

FAMILY MEMBER

CARE

NEWSLETTER

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Time to File a Tax Return

If you haven't done so yet, please file a 2017 tax return for your loved one in Care.

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

Thank You for attending to this matter.

The Terraces Bistro

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.

NEW! If Care Residents charge Bistro purchases the transactions will go through their resident billing account. Contact the Business Office for more info.

We accept debit, VISA and MC

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

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

Dear Evergreen Families and Friends,

We are excited to introduce our new Director of Care - Tami Johnson. Tami comes to us with a number of years of experience as a Director of Care in the long term care industry. She has already hit the ground running and together with our team, we are all honored to have her at Evergreen.



You may have noticed some of our staff spending a lot of time on digital devices, similar in size to an iPhone. No, they are not making calls or scrolling through Facebook. They are using a new technology called Point of Care. This technology allows our care staff to immediately record care they have given a resident, changes in the resident, and other notes via the use of an iPod. This will save staff time, and will also ensure accurate information is immediately entered into a resident's record.

We have updated our sign-in and sign-out sheet at the Terraces Reception and on the communities. We hope it will be easier for families to use. Reminder: All visitors must sign in and sign out when they visit Evergreen.

Compliments, concerns and complaints can be brought to the attention of management by completing a form. These forms can be found in the brochure board next to the elevators in the Terraces Lobby. Please provide us with feedback as we are always looking to improve the quality of care we provide here at Evergreen.

There is a new website that families of our residents might be interested in having a look at. The site offers up-to-date articles about the care needs of older adults living in residential care. We find that when families are well informed they are

better able to partner with our care teams to make sure that their loved ones receive high quality care and live the most meaningful life possible. You can find this website at https://parentsincare.com

With a hint of spring in the air, we have begun the process of cleaning our outdoor patios in preparation of the coming nice weather to enjoy them. Maintenance will be doing pressure washing over the coming weeks. Maintenance will also be installing blinds in the Terraces north dining rooms, to help reduce sun glare & heat in the afternoons.

We are in transition with our Terraces Hair Salon. Please be patient while our contractor SmartSet looks for a replacement for Lyn. Operating hours are posted on the door. To contact the hairdresser call 604-541-3827.

Recently there has been a number of resident items that have gone missing. Please ensure that all clothing items are marked by laundry, and other personal items are marked by families with the resident's name.

Brian Meunier

Executive Director/DOF

Hat, Sunscreen & Hydration



With warmer weather SOON to arrive, and more opportunities for outside activities, family members are reminded to provide a sun hat and sunscreen for residents. Also, please help us by encouraging your loved one to drink more liquids when the temperature rises. Thank you for your help.

Resident Handbook

Upon admission to Evergreen, all families received a copy of the Resident Handbook. This is a coil bound book that gives a lot of information about your loved one's move to Evergreen, what you can expect after the move, and will be able to answer a lot of your questions. Please take time to read this Handbook and share the information with your loved one as well. If you have misplaced your Handbook, or would like an updated version, please call Janice at 604-541-3837 or send an e-mail to j.kirlik@evergreen-home.com and she will send you a digital copy.

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: May 22 @ 7 pm

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

Where Can You Find...

Concerns and Compliment Forms - Available in the Terraces lobby, 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

Key for Room or Nightstand - 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 communities.

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



Recreation Therapy

Our Recreation team is always looking for donations to enhance their programming. One request they have is for Bingo prizes. They are looking for donations of gently used light scarfs, jewelry to slip over the neck, clip on earrings, broaches, slip on bangles. In addition, small soaps and small bottles of lotion are welcome! Contact Dawn at 604-541-3851.

Another request is a grill to cook bacon, frying pan, hot water kettle etc. Also if anyone has a TV that they would like donate. or plants/décor for the patios. Contact Gurjit at 604-541-3863.

Also, if you are interested in flowers and gardening and would like to help recreation beautify our patios, please talk with the Recreation Co-ordinator on your community, or leave a message at 604-541-3833.

Art Raffle Fundraiser

Four resident artists from Evergreen Heights, as well as one of our staff have donated art work to raffle off as a Fundraiser for the Evergreen Chapel. Tickets will be 1 for \$2.00 or 3 for \$5.00, and the draw will be held on June 1. Watch for posters that will contain information about when tickets are on sale.

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

Moving Residents

In some instances it is necessary, and in the best interests of the resident, to move them to a different room on a different community here at Evergreen. These decisions are not made lightly, and many discussions are had in advance of a move.

Residents may need to be moved because of declining health or cognitive ability. They may need to be moved because of personality conflict with another resident. Or they may need to be moved on or off of a special care unit if certain criteria are, or are not, met.

Please remember that all moves are made in order to ensure a high level of care and safety for all our residents. Your understanding is appreciated.

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.

