



How you want to be treated.

# **Honorina Conway at St. Vincent's Heather**

**4875 Heather Street  
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**Tel: 604-876-7191**

# **Tenant Handbook**

# TABLE OF CONTENTS

## 1. Honoria Conway at St. Vincent's Heather

Page 2 -Tenant Council  
3 - Staff at Honoria Conway

## 2. Providence Health Care

Page 5 - Our Mission, Our Vision, Our Values  
5 - Providence Health Care Sites  
6 - Eden Philosophy

## 3. Services and Features at Honoria Conway

Page 6 - Access to the Building  
7 - Garbage and Recycling  
7 - Housekeeping  
7 - Laundry  
8 - Mail  
8 - Maintenance of Equipment  
9 - Meals  
9 - Parking  
8 -Telephone, Cable and Internet Access  
10 -Volunteering  
10 - Wellness and Social Activities

## 4. Health Matters

Page 10 - Personal Service Plan  
10 - Physician  
11 - Dentist  
11 - Pharmacy  
11 - Outbreaks and Infestations

## 5. Safety and Security

Page 12 - 24 Hour Emergency Response

Page 13 - **Fire Safety:**  
13 - Prevention  
13 - What to do if you discover a Fire or hear a Fire Alarm

Page 13 - **If you are directed to Evacuate:**  
13 - Designated Assembly Areas

Page 15 - Power Outages  
15 - Sign-In/Sign-Out  
Page 15 - Missing Persons

## **6. Policies at Honoria Conway**

Page 16 - Absences from the Suite  
16 - Additional Occupants  
17 - Liability Insurance  
17 - Pets  
18 - Privacy  
18 - Scooters and Electric Wheelchairs  
18 - Smoking  
19 - Visitors

## **7. Complaint and Resolution Process**

Page 19 - Feedback  
20 - Patient Quality Care Office at Providence Health Care  
20 - Assisted Living Registry

## **8. Tenant Charges**

Page 20 - Monthly Charges: What's included and What's Not Included

## **9. Moving In**

Page 21 - What to expect

## **10. Moving Out**

Page 22 - When you may choose to move out  
22 - When you may need to move out  
23 - Couples residing in Assisted Living

## 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 situated on our 7.5 acre property at the corner of Heather Street and West 33<sup>rd</sup> Avenue in Vancouver. 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.

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 a stationary bike, 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 library/multipurpose room
- Spa with hairdressing area plus rooms for a podiatrist, massage therapist, or aesthetician.
- Patio with garden.

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

- Howe Sound Supportive Housing – 7 apartments for adults with disabilities
- Centre for Healthy Aging at Providence (CHAP) – offices

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 in the Library on the 1<sup>st</sup> Monday of every month with the exception of July and August. If you are interested in viewing the Tenant Council "Terms of Reference", they are available at the Reception Desk. The Tenant Council can advocate for tenants in cases where there are unresolved or ongoing issues.

Committees of Tenant Council include but are not limited to:

- The Food Committee
- Special Events Committees
- Bed Bug Committee

All tenants are encouraged to attend. If you do plan to attend to either observe or speak, please let someone on Council know at least 24 hours in advance. While attending, tenants can meet other tenants and participate in discussions around issues that arise.

### **Staff at Honoria Conway**

The staff at Honoria Conway is a caring, committed group of people who assist tenants by providing individualized personal and hospitality services.

The following is a brief description of their roles and responsibilities:

- The **Operations Leader** oversees all aspects of the operation of Honoria Conway.
- The **Assisted Living Coordinator** supervises the day-to-day delivery of all personal and hospitality services available to tenants at Honoria Conway and is a resource for clinical issues as well.
- The **Receptionist/Administrative Assistant** assists with the administration of Honoria Conway and is normally the first point of contact for new tenants moving in. She is responsible for all maintenance and building issues.
- The **Licensed Practical Nurse** is responsible for assisting tenants with clinical issues and with developing a Personal Service Plan designed to meet individual tenant needs while at Honoria Conway
- The **Assisted Living Worker** is responsible for assisting tenants with the services that have been arranged for them on their Personal Service Plan, such as personal care, housekeeping and laundry services. The ALW also assists with meal service.
- The **Activity Coordinator** is responsible for planning and arranging social activities for tenants and connects tenants with external community events.
- The **Chefs** are responsible for preparing lunch, dinner and two snacks a day at Honoria Conway. There are 3 chefs on site daily, one on each of the residential upper floors.

- The **Maintenance/Janitor Worker** is responsible for housekeeping in the common and public areas of the building as well as general maintenance of building systems.

## 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

Driven by compassion and social justice, we are at the forefront of exceptional care and innovation

### 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 interdependence of all persons.

### Providence Health Care operates:

- Acute Care Hospitals - St. Paul's Hospital, Mount Saint Joseph Hospital
- Rehab and Residential Care - Holy Family Hospital
- Complex Care Facilities for elders – St. Vincent's Langara, St. Vincent's Brock Fahrni, Youville Residence and Mt. St. Joseph Hospital – Extended Care
- Hospice Care - Marion Hospice which cares for the terminally ill
- Assisted Living - Honoria Conway at St. Vincent's Heather

- For more information about Providence Health Care please visit [www.providencehealthcare.org](http://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 plagues 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.

Honorina 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](http://www.tapestryfoundation.ca)

### **3. Services and Features at Honorina Conway**

#### **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 suite number on the enter phone 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 number "6"

on your phone you will open the front entrance door 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.

In order to use the enter phone system, tenants must have a land-line installed from Telus or another provider. It is not possible to access the enter phone system or to release the front door with a cellular phone.

## **Garbage and Recycling**

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

There are recycling bins and garbage bins located near the kitchen 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**

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 light 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, cleans 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

The L.P.N. will make an effort to schedule these services at a time that is convenient for you however it may be necessary to schedule you into an available time-slot and move you to another, more convenient, time when that time-slot is available.

You may choose to be in or out of your apartment during cleaning; however, if you have a dog we request that your pet be taken out of the apartment during cleaning.

Please have your sinks and counters cleared as much as possible so that we may clean these areas. A.L.W.s will not move items belonging to tenants.

## **Laundry**

On every floor there is a laundry room with 2 washers and 2 dryers. It is here that tenants may do their personal laundry.

In order for the Assisted Living Workers to be able to assist tenants with their linen and personal laundry it is necessary that they have priority for use of the laundry room during the day and evening. If you require a time to do your own personal laundry, please arrange a time to use the laundry room with the Assisted Living Worker on your floor.

There is no charge for the use of washers or dryers but we ask that you:

- Wipe the washing machine and remove lint from the lint screen in the dryer after each use.
- Supply your own “High Efficiency” detergent for your personal laundry. Our staff will supply the detergent for all of your linen laundry.

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

If you have any questions or problems with regard to either Housekeeping or Laundry services, please speak with the Assisted Living Worker on your floor.

## **Mail**

Individual 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 across the street from this building at 33<sup>rd</sup> Ave. and Heather St.

## **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 Front Desk. Instructions for appliances are provided to you in one of your kitchen drawers.

You are responsible for maintaining any of your own equipment you bring to Honoria Conway.

## **Meals**

Breakfast is not provided, but complimentary juice, tea, coffee and two snacks a day are available in the dining room at 9:45 A.M. and 2:30 P.M.

Lunch and dinner is served in the common dining rooms on each floor:

- Lunch is served at 12 noon.
- Dinner is served at 5:00 P.M.

Tenants are encouraged to be on-time in the dining room for meals.

You are most welcome to invite up to four of your friends and/or family to join you for meals however please note the following:

- Advise the A.L.W. and Chef on your floor
- Purchase your meal tickets **one day in advance** from the Front Desk.
- As a courtesy to staff, please encourage your guests to be seated at the guest table by 12 noon or 5:00 P.M. for lunch or dinner service.
- There is a charge for guests: \$9.00 for lunch and \$12.00 for dinner

Tray service is available to you in your suite **only** when you are ill and cannot go to the dining room. Tray service must be approved by the LPN who will visit you when you request this service.

## **Parking**

There are 4 handicap accessible parking spaces assigned to tenants and 2 loading spaces at the front entry to the building. This area is not intended for long-term visitor parking - 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 when spaces are available.

## **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.

There is a computer in the Library on the main 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 joining the Tenant Council, the Food Committee or the Garden Club. 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 as well as health and wellness workshops. You are encouraged to attend programs and get to know your neighbors. You will have opportunities individually and in Tenant Council to have input into the activity plans.

## **4. Health Matters**

### **Personal Service Plan**

The L.P.N. will meet with you to discuss your Personal Service Plan when you move in and will update it at regular intervals. This plan provides direction and information to staff. It reflects your unique needs and service requests 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 Service Plan is an agreement between you and Providence Health Care and is your opportunity to make clear how best to individualize the services we provide to you. It will be reviewed regularly and whenever your care needs change.

If you have an Advance Directive, Representation Agreement or Living Will please let the L.P.N. 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 you may call the College of Physicians and

Surgeons B.C. (604-733-7758) to locate a Family Physician who is accepting new patients and may be located closer to Honoria Conway.

## **Dentist**

You are welcome and encouraged to continue receiving care from your current family dentist.

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 located on the Women's and Children's Hospital grounds next door to Honoria Conway. The goal of the program is to provide access to comprehensive dental services, which include an annual oral health assessment, followed by treatment as needed by dentists, dental hygienists, and dental specialists. The model of care is based on fee-for-service delivery of dental care, although education and research are also mandated as outlined in the ELDERS manual "Oral Health Care for persons in residential care".

If you are interested in this program see the Front Desk for an application form.

## **Pharmacy**

If you require assistance with your medications, you are asked to transfer your prescriptions to the Pharmasave at Oak and 42<sup>nd</sup> 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 Services Plan calls for medication management, the medications will have to be blister packed by the pharmacy and will be stored in a locked drawer in your suite.

Pharmasave will deliver medications weekly at no charge. You may wish to order other items such as laundry soap or toiletries from the pharmacy. There will be no delivery charge for these items, as well.

## **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.

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.

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 and notify the LPN that this has been done.
- Inform staff if you are not feeling well

If you are unwell:

- Staff may advise you to remain in your suite for a few days – your meals can be delivered to you during this period of time.
- Staff may advise you to refrain from joining social or group activities until you are well.

## **5. Safety and Security**

### **24 Hour Emergency Response**

The building is equipped with a 24 Hour Emergency Response System linked to the telephone. Push-buttons and pull cords used to activate this system are located in the bedroom, living room and bathroom of your suite as well as in common areas and stairways. When you use any wall emergency push-button or pull cord the Assisted Living Worker is notified of your location.

Tenants are also provided with emergency pendants which they are encouraged to wear. If you need assistance you can press the button on the pendant and the Assisted Living Worker will respond to your emergency call at any time of the day or night, seven days a week. The pendants work anywhere inside the building and on the balconies and patios; they do not work reliably outside of the building.

## **Fire Safety**

The building is equipped with a 24 Hour Emergency Response System for fire safety which is linked to the telephone.

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 or HEAR A FIRE ALARM:**

- If able, immediately sound the alarm by activating the nearest alarm pull station (colored red) in the corridor or activate your pendant.
- 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 suite, then do so; 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

### **IF YOU ARE DIRECTED TO EVACUATE:**

#### **DESIGNATED ASSEMBLY AREAS:**

- 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 33<sup>rd</sup> 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 hearing 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 will discuss the fire safety plan and safety system features with you tenants when you first move in however at any point, if you are not sure about what to do in case of fire, ask the Nurse or the Admin Assistant at the Front Desk 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.

Honorio 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**

Honorio Conway tenants have a right to privacy and independence and this will be respected. However, for your safety we ask that you sign a book located in the lobby indicating the time 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.

### **Missing Persons**

If you are not at lunch or dinner and not in your suite for a scheduled service and the staff are not aware that you were going out, staff must respond appropriately.

**Immediately staff will:**

- Check the sign-in/sign-out book to establish if you have left the building

**If you have not signed out staff will:**

- Check your suite to ensure you are safe
- Conduct a building and grounds search to ensure you are not on-site
- Notify the next shift that you are missing and have not signed out
- If you have been identified as a tenant at risk – notify your contact person

**By 10 PM that evening if you have not returned staff will:**

- Call your contact person or 911 – depending on which you have indicated as your preference in your Tenant Profile and respond to their direction.

**After 24 hours Staff will:**

- Again call your contact person or 911 depending on your preference
- Notify the Operations Leader or Leader-on-Call as well as your Case Manager and the Assisted Living Registry
- This procedure will begin after 12 hours if you have been identified as a tenant at risk by staff or your Case Manager.

## 6. Policies at Honoria Conway

Your independence and freedom of choice are balanced by the need to comply with Honoria Conway's policies and to respect the rights of others.

**Absences from the Suite**

- You may be absent from your suite for personal reasons for up to thirty (30) days in the calendar year. You will continue to pay your regular assessed monthly amount during the period you are away.
- Personal absences for more than 30 days must be approved in advance by your Case Manager. You may be required to pay the full unsubsidized cost for any unapproved period of absence.
- The 30 day period does not apply to hospitalizations during the year.

**Additional Occupants**

- Only those persons named in the Occupancy Agreement are allowed to live in your Suite.

- You must notify the Front Desk of any guest that will stay in the Suite overnight.

Any person who resides with you in excess of 14 days, whether or not consecutive, in any 12 month period, without written consent, will be considered a Resident and:

- That person's income must be declared to PHC and the Health Authority immediately;
- PHC is under no obligation to approve the addition of that person as a Resident, and may require that person to vacate the Suite;
- If PHC does approve the occupancy of that person and that person becoming a Resident in the Suite, that person must sign an Occupancy Agreement in respect of the Suite;

### **Liability Insurance**

Resident's are required to obtain and maintain insurance to cover damage caused by you or your guests to the Suite as well as contents of the Suite. At the request of PHC made from time-to-time, you may be asked to provide evidence of such insurance.

You are advised to purchase adequate insurance covering loss of jewellery, money and other personal property, and third party liability claims.

### **Pets**

We believe that pets can provide tenants with companionship and can enhance their quality of life. If an existing relationship has already been established between you and your pet prior to moving into Honoria Conway and your pet weighs less than 25 lbs. then you may bring that one cat or dog to live with you in your suite here.

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.

All pets must be up-to-date with their immunization shots.

Other animals that may be 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 bring their cat or dog must sign and abide by a Pet Agreement.

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

- *Honorio Conway Pet Policy*
- *Honorio Conway 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. Honorio 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.

Personal Information Waiver – This waiver gives you the opportunity to decide, in advance, if you will allow staff to give out certain information when you are absent from the site. The Nurse will discuss this with you when you first move in however you may change your direction at any point by speaking with the Nurse.

## **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. Once you have been assigned a space in the scooter room your pass card will be keyed open the exterior door automatically. There a limited number of scooter parking spaces available. If you are contemplating purchasing a scooter or bringing a scooter with you on move-in, let the Front Desk know and they will either assign you a space or put your name on a waiting list for a space. Scooters may not be brought into the building except directly into the scooter room.

For security reasons, staff will keep a description and a photograph of your scooter on file.

## **Smoking**

Smoking is not permitted in any area of the building, balconies, grounds or patios at Honorio Conway. You may smoke in your suite only if your suite has been designated as a smoking unit. If you live in a designated smoking unit you must

follow all the regulations set out in the Honoria Conway Occupancy Agreement which includes:

Supply and use an air purifier that is approved by PHC. The air purifier must be of appropriate capacity to prevent odours from escaping the Suite and minimize the odours within the Suite. It needs to have the following stages of air purification:

- Pre filter stage
  - Hepa Filtration stage
  - Carbon or chemical filtration stage
1. Refrain from smoking inside the Suite within one hour of scheduled assistance identified in the Personal Services Plan, other scheduled appointments or as required for maintenance of the Suite.
  2. Ensure the Suite is well ventilated by opening the window 15 minutes before a scheduled appointment.
  3. Steam clean or shampoo carpets and clean window coverings at the end of the tenancy, regardless of the length of the tenancy.

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 for 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 at the Front Desk which will be referred on to the Operations Leader for approval.

## **7. Complaint and Resolution Process**

At Honoria Conway we value both positive and negative feedback from you and your family. This assists us to track and improve the quality of service provided. One way we gather that feedback is through a yearly "Satisfaction Survey". We encourage all tenants to respond to this survey.

Please discuss any concerns or complaints with the **LPN**, who will attempt to work out a mutually acceptable resolution. If the complaint is not resolved to your satisfaction, you may refer your concerns to the **Operations Leader** and/or the **Assisted Living Coordinator**. 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 in the front lobby. The Assisted Living Coordinator will access this box on a regular basis.

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

- **Leader of Patient Relations, Patient Quality Care Office at Providence Health Care at (604) 806-8284** or
- **Assisted Living Registry at (604) 714-3378**

The Assisted Living Registry 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
- Standards violation - you believe that Honoria Conway is not operating in accordance with the Assisted Living Registry'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. A copy of the brochure is included in your "Welcome" package and copies of the brochure are also available in the main lobby.

## **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 your Personal Service Plan)

Not included in your monthly charge:

- Hydro surcharge of \$15 per month (subject to change by Vancouver Coastal Health)
- Medications
- Medical supplies
- Toiletries and Laundry Soap for personal laundry
- Personal laundry service (unless your Case Manager has indicated this is a necessary service)
- 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 Front Desk can assist you with this.
- Lost key and swipe card \$25.00/each
- Lost emergency pendant \$250.00/each

You will be charged for a swipe card and/or pendant, 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.

### **The Assisted Living Coordinator**

Will review the Tenancy Agreement with you, ask you to initial at key points in the agreement and then ask you to sign the Agreement.

### **The Receptionist/Administrative Assistant**

- 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 both 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)
- Sit for a photograph

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 Licensed Practical Nurse (L.P.N.)**

- Will take you to your apartment and introduce you to the Assisted Living Worker (A.L.W.)
- The L.P.N. will offer you a tour of the building and show you to your new home. The L.P.N. will discuss with you:
  - 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 Enter Phone
  - Medication service if needed
  - Complaint process: internal (to Providence Health Care) and external (to the Office of Assisted Living Registry)
  - Any questions or concerns you might have
  - Will complete your initial 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 available at Honoria Conway and in the neighborhood.

## **11. Moving Out**

**You may choose to move from Honoria Conway:**

**If this situation applies to you** then you may terminate the Tenancy Agreement at any time and for any reason by advising PHC in writing that, on a future date at least thirty (30) days following the date of delivery of the notice you intend to move out and terminate the Tenancy Agreement.

Your deposits will be repaid (plus interest and less any damage costs and arrears) however there will be no rent rebate if you vacate your suit early.

**You must move from an assisted living residence when physically:**

- You require support or care beyond what PHC provides at Honoria Conway. You are not allowed to privately purchase care related services (e.g. 24 hour companion care, additional personal care services) as a way of staying in assisted living.

**You must move from an assisted living residence when cognitively:**

- You are no longer able to express your wishes so as to be understood by staff or direct your own care and you do not have a spouse who lives with you who is willing to make those decisions for you.
- You can no longer recognize an emergency and summon help or follow directions.

**If either of these situations applies to you:** PHC or the Health Authority has determined that you require support or care beyond what PHC provides at Honoria Conway then PHC may require you to move to a more appropriate facility or location (Complex Care). PHC and the Health Authority will work with you to find alternative, appropriate accommodation as soon as possible.

- Should you be assessed as requiring complex care you will be given written notice. The notice period to terminate will be deemed to be the period between the time that you received your written notice and the time at which alternate, appropriate accommodation becomes available.

You will continue to pay rent until the date of move to Complex Care after which you may be entitled to a pro-rata rent rebate and your deposits will be repaid (plus interest and less any damage costs and arrears).

**You must move from an assisted living residence when contractually:**

You are not complying with the terms of the Occupancy Agreement or your behavior jeopardizes yours or others safety and well being.

- In order to promote the convenience, safety, welfare and comfort of other tenants in the building, you and your guests can not disturb, harass or annoy other occupants of the building or neighbours and can not cause loud conversation, music, television or other irritating noise to disturb peaceful enjoyment at any time. We require that you maintain quiet between 11 P.M. and 7:00 A.M.

- You may not bring into the residence or your suite any illicit drugs, explosives, firearms or any other weapon.

**If these situations apply to you:** Following progressive enforcement, PHC may terminate the Tenancy Agreement by giving at least thirty (30) days written notice to you specifying the date you are to vacate your suite. PHC will consult with you and Vancouver Coastal Health before giving such notice.

PHC may terminate the Tenancy Agreement by giving less than thirty (30) days written notice to you if you are engaging in behaviour which is a threat to your mental or physical health or safety or to the mental or physical health or safety of others.

Your deposits will be repaid (plus interest and less any damage costs and arrears) and you may be entitled to a pro-rata rent rebate. Notice will be delivered to your suite or to any other address as you designate.

#### **Couples residing in Assisted Living:**

Honorica Conway is funded and operated for the purpose of providing accommodation for persons needing the hospitality and personal care services available here. If you are the tenant and are living with someone who doesn't need hospitality and personal care services and your occupancy terminates for any reason then the person you are living with will be assisted to move to other housing within 6 months.