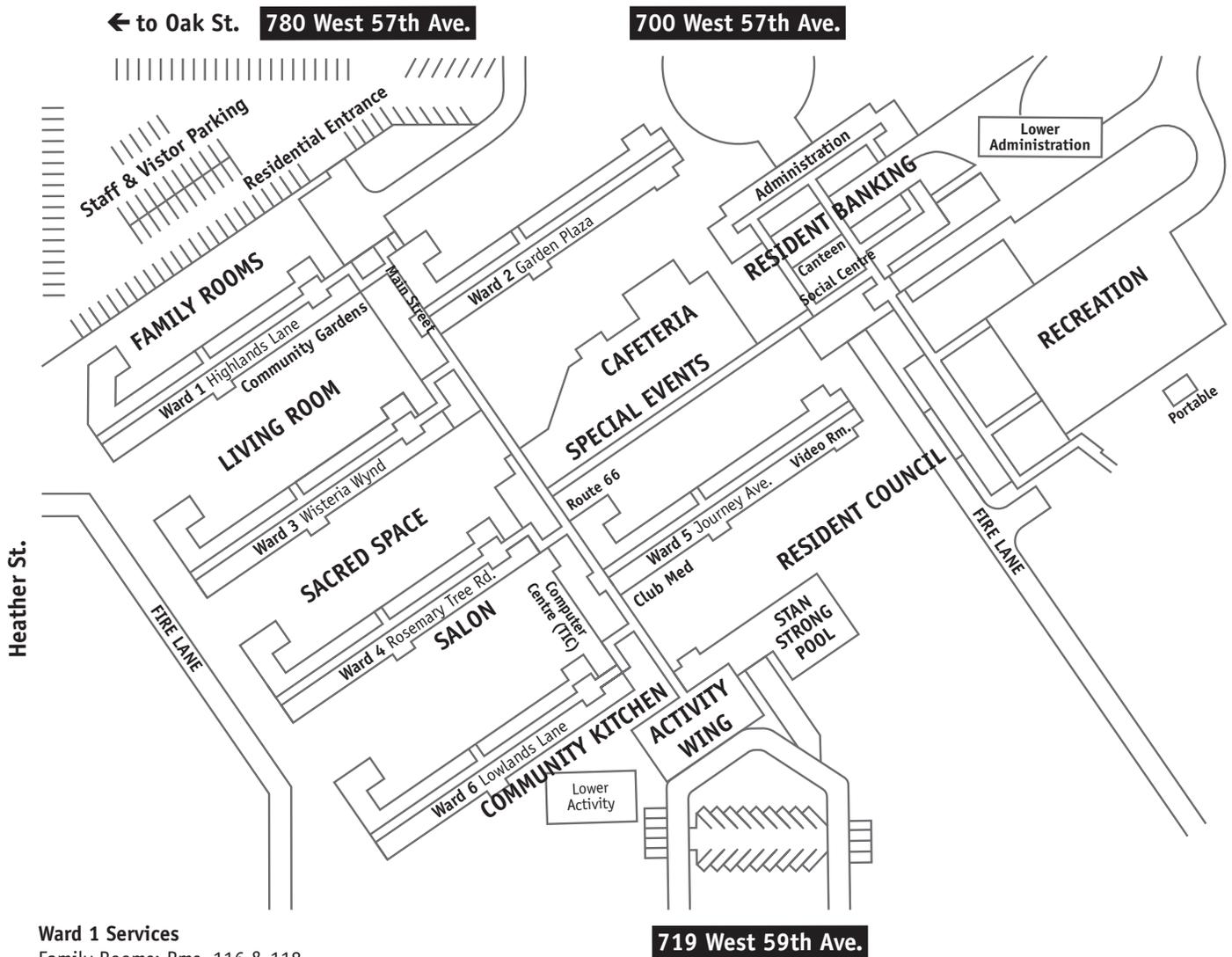
Direct: 604-322-8357 and 604-322-8363



A complete, up-to-date contact list is provided in your welcome brochure.

If you have any questions, concerns or comments, please contact the nurse on duty, Resident Care Coordinator, Social Worker or Manager.

# Map



## Ward 1 Services

- Family Rooms: Rms. 116 & 118
- Music Therapy: Rm. 117
- Volunteer Services: Rm. 114
- Artworks: Rm. 112
- CARMA: Rm. 111
- Garden Club: Rm. 104

# Welcome to George Pearson Centre!

The residents of George Pearson Centre (GPC) are younger to older adults living with a disability that requires special assistance. These disabilities include multiple sclerosis, spinal cord injuries, traumatic brain injuries, cerebral palsy, post-polio and a variety of other conditions. Many residents use power or manual wheelchairs for mobility.

GPC offers services that include recreation, aquatic programs, social work, occupational therapy, physical therapy, speech therapy and music therapy. Our residents have many interests and abilities, including skilled computer skills, swimming, music, arts and crafts and gardening.

We encourage you to ask questions, to introduce yourself to others, and to remember that we form a unique community.



## 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.



George Pearson Centre is located in a beautiful 7.7 hectare park-like setting in South Vancouver. It was named after the Honourable George S. Pearson. He was the Minister of Health and Welfare from 1946—1950. A tuberculosis hospital was opened in 1952 with six wards. In 1955, the Polio Pavilion was added for polio patients. Currently, GPC consists of five Neighbourhood Wards with a diverse community of residents. We reflect Vancouver Coastal Health's approved and adopted Eden Alternative philosophy. We are operated by Vancouver Coastal Health, and accredited by the Canadian Hospital Association.

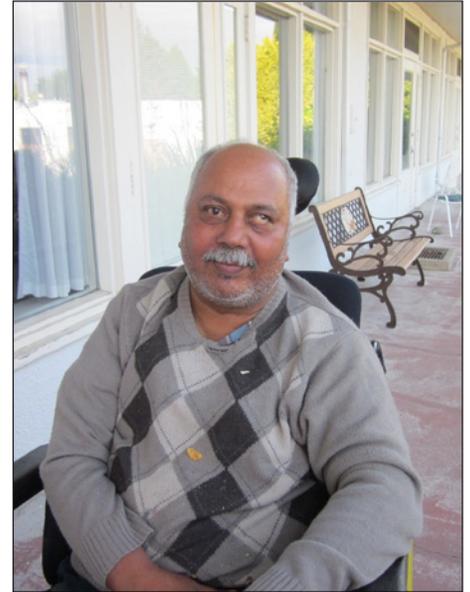
# Partners in Care: Expectations & Responsibilities

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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.

## 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](mailto:pcqo@vch.ca)

# Your Room and Personal Belongings

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This is your home and we want it to be as comfortable as possible for you. We have single rooms and rooms with 2 or 3 residents. If you would like to have your name placed on the internal waitlist for a private room, please inquire with your social worker. While your room has basic furnishings, we invite you to bring items from your home, such as a comforter or bedspread, pictures, portable television and small radio (with headphones for the television and radio). Before you bring in any furniture, please discuss it with us first as it has to allow for safe mobility and staff access. Unfortunately, we do not have the space to store larger items for you.

## **Clothing**

We suggest that you have at least enough comfortable, machine-washable clothing for a one-week period. All clothing needs to be labelled as unmarked clothes could be lost—our staff can help you with this. Please report missing clothing as soon as possible so that we can try and find them. If putting on and taking off clothes becomes more difficult for you, we suggest buying “adaptive clothing.” Consult with your Occupational Therapist for more information on adaptive clothing.

## **Dentures and Eyeglasses**

We recommend having your glasses and dentures marked so that they can be easily identified if lost—we can help you arrange to have them marked.

## **Electrical Equipment**

All electrical items, such as radios and televisions, must be in good working order and checked by staff to ensure that they are safe and CSA approved. We will also ensure that everything is hooked up safely. If you are thinking of bringing in small appliances or extension cords, please check with us first as some items are not permitted for safety reasons.

## **Food in the Rooms**

We ask that you do not keep food in your room as it attracts insects and rodents. Exceptions can be made for a small, well-sealed container with food that will not spoil, such as cookies.

## **Toiletries**

You are responsible for personal toiletries, such as a toothbrush, toothpaste, shampoo, brush, comb, deodorant, powder, body lotion, denture care products and electric razor.

## **Valuables**

While we make every effort to assist you in caring for your belongings, we cannot assume responsibility for missing valuables. Although each room has a bedside table with a drawer that locks, we recommend that items of monetary or sentimental value be left in safekeeping with your family or in a safety deposit box.

# Common Areas

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

## **Activity Wing Community Kitchen**

Residents and guests are welcome to use the kitchen for meal preparation and dining. It is your responsibility to clean the kitchen after use.

## **Cafeteria**

Residents, families and friends can use the main cafeteria where food is available from the kitchen area.

## **Family Rooms**

We have 2 Family Rooms available for you to spend private time with your family and friends, for your out-of-town relatives and friends to stay overnight (for a minimal fee), and for family and friends of palliative residents to stay or have private visits. They are located in Highlands Lane (Ward One Rooms 116 and 118). Please book it in advance by contacting your neighbourhood ward unit clerk.

## **Living Room**

The Living Room is located on Main Street near the entrance at 780 West 57th Avenue. It is used for group activities and private gatherings. You can book it on a “first come first serve” basis by writing the date and time, and posting it on the calendar on the door, as long as there is no previous booking.

## **Lounges**

A lounge is available in each neighbourhood for your use.

## **Canteen**

The Canteen on Route 66 is for the enjoyment of you, your family/friends. It has a television, karaoke machine, reading board and tables for games.

## **Special Events Room**

The Special Events Room on Route 66 is used for many residential program and community activities, and is also available for private events and parties. Please contact the secretary in the residential program office to book it.

## **Computer Centre: Technology Independence Centre (TIC)**

The TIC provides you with the opportunity to develop a wide range of skills with ongoing support. Each TIC computer has special adaptations that allow easy access for all disabilities. You can access the internet from TIC.

# Your Health Care Team

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Many professionals make up your health care team and we all work together 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 4–6 weeks of your admission, 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 specific requests for treatment, such as life support. 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.

## Physicians

A team physician directs and coordinates your medical care, performs a complete medical assessment when you are admitted, visits the neighbourhood wards regularly and works with staff to address your health issues. They are available to answer questions from you and your family.

## Nursing

Your ongoing care is provided by the nursing staff. When you move in, a primary nurse (Registered Nurse) will be responsible for your care. Your primary nurse will assess your health status, coordinate all aspects of your health plan including treatment, and teach you and your family about the care you need when you are away from George Pearson Centre. You, your family and your primary nurse will develop your health plan, which is based on your needs and preferences.

The Licensed Practical Nurse (LPN) and Resident Care Aide (RCA) are also part of the nursing team. They will assist you with personal care and help you to be comfortable.

## Clinical Nutrition (Dietetics)

The Dietitian provides a nutritional assessment when you move in, works with you to develop an individual nutrition care plan, and monitors your plan to maintain your nutrition and quality of life. The dietitian works with the speech language pathologist if you require a swallowing assessment.

## Dental

The on-site services of a Dentist are available on a regular basis.

## **Your Health Care Team *continued...***

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### **Foot Doctor (Podiatry)**

The on-site services of a Podiatrist are available on a regular basis.

### **Manager**

The Manager is responsible for overseeing the administration of the building, the budgets and direct staff supervision; is available to answer questions regarding the administration of GPC; and deals with complaints or concerns from residents and their families. The Manager is the liaison with the community and Vancouver Coastal Health.

### **Music Therapist**

The Music Therapist provides group and one-to-one music therapy sessions with the residents.

### **Occupational Therapist**

The Occupational Therapy staff work to provide choices that meet your individual goals and can assist you with power mobility; seating to increase your comfort, endurance and participation in activity; access to telephone, television and computer; independence in eating; and support in moving from GPC into the larger community.



### **Optometry**

An on-site Optometrist visits GPC. The frequency of visits depends on the number of residents requiring this service.

### **Pharmacy**

Pharmacy provides drug information and education to residents, their families and staff, suggests drug of choice to physicians, checks for interactions of medications, checks drug overdose and drug therapy outcomes.

### **Physiotherapy Staff**

The Physiotherapist assesses your physical function and may set up an exercise program for you. The staff may also help with respiratory care, wound prevention, seating and mobility, and safe, efficient transfer/lift methods. Rehabilitation Assistants assist in your exercise and strengthening program.

## **Your Health Care Team *continued...***

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### **Recreation Staff**

Recreation Therapists and Programmers work with you to plan for and offer a variety of community outings, special events and in-house weekly programs. Events are advertised throughout GPC.

### **Resident Care Aides**

Resident Care Aides, under direction, will assist you with activities that you are not able to do alone, such as bathing, toileting and dressing.

### **Resident Care Coordinator**

The Resident Care Coordinator is a registered nurse (RN) responsible for overseeing your care and connecting with your family; providing clinical support, leadership and education to the staff; and being available to answer your questions and concerns.

### **Respiratory Therapist**

The Respiratory Therapist (RT) is involved in your respiratory health and will assist you in every step of your journey at GPC. Depending on your needs, the Respiratory Therapist will provide ongoing support with your ventilator, tracheostomy and Non-Invasive Ventilator (Bilevel and CPAP). The RT will also help manage your asthma and/or COPD. Providing education and hands-on training to you and your loved ones with respect to all your respiratory health issues will also be a priority.



### **Social Worker**

The Social Worker helps you to communicate with your team, assists with legal and financial issues, and provides counselling and assistance with other personal issues, such as preparing an advance care directive. The Social Worker also coordinates the discharge planning process.

### **Speech Language Pathologist**

A Speech Language Pathologist works with residents who have communication and/or swallowing problems to improve or maintain their independence and participation.

### **Spiritual Care**

GPC has a chaplain who visits regularly and offers services which include life celebrations for residents who have passed away. Clergy from various religious denominations visit regularly and a spiritual leader of your choice is welcome to visit.

# Services Available to You

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George Pearson Centre offers a number of services to support you. You may also choose to pay for private services or therapies, such as private caregivers, acupuncture, private physiotherapy or companions. Before bringing in these services, please speak with the Resident Care Coordinator.

## **Artworks Studio**

Artworks is located on Ward 1 (Highlands Lane). Staff and volunteers can assist you in pursuing arts, crafts and other creative interests. Hours are posted on the door.

## **Canteen**

The Canteen in the Social Centre is open weekdays during posted hours and sells snacks, magazines, greeting cards, stamps, HandyDART tickets and small gifts.

## **CARMA**

CARMA (Community and Residential Mentor Association) is a program of the BC Coalition of People with Disabilities and is funded through the SMART Fund of Vancouver Coastal Health. The CARMA team consists of several people who work to enable residents living at Pearson to dream, to plan and to pursue their life goals. For some, this will lead to resettlement in the community. For others who choose to remain at Pearson, it will help them to take more control of their lives.

## **Cleaning Services**

A contracted service is responsible for housekeeping and maintenance. Unfortunately, if cleaning of your room is too difficult, you may be asked to send things home with your family or friends.

## **Food Services**

A contracted service is responsible for preparing and serving meals three times per day and snacks as requested. A rotation menu is available and may change. Alternative entrees are available at most meals. The menu is posted outside of the dining area. If you order take out food, the address to use is 780 W. 57th Avenue.

## **Hairdresser/Barber**

Hairdressing and barber services are available at GPC. Rates are posted in the salon.

## **Laundry**

Personal laundry is done in-house. Clothes are picked up, laundered and returned to you. The resident/family is responsible for clothing that needs dry cleaning or ironing.

## **Mobility Aids**

If you require equipment, such as a wheelchair, the RN will refer you to the occupational therapist or physiotherapist who will assess your needs. All equipment should be labelled with your name.

## **Mail and other Reading Materials: Newspapers, Magazines, Newsletters**

Mail sent to residents should include your room number and the address of the Centre provided on page 2. However, you may choose to have a family member or friend receive your mail and bring it to you when they visit. If you are interested, you or your family can arrange delivery of the newspaper or magazines. Please let the RN know if you have arranged for delivery.

## Services Available to You *continued...*

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### **Recreation Services**

There is a regular schedule of programs designed to meet the different social and recreational needs and interests of residents. The daily and monthly schedules are posted throughout the facility. We encourage you to participate in these programs as it is a good way to meet other residents. Please let the staff know about your interests so that they can better tailor programs for you.

In the Canteen, Saturday pub afternoons are held and alcoholic beverages are served for a nominal charge to those residents who have their physician's approval to drink alcohol.

### **Resident Banking Services**

The resident banking service is available weekdays. Hours are posted near the door. It is located up the hall from the Canteen on Master's Gallery.

### **Stan Stronge Pool**

The pool is for residents and members of the community with physical disabilities. There are special features that help you in the pool, including water wheelchairs, a ramp leading into the pool, a whirlpool and volunteer support. Contact your physiotherapist or recreation therapist if you want to swim.

### **Telephones, Cell Phones and Internet**

Residents may use a telephone on their neighbourhood ward to make local calls at no charge. You can also arrange to have a private telephone or cell phone in your room with the provider of your choice. You will be responsible for phone and internet connection and ongoing charges.

### **Television**

There is a television in each of the neighbourhood ward lounges and dining rooms for residents' use. Basic cablevision is provided in your room through GPC or setup additional options through the cable service provider at residents' costs.

### **Transportation**

The Recreation Department arranges bus trips for group outings. For outside appointments, staff or family members can arrange for HandyDART, taxi or SN transport.

# Financial Information

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## Residential Care Rate

The monthly co-payment rate is based on up to 80% of your annual after tax income reported on your tax return, subject to minimum and maximum rates. You must file a tax return annually to be eligible for the subsidized rate.

The residential care rate can be paid in advance on or before the first day of every month at the Finance Office. Payment begins on the day of admission to the Centre. If there is a concern with the daily fee (per diem), please speak with the Social Worker.



## Trust Account

Residents may keep their money in a trust account, which is maintained by the Finance Office. There is no service charge and no interest is paid for funds in your trust account. You may go to the Resident Banking Services office and make deposits or withdrawals from your trust account. Please discuss details regarding trust accounts with the office staff.

## 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; absences of three days or less are not counted towards this total. 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 usually be held as long as the resident needs it.



In each of these situations, you will continue to be responsible for the daily fee (per diem) while you are away. Please speak with your Resident Care Coordinator or Social Worker for more details.

# Your Safety and Security

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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 in your community at George Pearson Centre.

## Alcohol and Illicit Drugs

Beer and wine are served in the Canteen/Social Centre once a week on Saturday pub afternoon and at special events hosted by Recreation Staff. Use, sale and purchase of illicit drugs are not permitted on the property of George Pearson



Centre. There is an exemption for those who have obtained *Authorization to Possess Marijuana for Medical Purposes*.

## 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.

## 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 throughout GPC. You can also ask caregivers if they have cleaned their hands before providing you with care.

## **Your Safety and Security *continued...***

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### **Medication Safety**

All medications used by residents, including over-the-counter drugs such as aspirin, are ordered by the physician and given by nursing staff. Any prescriptions you receive during a visit to a specialist or your doctor from outside the Centre should be given to the nurse. If you have any questions about your medications, please ask your physician 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 the Centre.

### **Outings**

We encourage families and friends to take you out whenever possible, but want to ensure that you are safe. Please advise staff of your estimated return time, if known. Please have the number of GPC and local with you. If you will be out for a period of time, please notify the RNs so that they can package up your medication with instructions to go with you.

### **Security**

There is 24 hour, 7 day a week coverage. GPC has an automatic front door. There is a bell to call someone to open the door after hours (10:00 pm–6:00 am).

### **Smoking**

All Vancouver Coastal Health sites are smoke-free. The most current policies relating to smoking are provided in the welcome package. Residents who smoke are welcome to ask for information on smoking cessation programs and products available to them.

### **Staff Identification**

There will be many people involved in caring for you. Everyone who works for GPC wears a name tag and will be able to answer your questions about what they do.

# Information for Your Family and Friends

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We encourage your family and friends to visit often and remain involved in your life. We do ask that they assist in your care by going with you to outside appointments, assisting with the management of your clothing, and occasionally tidying your closets and dresser drawers. If they are unavailable to accompany you to outside appointments, we try to have staff or volunteers to help.

## 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 9:00 am and 9:00 pm. If visiting outside of these hours, please speak with the nurse in charge. We also ask that visitors respect the privacy of the other residents and use one of the small lounges if visiting after 9:00 pm.

## Family Absences

If your primary contact is going away, please have them notify us and provide a secondary contact.

## Food and Guest Meals

Visitors are requested to check with the Nurse in Charge before leaving food for you. If you are visiting and would like to have a meal, please go to Food Services (beside the cafeteria) to purchase food.

## Infection Control

Visitors who are not feeling well (for example, have a cold or flu), have been near someone else who is ill, or even have cold sores should visit another time. Visitors should wash their hands before and after they visit, or use the available alcohol-based liquid/foam hand sanitizers, to help prevent the spread of “bugs”.

## Parking

Because parking is limited, we ask that visitors not park overnight. There is also free parking on West 57th Avenue.

## Pets

Visitors are encouraged to bring family pets who are clean and healthy to visit. When the pets are outside the resident’s room, please keep them in a cage or on a leash and under control as many residents are frail and could be accidentally injured by the pet.

# Getting Involved in the GPC's Community

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## Resident Council

The Council acts as a channel for two-way communication between the residents and administration, and ensures that you have a voice and choice in decisions that affect your care and quality of life. It partners with administration and gives input in policies, protocols and practices. It also assists in resolving issues that involve residents. The Council participates in sponsoring initiatives that will enhance the quality of life of the residents. Meetings are held regularly and everyone is invited. Minutes of the meetings are posted on every neighbourhood ward.

## Quality Improvement

George Pearson Centre actively solicits feedback from residents and their families regarding the care and service they receive. If you wish to provide feedback, please contact the RN, Manager, or one of the Resident Care Coordinators.

## Volunteers

Volunteers help to enhance the programs at GPC and improve the quality of life for the residents. Volunteers use their skills, interests and personal goals in their volunteer activities. All volunteers take a basic training seminar and are encouraged to learn new skills. You can request a volunteer through your care team or by contacting the coordinator of volunteers.

## Donations

We are always looking to make improvements in the programs and services that we offer to our residents, as well as the physical environment in which they live. Your financial donations to support this work is appreciated. For more information on how you can help support the residents at George Pearson Centre, please contact the Manager.



For more copies, go online at <http://vch.eduhealth.ca>  
or email [pchem@vch.ca](mailto:pchem@vch.ca) and quote Catalogue No. **JB.300.G46**  
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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](http://www.vch.ca)