

FAMILY MEMBER

CARE

NEWSLETTER

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February 2017



The Evergreen Terraces Bistro is now open!

Please visit us
Wednesdays through
Sundays
11:30 am—3:30 PM

Drop by for a Meal or
a Snack

Menu items include:
Specialty Hot Drinks
Soups
Salads
Sandwiches
Baked Goods
Ice Cream

Talk with the nurse
about bringing down
your loved down for a
treat.

Our Care Residents
can charge Bistro
purchases to their
trust account, but
only if there are funds
in the trust account.
Contact the Business
Office for more info.

We accept cash,
debit, VISA and
MasterCard

(Our plan is to
increase our operating
times, so watch for
more Bistro updates)

50 YEARS of CARE
1962 - 2012
EVERGREEN BAPTIST
CAMPUS OF CARE

1550 Oxford Street, White Rock, BC V4B 3R5 Phone: 604-536-3344 E-mail: info@evergreen-home.com



Dear Evergreen Families,

If you are reading this newsletter it means you have survived our multiple blasts of winter weather over the past couple of months. I am sure most of you are in agreement with me that we have had enough snow and ice to last us many winters! At Evergreen we tried our hardest to keep up with snow clearing, and salting in order to provide as safe a situation as possible for our residents, staff and guests. Thank you for your patience through this.

Construction Update

Speaking of winter weather – the conditions really made life challenging for our construction team. Unfortunately the consequences for us are a delayed project with the completion date of all construction work on our campus now being early May. Still, there is light at the end of the tunnel, and we are really looking forward to having things return to normal on our campus.

Time to File a Tax Return

Please file a 2016 tax return for Residents in Care before the end of April 2017. The 2018 Residential Rate will be based on the 2016 tax return.

Thank You for attending to this important matter.

Private Pay Suites

We expect to have 3 private pay suites available starting in early April. These suites would be available to rent to individuals who are willing to pay the full cost of Residential Care themselves. If you know of anyone who may be interested please have them contact Janice Kirlik at j.kirlik@evergreen-home.com or call 604-541-3837 to have their names added to the waitlist.

Donations

I have been asked a number of times over the past few weeks if Evergreen takes donations, and if Evergreen is doing any fundraising for its chapel renovation. Evergreen does indeed take donations and is able to provide a tax receipt for any donations we receive. We are government funded, but like most government funded organizations these days, resources are tight and any extra help in the form of donations is deeply appreciated. If you are interested in making a donation, cheques can be made out to *Evergreen Baptist Care Society*. If you are interested in making a donation towards the cost of our chapel renovation, cheques can be made out to *Evergreen Baptist Home Society*. Thank you for this consideration.

Elevators

If you visited The Terraces with any regularity over the past few months you will have no doubt experienced the frustration of broken down elevators. There were many occasions where 2 of our 3 elevators were out of service, and even a couple of occasions where all 3 elevators were out of ser-

vice. This of course was not what we expected from brand new elevators. We are thankful that our elevator company has taken our numerous concerns about this situation seriously and after some major repair work, we have now had all 3 elevators in The Terraces fully functioning for the past few weeks. Hopefully this continues. I want to thank you for your patience with us through this.

The Pointe Doors

Some of you who have family residing in The Pointe may have noticed that our door security system has been acting up over the past number of weeks. Like the situation with the elevators, we have had technicians out to Evergreen numerous times to try and repair our system and make sure it is safe for our residents. We are now at a place where the system is functioning well, but we also recognize the need to ensure our system is completely dependable at all times and for the long term. I am pleased to inform you that our Board has approved an expenditure to completely replace the door security and alarm system at The Pointe with a dependable modern system. The system has been ordered, and we expect install to take place in mid-April.

Bistro

The Bistro in The Terraces lobby is officially open. The current hours of operation are from 11:30am to 3:30pm Wednesday through Sunday. The Bistro serves light lunches, specialty coffees, and various snacks. It is a great spot to take your loved one for a change of scenery and a coffee. If you haven't already done so, I encourage you to check it out!

Stephen Bennett
Executive Director

Recreation Therapy News

- Recreation Calendars and Mail for Residents is now being kept at the Communication Centres on the Care Communities, not at the main Reception.
- We recommend that you please do not give cash to your loved one. You can set up a trust account with our Business Office, and on-site purchases (other than those services authorized at time of admission) can be charged to this trust account. At times cash has gone missing from a resident's room or has been borrowed to another resident. There is no need for a resident to borrow money from another resident.
- Our second hair salon is now Open. It is located on the second floor of The Pointe, off of the elevator lobby. Hours are Thursdays from 9 am—5 pm. For those residents in The Pointe that would like to visit the salon, please speak with the nurse on your community.
- The Terraces Hair Salon is also a busy place. It is open Monday—Friday from 9 am—5 pm. If you wish to make an appointment, please call 604-541-3827 and leave a message, or talk with the care team on your community.
- There are adaptive clothing catalogues at the Terraces Reception. Feel free to take a copy if you are interested in adaptive clothing for your loved one. Orders should be placed directly with the supply company.
- Weekly menus are now posted on each community near the community activity boards.
- Our Recreation Department has a **wish-list** of items that would help to enhance their programming. If you can help with donation of any of these items, please contact the Recreation Department at 604-541-3833:
 - ⇒ floor lamps, stand mixer, deep bowls, blender, iron, pots & pans, large corn/canning pot, bread maker, electric kettle, electric frying pan, portable CD players, bookshelves/curio cabinet, coffee table books.

Where Can You Find...

Concerns and Compliment Forms - Available at the main reception, and at the Communication Centre on each floor.

Questions About Billing - Contact Michelle at 604-541-3824

Other ????? - Refer to your Resident Handbook

If you have **questions regarding care**, please first speak with the care team on the neighbourhoods.

Oxford - 2nd Floor Nurse (604)541-3825

Diamond - 3rd Floor Nurse (604)541-3831

Emerald - 4th Floor Nurse(604)-541-3829

Oasis - 5th Floor Nurse (604)541-5085

Vista - 6th Floor Nurse (604)541-5086

Pacific - 7th Floor Nurse (604)541-5087

Summit - 8th Floor Nurse (604)541-5088

Wisteria - 2nd Floor Pointe Nurse (604)541-3846

Magnolia - 3rd Floor Pointe Nurse (604)541-3841



Lost Clothing?

Every effort is made to ensure that clothing does not get lost, but from time to time this does occur. A lost & found clothing room is located on the main floor in the administration wing of the Terraces. Please feel free to contact Janice (604-541-3837), Patty (604-541-3822) or Kate (604-541-3813) for an appointment to view the lost items. The facility and/or staff are not responsible for replacement of lost clothing articles.

What can you do to help prevent the loss of your loved one's clothing?

1. Ensure that all clothing is labelled by our laundry before it goes up to the resident's room. This includes belts, slippers, blankets, stuffed animals, etc. Remember that if you bring any new items, after initial admission, they need to be labelled as well. Please see Patty in the Support Services Office on the Terraces Main floor.
2. Labels are applied under high temperature, therefore items made of 100% nylon or other delicate fabrics should be avoided.
3. Only bring in seasonal clothing for your loved one, and exchange it with appropriate clothing when the seasons change. It is easier for residents to choose items to wear from a smaller selection.
4. Since laundry is done every day here at Evergreen, it is not necessary to bring along all the clothing that your loved one has. Keep some items with you that can be used as replacements when items wear out or are lost.

Say it with Flowers...

We hope that you have noticed the lovely and unique fresh flower arrangements that grace the Receptionist Desk in the Terraces. These are donated weekly by a local floral designer, Aura Chiriak. If you are interested in purchasing an arrangement for your loved one, or yourself, please contact Aura at 604-506-8938.

Chaplaincy News

It gives me great pleasure to introduce our associate chaplain to our families of our residents of our campus. Rev. Dr. Loren Stark, recently retired from pastoring a Vancouver congregation, Pilgrim Baptist. Loren comes to us with a vast range of professional and life experience. Loren will



be ministering part-time, three days a week on our campus. Loren has also assumed some significant administration responsibilities, as well. Loren is a welcome addition to our spiritual and pastoral care department. Particularly, with the recent growth of our campus to just under 450 residents!

Rev. Dr. Ken Klassen, Chaplain

EBCC Mission: Demonstrating God's love, we will provide safe, quality health care that meets the physical, social, mental and spiritual needs of residents in a campus of care community where all can live with dignity.