



How you want to be treated.

Honorina Conway at St. Vincent's Heather

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TENANT HANDBOOK



How you want to be treated.

Welcome!

We are very pleased that you are coming to live with us at Honoria Conway.

Providence Health Care is committed to providing a supportive environment, where you can live independently while having access to the services you need.

We hope you will be very happy here.

Dianne Doyle

*President and Chief Executive Officer
Providence Health Care*



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1. Honoria Conway at St Vincent's Heather

Honoria Conway at St. Vincent's Heather is a residence for seniors who live independently with assistance. It is operated by Providence Health Care and is part of a larger planned development for a Campus of Care on our 7.5 acre property at the corner of Heather Street and 33rd Avenue in Vancouver. When complete we will be able to offer a full range of residential and non-residential services for seniors allowing them to age-in-place in a community of choice. Our assisted living residence is named for Sister Honoria Conway, who founded the Sisters of Charity of the Immaculate Conception. The Sisters' legacy extends across Canada and in their making the St. Vincent's Heather lands available for our Campus.



Honoria Conway has 60 one-bedroom apartments for seniors, with 20 apartments located on each of the three upper floors. The apartments are approximately 550 square feet in area and are suitable for either single tenants or couples. There is a common living room, dining room and balcony on each of the upper floors.

All tenants may enjoy the facilities on the main floor including a:

- Lounge with large screen TV/DVD and piano
- Library which functions as a multi-purpose room and can be reserved for private parties
- Small kitchen serving the lounge and multipurpose room
- Spa with hairdressing, bathing facilities, rooms for a podiatrist, massage therapist, aesthetician and other health care professionals
- Patio with BBQ

The main floor also accommodates two other Providence Health Care programs. Each is self-contained and has its own separate building entrance. These are:

- Supportive housing apartments for eight adults with disabilities
- Offices for Providence Health Care

At Honoria Conway tenants and staff work together to create a caring, compassionate and dynamic community where people are meaningfully engaged, life is celebrated, and individual contributions are encouraged.

Tenant Council

The Tenant Council meets regularly and all tenants are encouraged to attend. There they can meet other tenants and participate in making decision regarding such matters as menu planning, special events and day-to-day activities.

Staff at Honoria Conway

The staff at Honoria Conway is a caring and committed group of people who assist tenants in making decisions for themselves. The following is a brief description of their roles and responsibilities.

- The **Operations Leader** supervises staff and the general operation of Honoria Conway.
- The **Nurse** is a Licensed Practical Nurse. Two individuals fill this position so that there is a nurse at Honoria Conway every day from 10am to 6pm. The nurse will assist with nursing care, provide direction to the Assisted Living Workers and ensure that each care plan meets the individual needs of the tenant.
- **Assisted Living Workers** are certified home support workers or residential care aides. They provide personal care services, housekeeping and laundry services and assist with meal service. There is one Assisted Living Worker on each floor from 7:30am to 10:30pm. After 10:30pm, there is one Assisted Living Worker in the building. There will always be an Assisted Living Worker in the building to respond to emergency calls.
- There are three **Cooks** on site daily, one for each floor of the building. The cook is responsible for preparing lunch and dinner and meets with tenants on a regular basis to discuss food issues, preferences, and meal planning.
- The **Activity Coordinator** organizes social activities and outings, and connects tenants with external community events.
- The **Receptionist** greets arrivals, assists with the administration of Honoria Conway, receives maintenance requests and provides information on policies and resources. Two individuals share this position allowing the office to be open from 8am to 4pm daily.
- The **Janitor/Maintenance Worker** is responsible for housekeeping in the common and public areas as well as general maintenance of building systems and equipment.



2. Providence Health Care

Our Mission

Providence Health Care is a Catholic health care community that respects the sacredness of all aspects of life. Inspired by the healing ministry of Jesus Christ, our staff, physicians and volunteers are dedicated to service and to the support of one another. In this environment of service, support and respect, we meet the physical, emotional, social and spiritual needs of those served through compassionate care, teaching and research.

Our Vision

We will continue to grow as a community, regional and academic health science enterprise that is a recognized leader, and major player, in the provision of health care within British Columbia. We will be respected for our care and services, known for our Mission and Values, acknowledged for the contributions of our teachers and researchers. We will actualize our Vision by being an organization of "caring hearts, creative souls, and resourceful actions."

Our Values

- SPIRITUALITY:** We nurture the God-given creativity, love and compassion that dwells within us all.
- INTEGRITY:** We build our relationships on honesty, justice and fairness
- STEWARDSHIP:** We share accountability for the well-being of our community
- TRUST:** We behave in ways that generate trust and build confidence
- EXCELLENCE:** We achieve excellence through learning and continuous improvement
- RESPECT:** We respect the diversity, dignity and inter-dependence of all persons

Providence Health Care operates:

- Three hospitals - St. Paul's, Mount Saint Joseph, and Holy Family
- Three complex care facilities for elders requiring 24-hour nursing care – St. Vincent's Langara, Brock Fahrni Pavilion and Youville Residence
- Marion Hospice which cares for the terminally ill
- Honoria Conway at St. Vincent's Heather

The St. Vincent's Heather Campus of Care is an integral part of Providence Health Care's Legacy Project - our plan for the future of all our programs and facilities.

For more information about Providence Health Care please visit:

www.providencehealthcare.org.

To help us realize our vision for residential programs Providence Health Care adopted the **Eden Philosophy** of care. Founded by Dr. William Thomas the Philosophy is based on ten principles:

1. The three plaques of loneliness, helplessness and boredom account for the bulk of suffering in a human community
2. Life in a truly human community revolves around close and continuing contact with children, plants, and animals. These ancient relationships provide young and old alike with a pathway to a life worth living.
3. Loving companionship is the antidote to loneliness. In a human community, we must provide easy access to human and animal companionship.
4. To give care to another makes us stronger. To receive care gracefully is a pleasure and an art. A healthy human community promotes both of these virtues in its daily life, seeking always to balance one with the other.
5. Trust in each other allows us the pleasure of answering the needs of the moment. When we fill our lives with variety and spontaneity, we honour the world and our place in it.
6. Meaning is the food and the water that nourishes the human spirit. It strengthens us. The counterfeits of meaning tempt us with hollow promises. In the end, they always leave us empty and alone.
7. Medical treatment should be the servant of genuine human caring, never its master.
8. In a human community, the wisdom of the elders grows in direct proportion to the honour and respect accorded them.
9. Human growth must never be separated from human life.
10. Wise leadership is the lifeblood of any struggle against the three plagues. For it there can be no substitute.

Honoria Conway at St. Vincent's Heather is supported by the **Tapestry Foundation for Health Care**.

For more information about the Tapestry Foundation, call 604.877.8335, or visit www.tapestryfoundation.ca



3. Services and Features at Honoria Conway (in alphabetical order)

Access to the Building

For your security, the main entrance is locked at all times. When your guests come to visit you, they will enter your security number on the enterphone panel at the front entrance. This will cause your telephone to ring. You will be able to speak to the person requesting entry over the telephone. By pressing a number on your phone you will open the front entrance, allowing your guest to enter the building. If you do not wish to open the door simply hang up the telephone.

For your safety, and the safety of staff and other tenants, always identify your guests before allowing them to enter. For your privacy and security, Honoria Conway staff will not open the door for visitors, including family members, unless specifically requested by a tenant to do so.

If you do not have telephone service, Providence Health Care will supply you with a hand-set that can be used for the enterphone system only.

Garbage and Recycling

We strongly encourage recycling of paper and containers. All containers must be rinsed.

There are recycling bins and garbage bins located in the housekeeping room near the elevator on each floor, as well as chutes in the garbage/recycling room on the main floor.

If you are unable to take your garbage and recycling to the bins, the Assisted Living Worker will remove it weekly while cleaning your apartment.

Housekeeping and Laundry

You are encouraged to keep your apartment clean and tidy. Staff will do light housekeeping in your apartment and wash your sheets and towels on a weekly basis.

As part of your weekly housekeeping/laundry service, the Assisted Living Worker:

- Dusts all exposed surfaces (we will not move or remove your possessions)
- Vacuums carpets and around furniture
- Washes floors, cleaning kitchen sink, counter and exterior surfaces of appliances
- Cleans and sanitizes the bathroom toilet, shower, sink and counters
- Removes the garbage and recyclables
- Strips bed sheets and remakes the bed, changes bathroom towels

Efforts will be made to schedule these services at a time that is convenient for you. You may choose to be in or out of your apartment during cleaning, however we request that

cats or dogs be taken out of the apartment during cleaning. Please have your sinks and counters cleared, so that we may clean these areas.

There is one laundry room on each floor, each with 2 washers and 2 dryers, where tenants may do their personal laundry. There is no charge for the use of washers or dryers but we ask that you wipe the washer and remove lint from the lint screen in the dryer after each use. If you have any questions or problems, please speak with the Assisted Living Worker on your floor.

You may arrange additional housekeeping or laundry with an outside service at your expense.



Mail

Locked mail boxes are located by the elevator on the main floor. Canada Post will deliver directly to these boxes. A Canada Post mailbox for outgoing mail is located near the building, on Heather Street.

Maintenance of Equipment

Providence Health Care maintains the equipment it supplies including appliances, electrical and plumbing fixtures, and window coverings. If any of the equipment we provided is not working, please contact the Receptionist who will manage your maintenance request. Instructions for appliances are provided to you in one of your kitchen drawers. You are responsible for maintaining any equipment you bring to Honoria Conway.

Meals

Lunch and dinner is served daily in the dining area of each floor. Breakfast is not provided, but juice, tea, and coffee are available in the dining room. Two snacks a day are also provided.

Lunch is served between 12:00pm and 12:30pm.

Dinner is served between 5:00pm and 5:30pm.

You are most welcome to invite your friends and family to join you for meals. Meal tickets must be purchased one day in advance from the Receptionist. Lunch costs \$8.00 and dinner costs \$11.00.



Meals will be served to you in your apartment only when you are ill and cannot go to the dining room.

Parking

There are 4 handicap accessible parking spaces and 2 loading spaces at the front entry to the building. Additional parking for tenants and visitors is available on the North side of the building, accessible by stairs or the city sidewalk. Parking is free but passes must be displayed in the vehicle. These can be obtained from the Receptionist.

Telephone, Cable and Internet Access

There are outlets pre-wired in each apartment that can be activated by a telephone or cable company to provide you with telephone, cable and/or internet service at your expense. Once you know your move-in date you should contact these providers to arrange for service if you want it for your apartment.

The television in the main floor lounge is equipped with cable for your enjoyment. Also, there are computers in the living rooms on each floor where you may access the Internet free of charge.



Volunteering

There are many opportunities for you to volunteer at Honoria Conway. You might consider:



- Welcoming new tenants
- Sharing your hobbies and interests by teaching others
- Showcasing your talents at a “talent show”
- Visiting those individuals who are lonely, or
- Organizing games, sing-a-longs and movie nights

Share your volunteer ideas with the Activity Coordinator who will help you get started.

Wellness and Social Activities

The activity program at Honoria Conway provides both therapeutic and recreational activities. You are encouraged to attend programs and get to know your neighbors. You will have opportunity individually and in tenant council to have input into the activity plans.

Honoria Conway has a **community garden** where you are welcome to grow flowers, fruits, or vegetables for your own use or for the common kitchen. Plots are assigned in the early spring.



4. Health Matters

Personal Care Services Plan

Your Personal Care Services Plan provides direction and information to staff. It reflects your unique needs and service requests, the risks you face and a plan for the delivery of service. You may be offered assistance with:

- Activities of daily living such as dressing, grooming, bathing
- Administering or monitoring medications

The Personal Care Services Plan is an agreement between you and Providence Health Care. It will be reviewed regularly and whenever your care needs change. If you have an Advance Directive, Representation Agreement or Living Will please let us know.

Physician

You are welcome and encouraged to continue seeing your own family physician. If, however, you have moved from your old neighborhood and find that your physician is located too far away, please speak to the Receptionist. She will provide you with the names of other family physicians located near Honoria Conway.

Dentist

You are welcome and encouraged to continue receiving care from your current family dentist, but if you would like to see a dentist closer to Honoria Conway, Providence Health Care works with the University of British Columbia Faculty of Dentistry to provide a dental clinic at Brock Fahrni Pavilion. Brock Fahrni is located on lands of the Women's and Children's Hospital just north of Honoria Conway. This clinic provides complete dental services on a fee for service basis.

Pharmacy

If you require assistance with your medications, you are asked to transfer your prescriptions to the Pharmasave at Oak and 42nd Avenue in Vancouver. Providence Health Care has made arrangements with this pharmacy to provide you with special services.



The pharmacist will contact you to arrange an appointment to discuss your pharmacy needs. If your personal care services plan calls for medication management, the medications will have to be blister packed by the pharmacy. Pharmasave will deliver medications weekly at no charge.

You may wish to order other health care items or toiletries from the pharmacy. There will be no delivery charge for these items if delivered with the weekly medication delivery.

Outbreaks and Infestations

Our goal at Honoria Conway is to provide a safe, secure and clean environment for tenants and staff. Unfortunately, outbreaks or infestations may occur and we must be prepared to deal with them quickly and effectively.

Suspected outbreaks of a communicable disease (for example influenza) will be reported to the local Public Health Office and the Vancouver Coastal Health Authority Case Manager. Staff may employ special monitoring or cleaning procedures at such a time. Tenants can do their part as well and are encouraged to:

- Wash hands frequently. Hand washing is the most effective way to prevent the spread of infection – including the common cold!
- Obtain the influenza (flu) vaccine
- Inform staff if you are not feeling well

If you are unwell:

- Remain in your apartment for a few days – your meals can be delivered to you
- Refrain from joining social or group activities until you are well

Should you discover insects or rodents in your apartment or anywhere in the building or on the grounds please inform staff immediately. If you are concerned that the infestation may have originated with items you brought into the building do not hesitate to inform staff, as they will keep the information in strict confidence. Do not attempt to deal with these pests yourself. A professional exterminator will be called - at no charge to you.

5. Safety and Security

Personal Emergency Response

If you need assistance, the Assisted Living Worker will respond to your emergency call at any time of the day or night, seven days a week.

The building is equipped with a Personal Emergency System linked to the telephone and the fire safety systems. Buttons and pull cords are located in the bedroom, living room and bathroom of each apartment as well as in common rooms and stairs.

Tenants also have emergency pendants they may wear that can be used to transmit an emergency signal. The pendants work anywhere inside the building and on the balconies and patios; they do not work further away from the building.

When you press the emergency button on your pendant, the Assisted Living Worker is immediately notified, via mobile phone, of your name and location. When you use any wall emergency button or pull cord the Assisted Living Worker is notified of your location. The Assisted Living Worker will respond immediately to an emergency call.

Fire Safety

Vancouver Fire and Rescue Services are familiar with Honoria Conway and have approved our Fire Safety Plan. Staff is trained in fire prevention and emergency procedures but tenants can also do their part.

PREVENTION:

- Don't keep combustible materials in your apartment; recycle newspapers frequently
- Avoid the use of candles in your apartment
- Ensure that the electrical appliances you bring to Honoria Conway are CSA approved and in good repair
- Keep toasters, toaster ovens, microwave and stove-top clean
- Be aware of the location of fire pull station and nearest exit
- Sign-out when you leave the building and sign-in when you return, so that in an emergency, staff will know where to look for you
- Participate in fire drills to ensure your own safety and the safety of others

WHAT TO DO IF YOU DISCOVER A FIRE:

- Immediately sound the alarm by activating the nearest alarm pull station (colored red) in the corridor
- If you are able, walk to the nearest stairwell, and proceed carefully down the stairs
- If you are unable to manage stairs, and it is safe to return to your apartment, return to your apartment, leave the door closed but unlocked, and await

assistance. Remember: your apartment is separated from other apartments and the corridor by walls and doors having a 1-hour fire resistance rating.

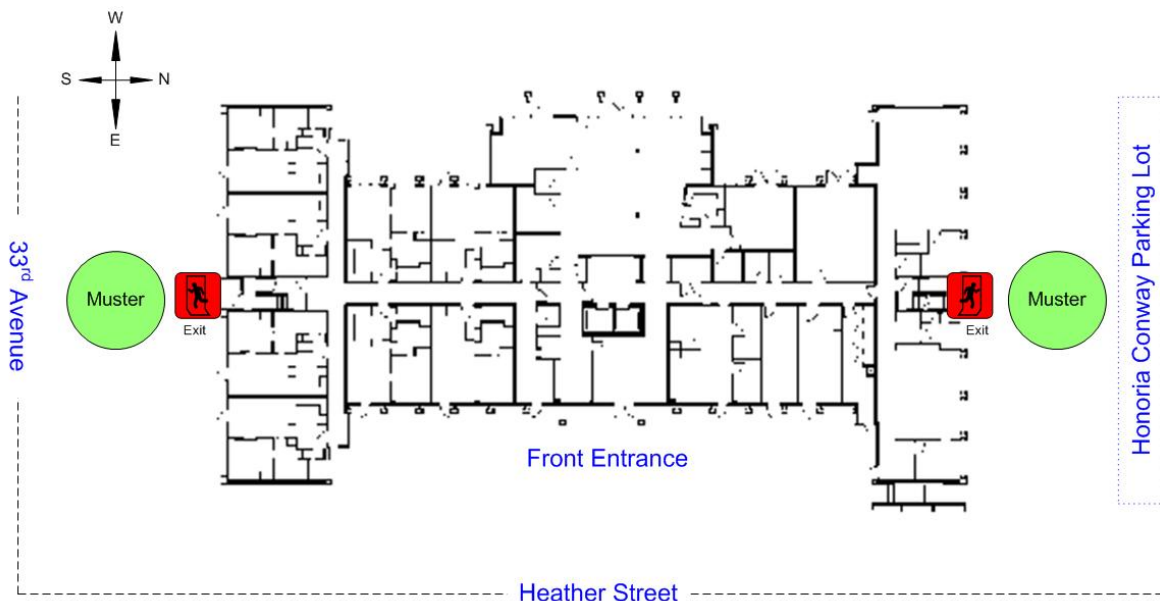
- If it is unsafe for you to return to your apartment, go to the dining area on your floor and await assistance

WHAT TO DO WHEN YOU HEAR A FIRE ALARM:

- Do not use the elevator
- If you are able, walk to the nearest stairwell, and proceed carefully down the stairs
- If you are unable to proceed down the stairs, and it is safe to return to your apartment, return to your apartment, leave the door closed but unlocked, and
- Await assistance. Remember: your apartment is separated from other apartments and the corridor by walls and doors having a 1-hour fire resistance rating.
- If you are outside your room and can't safely return to your room, wait in the dining area on your floor for assistance
- If evacuation is necessary, the firefighters will know where you are and will assist you to exit

DESIGNATED ASSEMBLY AREAS (see diagram below):

- If the stairwell you take leads you to the parking lot, walk to the far side of the parking lot, and wait there for staff to meet you with further instructions.
- If the stairwell you take leads you to 33rd Avenue, wait there for staff to meet you with further instructions.



DO NOT GO BACK INTO THE BUILDING UNTIL INSTRUCTED TO DO SO!

The Fire Safety System at Honoria Conway has many features and devices to help keep you safe.

Pull stations are red devices on the wall beside stair doors and exit doors to the outside. These can be pulled by anyone who discovers a fire to initiate an alarm.

There are **sprinklers** throughout the building. If they detect heat above a certain temperature they will activate and water will flow through the head to put out a fire. Only those heads in the immediate area of the fire will be triggered – sprinklers elsewhere will remain on standby but will not discharge water unless the fire spreads toward the sprinkler.

In addition to the heat activated sprinkler heads there are **smoke detectors** located inside apartments, corridors, ventilation ducts and other areas. Smoke detectors outside of apartments will automatically trigger a general fire alarm if they detect certain levels of smoke. Smoke detectors inside apartments will trigger an internal alarm only, which will cause the apartment door to close if it is open and will send a signal to the Assisted Living Worker via mobile phone. This prevents nuisance alarms from such things as burnt toast causing a total evacuation of the building while ensuring that investigation and assistance is immediately available. Should there be a real fire the sprinkler system will activate automatically inside the apartment.

Some service-type rooms where a fire might smolder also have **heat detectors** that will initiate an alarm automatically when temperatures rise to a certain temperature.

Staff is trained in the use of the fire **extinguishers** located in the corridors and kitchens.

There is also a **special fire suppression system in the hoods** over the gas cook-top in the central kitchen on each floor.

The fire alarm will immediately and automatically sound an **audible alarm** - a voice message and bell tone over the speakers located throughout the building. There are also **visual alarms** for the visually impaired located throughout the building. These are strobes that flash when there is an alarm.

The building is divided into **fire compartments** that stop fire or smoke from traveling from one area to another and allow time for evacuation. Each apartment is separated from other apartments and the corridor by walls having a 1-hour fire resistance rating. There also is 1-hour fire resistance between floors and around stairs. Apartment doors have closers that will cause an open door to close automatically during an alarm to maintain those fire separations.

There is **emergency lighting** that will remain on in the corridors and stairs but there is none inside the apartments. **We recommend you have a good flashlight in an easily accessed location in your apartment.**

The Nurse discusses the fire safety plan and safety system features with new tenants when they move in. **If you are not sure about what to do in case of fire, ask the Nurse or Operations Leader to review the plan with you as soon as possible.**

Power Outages

Loss of power may be the result of a problem originating with BC Hydro and may be associated with another emergency such as a storm, flood or earthquake. It may last from a few minutes to a few days.

Honoria Conway has battery power to return the elevators to the main floor (you will not be trapped in a power outage), maintain the emergency response system, and hall and stairwell lighting.

There are no emergency lights in your apartment so you need to supply your own flashlights.

Sign-in / Sign-out

For your safety we ask that you sign out at the reception desk when you leave the building and sign back in when you return. This ensures that we know who is in the building if there is an emergency.

You are encouraged to attend family and community functions whenever possible. If you are going to be out overnight, please let the staff know several days in advance, so that meals can be cancelled and medications prepared if necessary.

6. Policies at Honoria Conway (in alphabetical order)

Pets

We believe that pets can provide tenants with companionship and can enhance their quality of life.

Visiting pets are allowed, provided the owner looks after the pet and respects everyone's right to a safe and healthy environment. Visiting pets must be on a leash or carried while in common areas of the building.

You may bring one cat or dog to live you in your apartment, if an existing relationship has already been established between you and your pet, and your pet weighs less than 25 pounds. Other animals that are allowed at Honoria Conway include caged birds and fish. Requests for live-in pets are reviewed on a case-by-case basis. Tenants who wish to have a cat or dog must sign and abide by a Pet Agreement.



For more details, please refer to the following policies/procedures available from the Receptionist:

- *Guidelines for Visiting Pets at Honoria Conway*
- *Guidelines for Live-in Pets at Honoria Conway*
- *HC Tenants' Pet Agreement*

Pet owners who allow their pets to become a nuisance to others, or who do not comply with the pet agreement, shall be required to find a new home for the pet.

Privacy

Providence Health Care operates in compliance with legislation under the Freedom of Information and Protection of Privacy Act (*FOIPPA*). Protection of your privacy is of utmost importance to us and every effort is made to ensure your personal information is kept private. Honoria Conway staff is instructed about our privacy policies at orientation. They will ask for your permission before sharing your medical or personal information with anyone, including your family.

Scooters & Electric Wheelchairs

Tenants must operate scooters and electric wheelchairs in a safe manner, without harm to the driver or others, and without damage to the property. If a tenant is not able to operate the scooter or wheelchair safely, the scooter or wheelchair cannot be used.

There is a scooter room located on the main floor. It has direct access from the front of the building and electrical outlets for charging the scooters. Tenants can obtain a fob from the Receptionist, which will open the exterior door automatically (point and click). Scooters may not be brought into the building except directly into the scooter room.

Smoking

Tenants are allowed to smoke only inside their apartments and only if that apartment has been designated as a smoking unit. Smoking is not allowed in any other area of the building, balconies, grounds or patios.

Tenants who smoke must follow all the regulations set out in the Honoria Conway Occupancy Agreement which include:

- Purchase and use of an approved air purifier such as the “Sharper Image Ionic Breeze 3.0” specifically designed to filter and remove cigarette smoke from a 600 square foot apartment
- Not smoking one hour before scheduled care or housekeeping

Tenants who do not comply with the smoking regulations will be asked to relocate.

Visitors

Visitors are welcome at Honoria Conway. There are no restrictions on visiting hours. However, it is requested that noise be kept down after 10:00pm. Visiting relatives or friends may stay in your apartment up to 14 days (consecutive or non-consecutive) in a 12-month period. To extend this time you will have to make a special request to the Operations Leader.



7. Complaint and Resolution Process

At Honoria Conway we value both positive and negative feedback from you and your family as this assists us to track and improve the quality of service provided.

Please discuss any concerns or complaints with any staff member, who will attempt to work out a mutually acceptable resolution. If the complaint is not resolved to your satisfaction, refer your concerns to the Operations Leader. All complaints, enquiries or concerns will be handled promptly, professionally and in a fair, objective and equitable manner. Staff will respect your request for confidentiality.

Comments may also be placed in the locked Comment/Suggestion box at the front reception desk. The Operations Leader will access this box on a regular basis.

In addition or if you are not satisfied, you may voice your complaint with the:

- **Director of Patient Relations, Providence Health Care at (604) 806-8284** who will work with you to resolve your concerns, or
- **Assisted Living Registrar at (604) 714-3378**

The Assisted Living Registrar will respond to complaints about:

- Health and safety - you believe that the operation of Honoria Conway is placing the health and/or safety of tenants in jeopardy and we have not responded to your concern
- Standard violation - you believe that Honoria Conway is not operating in accordance with the Assisted Living Registrar's health and safety standards and we have not responded to your concerns

Please see the brochure from the Office of the Assisted Living Registrar “**Complaint Resolution for Assisted Living Residents**” for further information. Copies of the brochure are available from the Receptionist.

8. Tenant Charges

Your monthly charges are based on 70% of your after-tax income. If you and your spouse move into Honoria Conway together, your charges will be based on 70% of your combined after-tax income.

Your monthly charge includes:

- Rent for your self-contained one-bedroom apartment
- Lunch, dinner and snacks daily
- Weekly housekeeping and laundering of linens (sheets and towels)
- Social and recreational opportunities
- 24-hour emergency response
- Personal care services (as identified in you personal care plan)

Not included in your monthly charge:

- Hydro surcharge of \$15 per month (subject to change by Vancouver Coastal Health)
- Medications
- Medical supplies
- Toiletries
- Incontinence products
- Telephone
- Cable TV
- Internet
- Hairdresser/ podiatry/ massage therapy
- Handy-dart: In order to use handy-dart you need to register and to book your trip at least 3 days in advance. The receptionist can assist you with this.
- Lost key and swipe card \$25.00
- Lost emergency pendant \$250.00
- Lost fob for entry into scooter room \$25.00

You will be charged for a swipe card, pendant, and/or fob only if they are lost or not returned when you move out of Honoria Conway.

9. Moving In

Moving day is an exciting, but often stressful, time. We try to make the experience as pleasant as possible and can introduce you to other tenants who may participate in your tour of the building and help to make you feel welcome. You can expect that:

The Receptionist

- Will meet you and provide you with an apartment key, a pass card to the front door, a key to the locked drawer in your bathroom, a mailbox key, and an emergency pendant
- Will ask you to:
 - Complete paperwork, including direct deposit form for rent and hydro charges
 - Pay the security deposit
 - Pay the pet deposit (if you are bringing a pet with you)
 - Pay pro-rated rent and charges for the current month (if applicable)

Please remember to bring three cheques – one to be marked “void” and attached to the direct deposit form, one to pay the rent and charges, and one to pay the deposits which will be held in a separate interest bearing account.

The Nurse

- Will take you to your apartment and introduce you to the Assisted Living Worker
- The Nurse or Assisted Living Worker will show you your new home and discuss:
 - The emergency response system, including push buttons and pendants
 - What to do in case of fire and other emergencies
 - Meal times and menu
 - How to allow visitors into your apartment using the Enterphone
 - Medication delivery if needed
 - Complaint process: internal (to Providence Health Care) and external (to Office of Assisted Living Registrar)
 - Any questions or concerns you might have
- Will determine a time to review your **Personal Service Plan**. You are welcome to bring a friend or family member to this meeting.

The Activity Coordinator

- Will talk to you about your interests and the programs at Honoria Conway

10. Moving Out

There may come a time when your care needs are greater than what we can provide at Honoria Conway, or you may wish to leave for any reason. At that time, your Case Manager from Vancouver Coastal Health, who will have been working with you during your stay at Honoria Conway, will meet with you to determine how best to meet your needs.

As noted in the Tenancy Agreement, one month's notice of your intent to move is required.

If you require placement in a Complex Care Facility that provides 24-hour nursing care, you will have priority at Youville Residence located at 4950 Heather Street Vancouver – across the street from Honoria Conway. If you need this higher level of care suddenly and urgently it may be necessary to move to another facility and wait for the first room to come available at Youville. The Case Manager and Honoria Conway staff will assist you with all these arrangements.

When you move out, your deposits will be repaid to you plus interest, less any damage costs and arrears.