

FAMILY MEMBER
CARE
NEWSLETTER
PUBLISHED 3 TIMES
PER YEAR



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Volume VII - Issue I
February 2018

Time to File a Tax Return

Please file a 2017 tax return for Residents in Care before the end of April 2018.

The 2019 Residential Rate will be based on the 2017 tax return.

Thank You for attending to this matter.



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 debit, VISA and MC

QI Initiatives

Quality Improvement (QI) are two words that have always been a part of Evergreen vocabulary, but in the past they have been words used behind the scenes. In moving forward we would like to bring these two words, and what they mean, into the open and involve residents and families in initiatives to improve care here at Evergreen. After reviewing our results from the survey conducted by the Office of the Seniors Advocate, concerns raised from families, and our in-house surveys and observations, we have decided to focus our attentions on the areas listed below. We are inviting any family members or residents interested in being part of Quality Improvement discussions in any of these areas to contact the person responsible.

CLIENT & FAMILY CENTERED CARE

1. Improve care to residents through enhanced strategies for person centered care delivery. Seek resident engagement, create family partnerships and build strong interdisciplinary teamwork.
2. Improve relationships with families. Strengthen hospitality and support provided, increase the scope and frequency of organizational information shared and develop opportunities for collaboration and dialogue. **Ken @ 604-541-3836**
3. Improve meal service and the dining experience for residents. Evaluate food quality, how choices are made available and the support provided by staff for the resident to eat and enjoy the meal. **Kim @ 604-541-3822**
4. Expand and align quality improvement activities towards best possible outcomes for residents. Increase participation in improvement ideas and strategies, review measures and audits to focus on key indicators, track and analyze results, identify strengths and areas to improve and share information. **Anita @ 604-541-3838**

SKILLED, HEALTHY, ENGAGED and COMMITTED STAFF

1. Develop and implement formalized communication strategies and formats to improve information sharing and opportunities provided for staff input. **Brian @ 604-541-3823**
2. Develop an improved Performance Review system and structure to ensure feedback to staff and joint planning for staff development. **Renski @ 604-541-3828**
3. Improve staff engagement and satisfaction with their workplace. Implement strategies towards positive relationships between management staff, recognition, worklife balance and health promotion. **Caryn @ 604-541-3817**
4. Enhance employee development and competency through improved learning resources, formats and tools and reaching as many staff as possible. **Janice Wallace @ 604-541-3820**

CULTURE OF SAFETY

1. Strengthen the culture of safety through focusing on identification of risk, management and prevention of risk and learning from incidents. Develop safety processes through partnerships with staff, residents and families. **Chris @ 604-541-3835**
2. Review and enhance Infection Prevention and Control strategies to increase protection through improved hand hygiene, outbreak response and regular tracking, evaluation and reporting of infections. **Janice Wallace @ 604-541-3820**
3. Review and strengthen Medication Safety practices. **Anita @ 604-541-3838**
4. Implement an effective process to identify residents at risk and the subsequent care related to suicide ideation or self harm.

Throughout 2018 and 2019 we will be adding additional quality improvement initiatives and will again be asking for resident and family input on these areas we would like to work on. Stay tuned for more information.

Flu Season is Here!

Getting an annual flu shot can help prevent an infection or reduce the severity of the illness. If you don't have the flu, then you will not pass it on to your loved one. The typical flu season runs from late November to the end of March. Families, staff and visitors who did not receive the flu shot will be required to wear a mask while on Campus. Masks are available from Reception or on the communities.

The best way to protect yourself and your loved one during Flu Season (in addition to getting a flu shot) is to follow proper handwashing protocol. **What is the right way to wash your hands?**

- ⇒ Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- ⇒ Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- ⇒ Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song twice.
- ⇒ Rinse your hands well under clean, running water. Dry your hands using a clean towel or air dry.

Family & Resident Council



A Family Resident Council is a group of people that include residents, family members and friends of residents living in a residential care facility. The group organizes themselves to meet regularly to support each other, share information and educational resources on residential care. They also raise concerns or issues encountered in the home, work proactively with staff to resolve any concerns and advocate for Residents with a view to improve the overall care and quality of the Residents' experience.

Next Meeting: Tues, Feb 27th @ 7 pm in the Chapel

For more information on Family Resident Council, please contact Ken @ 604-541-3836

Where Can You Find...

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

Financials or Billing—Contact Michelle at 604-541-3824

Guest Suite Rental - Contact Colleen at 604-541-3816

Lost clothing - Lost Clothing room is located in office #116 on the Terraces administration floor (Main floor)

Housekeeping concerns—Contact Kim at 604-541-3822

Terraces Hair Salon - 604-541-3827

Want to Book the Manor Lounge for an event?

- Contact Colleen at 604-541-3835

To Book the Chapel contact Ken at 604-541-3836

Meal Tickets - These must be purchased at the Terraces reception for both the Terraces and Pointe communities

Walker/wheelchair Assessment—Nurse on the community

Phone, TV or Cable Issues—Michelle at 604-541-3824

Dietary concerns—Nurse on the community

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

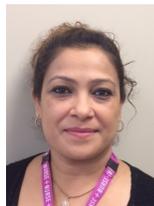
Summit - 8th Floor Nurse (604)541-5088

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

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



Some Not-So-New Faces....



604-541-3838

Anita Reddy - *New Quality Assurance Specialist*

Anita is a long time nurse here at Evergreen. She has now joined our Care Team as the Quality Assurance Specialist. She is responsible for the improvement in quality of care at Evergreen. This involves planning and implementing procedures and programs to raise the quality of care for our residents, families and staff.



604-541-3800

Denise Olenyk - *New Care Administrative Assistant*

Denise has been part of our clerk receptionist team for many years. She has now joined our Care Team as an Administrative Assistant. Her job includes working closely with the Director of Care and other care leadership team members in a supportive clinical administrative role. Some of her duties include being the primary contact for resident admissions and discharges to ensure processes run smoothly, care conferences, meetings and maintaining databases.

When a Resident Needs to Move

A need may arise requiring the transfer of the resident to another community on the campus. While Evergreen strives to keep residents in their current rooms, this change may be necessitated by various factors such as a change in health, cognitive ability, or resident interaction. Each move is carefully considered by the care team on an individual basis, and the resident and family will be notified of any upcoming room change in advance. Moves are always considered with the best interests of the resident in mind.

volunteer
do good, feel good

Contact Ken @ 604-541-3836 if you are interested in volunteering at Evergreen

New Compliment/Concern Forms

We have revised our Compliments, Concerns and Suggestion forms. These are forms for families and residents to use when they want to help us improve quality of care here at Evergreen. These forms can be found at the main Terraces reception desk, or from the communication centre on each resident community.

**TELL US
HOW WE ARE
DOING.**



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.