

FAMILY MEMBER  
CARE  
NEWSLETTER  
VOLUME V - ISSUE V  
JULY 2016



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## Information Session for Families and Residents

Wednesday,  
July 20<sup>th</sup>

at 6:30 pm

Join us for a presentation and Q & A in the Evergreen Chapel



## Previous Newsletters

Copies of all of our recent newsletters that include moving information can be found on our website.

**Dear Evergreen Residents and Families,** An Update on our preparations for moving:

It's amazing to realize that we are almost 4 weeks away from our move in date! This has been an Evergreen dream for decades, and to know that it is only days away from becoming reality is very exciting. We hope that the excitement is also spreading through our Residents and their families. Yes there is lots of work still to do, and lots of questions still to answer but we continue to work towards the best outcome for our residents and we can see ahead and can feel how truly wonderful this new addition to our campus will be!

**If there is a Canada Post strike, please refer to our website to receive updates on moving information: [www.evergreen-home.com](http://www.evergreen-home.com)**

**Resident Room Allocations:** These will be posted at the July 20 Information session, and then will be posted on the bulletin boards on each of the resident floors on July 21. Many considerations were made regarding room allocations, including resident preferences and care needs. We have done our best to accommodate as many preferences as we could, however we hope you will understand that this was not always be possible. Please note that the resident room allocations are final.

**Purging and Removing Unwanted Items:** Any items belonging to Residents that are not being taken into the Terraces will need to be removed by family. All reusable items smaller than a microwave can be put in the recycle cart behind reception and we will ensure they are taken to a thrift store. All larger items need to be removed by family. Any items left in the Resident's room after the move on August 9 will be discarded and a minimum \$50 will be charged to the Resident's account. Note: The Recycle cart will be removed on August 2, so please purge before then.

**What NOT to Pack?** Residents will need to have some clothing and personal items during the time between when their belongings move (Aug 6-7) and when they move on August 9. We will have check-list for families on what not to pack available at the July 20 Information Session, and then following that day you can receive the check-list from your loved one's care staff on their floor.

**Televisions:** All TVs in the Terraces will be required to be wall mounted. Evergreen will provide the wall mounts and residents will be required to provide their own flat screen wall mounted TV sized between 32"-43". Those wishing to have a TV, please sign up at the main receptionist (or call 604-536-3344) in order to have their name added to the install list. Evergreen maintenance will install the TVs on the wall mounts. There will be a \$30 charge to your loved one's account for the mounting of the TV. TVs will be mounted on a first come—first served basis, so please sign up.

**New Parking Area:** Starting on the evening of Tuesday, August 9, there will be a new temporary parking lot opening right off of Oxford Street at the front door to The Terraces. This lot will be used until construction of the new parking area (February 2017).



## Frequently Asked Questions

### What if I am unable to pack and/or move my loved one's belongings?

If you are unable to help with your loved one's move, Evergreen will hire a moving company to pack and/or move their belongings. There will be a charge to the Resident's account for this service:

- \$75 for a partial pack-up and small move
- \$150 for a complete/large move

**The deadline to choose a moving time slot is Sunday, July 24.** If a resident does not have family signed up to move them by July 24 we will assume they need to use the moving company and will make those arrangements on their behalf.

### What is the moving plan for August 9?

Residents will have breakfast on their current unit. Volunteers will then move residents and their remaining few belongings to The Terraces. There Residents will be welcomed by care staff and entertainment. Lunch will be served in The Terraces. During the afternoon care staff and volunteers will help residents become familiar with their new communities. Visitors are welcome in The Terraces after supper (approx. 6 pm).

**How can I encourage my loved one?** Change is hard, here are some tips we hope can help:

- ◆ It is important to let them get involved with the planning and preparation.
- ◆ Encourage them to focus on what they are taking with them rather than what they are leaving behind. This will help them decide what to keep and discard while honoring their feelings.
- ◆ Take time to share the information in this newsletter with them.
- ◆ Remind them that this will be the easiest move they have ever made.

### How will I move my loved one's belongings on Aug 6 or 7?

We will have dollies available for families to use to transport items into the new rooms in the Terraces. This is why it is important for you to have booked a moving time slot, so that there will be a dolly available for your use. Please only use the dolly when you are ready to load, transport, and unload. Then return it to the dolly area for another family to use before you begin to unpack and set up your loved one's room. Don't forget to pack the hangers as well.

### What do Families need to do to ensure a smooth transition for their loved one?

1. ✓ Ensure that you have picked a moving time slot—Visit or Call Reception (604-536-3344) to book a time. This is where you will have the opportunity to move your loved one's belongings into The Terraces and set up their new room. **The Deadline to sign-up is Sunday, July 24, 2016.**
2. ✓ Begin to purge your loved one's belongings. If there are items that they no longer use or wear, or are broken, now is the time to remove them from their current room.
3. ✓ Begin to pack your loved one's belongings. You need to pack belongings and have them ready for your moving time slot. Bring boxes with you from home.
4. ✓ If your loved one will have TV in their room (must be a wall mounted flat screen), you need to sign up to have a TV Wall Mount installed. Please visit or call Main Reception (604-536-3344) to add their name to the install list.
5. ✓ Sign a Consent Form for your loved one to be moved into The Terraces. These are at Main Reception. Please return signed forms to Main Reception desk.
6. ✓ Bring in a 5X7 photo of your loved one. Choose a picture they will easily recognize. It will be placed in a plaque on their door to help them to readily find their room. Please drop off the picture at Main Reception desk.