

**FAMILY MEMBER
CARE
NEWSLETTER**
PUBLISHED 3 TIMES
PER YEAR

**Volume VI - Issue III
November 2017**

Upcoming Events

**Tues. Nov 28
Resident Family
Council 7 - 8:30
Chapel**

**Federal By-Election
Voting on Campus
Monday Dec. 11
9 am - Noon**

**Christmas Carol Sing
in the Chapel
Wed. Dec 20 at 2 pm**



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



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

New Support Services Manager



Evergreen is happy to introduce our new Support Services Manager, Kim Vo. Kim replaces Patty Wheeldon, and is responsible for Housekeeping, Dietary and Laundry on our campus. If you have any questions or concerns you can contact her at 604-541-3822 or e-mail to k.vo@evergreen-home.com. Her office is located in the Terraces main floor, just behind reception.

By-Election Voting

Elections Canada will be in the Terraces and Pointe on Monday December 11 with a mobile voting station for our Care Residents. There is no Identification that they need to bring with them. Family members are encouraged to bring loved ones down to vote.
Terraces: 9 am—11 am
Pointe: 11 am—Noon

Parking Passes

In the past Evergreen has been a desired location for those who wish to park here, but do not belong here. In a continuing effort to provide parking for our visitors we have asked all Care families and visitors that regularly come to Evergreen to purchase a \$5 parking pass. This will ensure that we know you are authorized to park here, and we will not tow your vehicle. If you would like to get a parking pass, forms are at Terraces reception. If you only visit Evergreen occasionally, it is not necessary to purchase a pass. All you have to do is include your license plate number when you sign in at reception or on the Pointe Communities. When monitoring our lot, this will indicate to us that you are authorized to park here. Just a reminder that within our parking areas we have a Loading Bay and a designated Emergency Vehicle parking area. Please do not park in these areas, or in other locations where "No Parking" is displayed.

Flu Season is Here!



The flu is a common respiratory illness that affects millions of Canadians every year. The flu is not a trivial disease and causes more deaths each year than all other vaccine-preventable diseases combined. 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. When flu season begins, 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 from beginning to end twice.
- ⇒ Rinse your hands well under clean, running water.
- ⇒ Dry your hands using a clean towel or air dry them.

Thank you for helping to keep our residents safe!

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.

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

volunteer
do good, feel good

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 Closing room is locating in office #116 on the Terraces administration floor (1st floor)

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

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



Fraser Health Rate Letters

The Fraser Health 2018 Rate Letters have arrived at Evergreen for residents or their representative for legal and financial matters. These Rate Letters will be mailed out to their representative or given to residents who take care of their own matters.

If you do not get a rate letter in person or in the mail, the current 2017 rate will remain until further notice per FHA .

Also, the Resident, SDM or POA will receive a formal income tax receipt in January 2018 for rent paid to EBCH during 2017.

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 (Office #116) of the Terraces. Please feel free to view the contents of this room at any time. Contact Kim at 604-541-3822 or to discuss any 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 clothing?

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.

NEW - Point Of Care



If you have visited the 6th floor 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 testing out 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 plan to roll out this technology to other communities in the coming months.

Update to our Values Statement

In October, the Evergreen Board of Directors voted to update one of our Values Statements. They replaced the Dignity Values statement with the following Sacredness Values statement:

Sacredness – We value the divinely ascribed sacredness of human life for all of our days until natural death, which is demonstrated by dignity and respect for all.

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.