



# GERMAN-CANADIAN CARE HOME

2010 HARRISON DRIVE  
VANCOUVER, BRITISH COLUMBIA  
V5P 2P6

TEL: 604-713-6500

FAX: 604-713-6548

[www.gcch.ca](http://www.gcch.ca), e-mail: [info@gcch.ca](mailto:info@gcch.ca)



## RESIDENT HANDBOOK

# RESIDENTS' BILL OF RIGHTS

## Commitment to care

1. An adult person in care has the right to a care plan developed:
  - (a) specifically for him or her, and
  - (b) on the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

## Rights to health, safety and dignity

2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
  - (a) to be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity;
  - (b) to be protected from abuse and neglect;
  - (c) to have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
  - (d) to have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces;
  - (e) to receive visitors and to communicate with visitors in private;
  - (f) to keep and display personal possessions, pictures and furnishings in his or her bedroom.

## Rights to participation and freedom of expression

3. An adult person in care has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following:
  - (a) to participate in the development and implementation of his or her care plan;
  - (b) to establish and participate in a resident or family council to represent the interests of persons in care;
  - (c) to have his or her family or representative participate on a resident or family council on their own behalf;
  - (d) to have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
  - (e) to be informed as to how to make a complaint to an authority outside the facility;
  - (f) to have his or her family or representative exercise the rights under this clause on his or her behalf.

## Rights to transparency and accountability

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:
  - (a) to have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
  - (b) to have ready access to a copy of the most recent routine inspection record made under the Act;
  - (c) to be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;
  - (d) if any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;
  - (e) to have his or her family or representative informed of the matters described in this clause.

## Scope of rights

5. The rights set out in clauses 2, 3 and 4 are subject to:
  - (a) what is reasonably practical given the physical, mental and emotional circumstances of the person in care;
  - (b) the need to protect and promote the health or safety of the person in care or another person in care, and
  - (c) the rights of other persons in care.

# Index

Welcome to the German-Canadian Care Home .....	3
Brief History of the German-Canadian Care Home .....	3
Location of the care home .....	4
Mission, Vision, Values & Identity .....	5
Key Staff Positions.....	5
Residents' Rights.....	8
Care Levels.....	10
<b>PROGRAMS &amp; SERVICES .....</b>	<b>10</b>
Care Team.....	10
Food Services.....	10
Laundry/Mending.....	11
Hairdresser .....	12
Extra Services.....	12
Recreation Programs.....	12
Rehabilitation Program .....	12
Private Nurse/Companion.....	12
Dental Care.....	12
<b>FINANCIAL SERVICES &amp; ASSISTANCE .....</b>	<b>13</b>
Comfort (Trust) Fund .....	13
Gratuities .....	13
Income Tax Services .....	13
<b>GENERAL INFORMATION .....</b>	<b>13</b>
Alcohol .....	13
Appliances .....	13
Holidays.....	14
Mail .....	14
Medication .....	14
Pastoral Care.....	14

Personal Belongings/Valuables .....	15
Pets.....	15
Podiatry & Lab Work.....	15
Room Assignment .....	15
Safety.....	16
Smoking.....	16
Social Work.....	17
Transportation/Outings .....	17
Tuck Shop.....	18
Visiting .....	18
Parking.....	18
Volunteers.....	18
Wheelchairs and Other Special Devices .....	18
<b>GETTING INVOLVED</b> .....	<b>19</b>
Problem Resolution .....	19
Quality Improvement.....	19
Resident and Family Councils .....	19
Publications .....	19
Notes .....	20

## **Welcome to the German-Canadian Care Home**

The Board and staff of the German-Canadian Care Home are pleased to welcome you to the care home. We have prepared this handbook to answer some of the questions you may have about your new home. We encourage you to contact any staff member to assist you in settling in more comfortably.

Board President

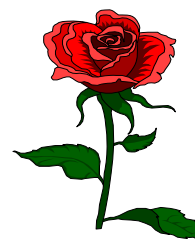
Chief Executive Officer

## **Brief History of the German-Canadian Care Home**

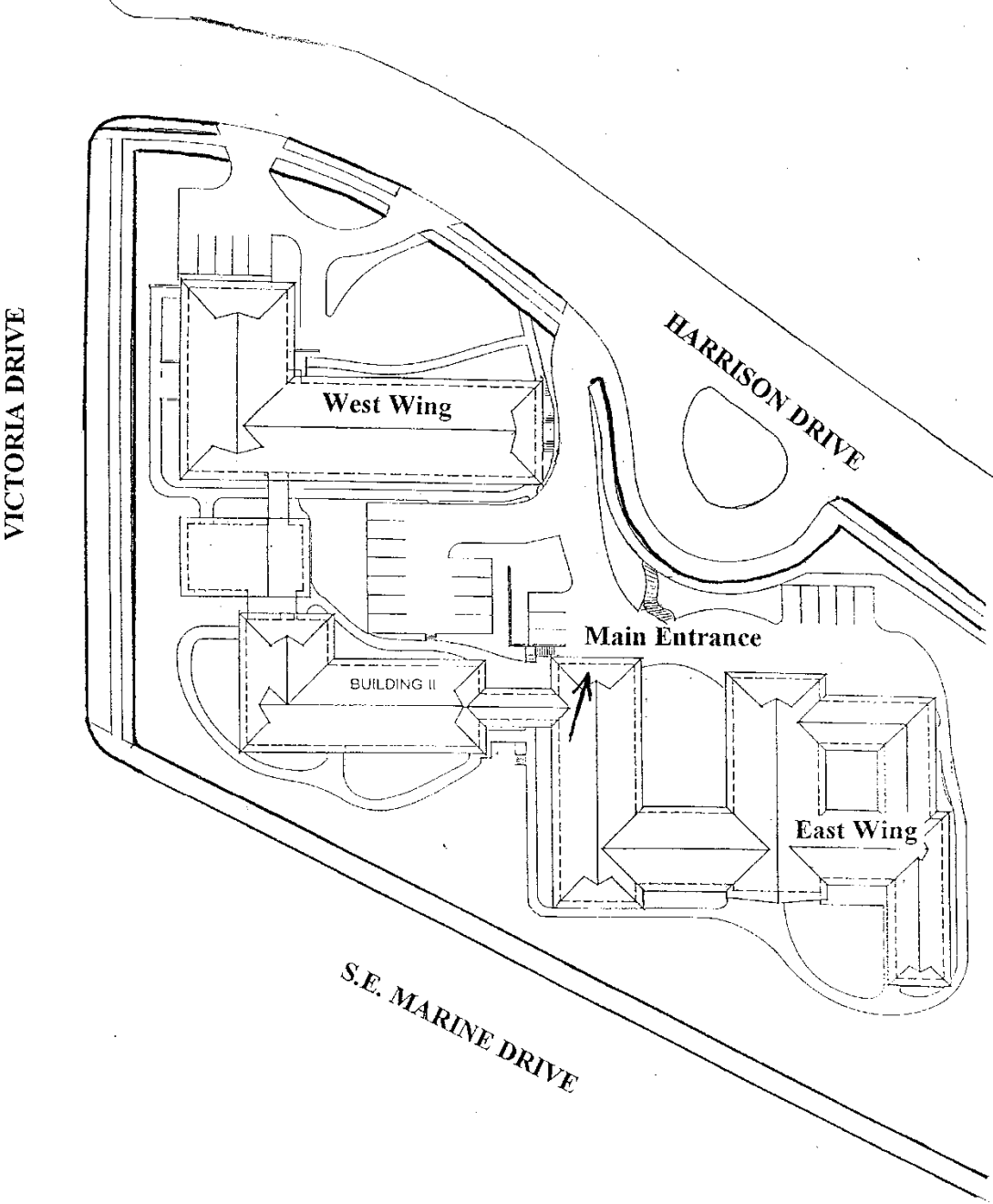
In the beginning there was a vision: *To create a home where people receive the care they need and where staff is able to provide services in the German language, if residents so desire.* In order to reach this goal, the German-Canadian Benevolent Society of B.C. was founded in 1965.

In 1969, the German-Canadian Care Home was built on its present site at 2010 Harrison Drive. The care home provides care to 76 residents of the East wing and special care to 58 residents of the West wing. In 1978, the care home joined the B.C. Long Term Care Program and in 1979 was the first long term care home in British Columbia to receive the Accreditation award from Accreditation Canada. The care home staff is currently preparing for the next accreditation survey which is scheduled for December 2022.

The German-Canadian Benevolent Society of B.C. gratefully acknowledges the extraordinary efforts of its founder, Mrs. Elisabeth Ochs.



**Location of the care home**



## **Mission, Vision, Values & Identity**

### **German-Canadian Benevolent Society**

*Spirit of Caring Since 1965*

#### **Our Mission**

Providing Quality Care and Support for the Aging

#### **Our Vision**

Working in partnership with our community to:

- Develop, deliver and inspire a high level of care
- Create and nurture a vibrant community connected to our German/European culture

#### **Our Values**

We are committed to high standards, ongoing improvement and the well-being of those we serve.

We foster open communication, progressive leadership, and team cohesiveness throughout the organization.

We celebrate the commitment and dedication of our employees and volunteers.

We provide an environment for people to learn and grow.

We respect our organization's history and promote the traditions and cultural roots of the German-speaking community.

We welcome and support a multicultural environment.

We welcome the involvement and support of our Society members.

We are fiscally responsible.

We build effective relationships and partnerships with our wider community.

#### **Our Identity**

##### **Who we are**

We provide housing, health care, therapeutic and wellness services to seniors with complex care needs.

##### **What we are known for**

We deliver our services to our clients in ways that promote a positive view of self, build on a person's strengths, nurture human connection, create a sense of safety, offer the freedom to choose and promote meaning, growth and joy.

We create community through outreach, volunteering, cultural events, social gatherings, education, mentorship and sharing of talents.

We offer connection to those who want to reaffirm their German/European Culture and

welcome the richness of the multi-cultural community we live in.

## **Key Staff Positions**

The names and photographs of management team members are located on the wall next to the Reception Office.

### **Management Team**

Chief Executive Officer  
Assistant to the Administrator  
Director of Resident Care  
Director of Finance  
Director of Maintenance  
Director of Recreation & Volunteers  
Executive Assistant  
Payroll & Accounting Lead  
Staff Development Co-ordinator  
Director of Support Services

### **Clinical Support Services**

Clinical Coordinator  
Rehabilitative Therapists  
Dietitian

### **Society Office**

Society Secretary  
Society Outreach Co-ordinator

### **Other Services**

Foot Care Nurse  
Hairdresser  
Massage Therapist  
Medical Coordinator  
Pharmacist  
Podiatrist  
Dentist Program  
Art Therapist  
Spiritual Care Worker





Social Worker

## **Residents' Rights**

1. **Every resident has the right** to be treated with courtesy and respect and in a way that fully recognizes the resident's dignity and individuality and to be free from mental and physical abuse.
2. **Every resident has the right** to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
3. **Every resident has the right** to be told who is responsible for and who is providing the resident's direct care.
4. **Every resident has the right** to be afforded privacy in treatment and in caring for his or her personal needs.
5. **Every resident has the right** to keep in his or her room and display personal possessions, pictures and furnishings in keeping with safety requirements and other residents' rights.
6. **Every resident has the right:**
  - a) To be informed of his or her medical condition, treatment and proposed course of treatment
  - b) To give or refuse consent to treatment, including medication, in accordance with the law and to be informed of the consequences of giving or refusing consent
  - c) To have the opportunity to participate fully in making any decision and obtaining an independent medical opinion concerning any aspect of his or her care including any decision concerning his or her admission, discharge or transfer to or from a care home
  - d) To have his or her medical records kept confidential in accordance with the law
7. **Every resident has the right** to receive reactivation and assistance towards independence consistent with his or her requirements.
8. **Every resident has the right** to be free of restraints.
9. **Every resident has the right** to communicate in confidence, to receive visitors of his or her choice and to consult in private with any person without interference.
10. **Every resident** whose death is likely to be imminent has the right to have members of the resident's family present 24 hours per day.

11. **Every resident has the right** to designate a person to receive information concerning any transfer or emergency hospitalization of the resident and where each person is so designated to have that person so informed forthwith.
12. **Every resident has the right** to exercise the rights of a citizen and to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the Residents' Council, care home staff, government officials or any other person inside or outside the Home, without fear of interference, coercion, discrimination or reprisal.
13. **Every resident has the right** to form friendships, to enjoy relationships and to participate in the Residents' *Haus* Council.
14. **Every resident has the right** to meet privately with his or her spouse/ significant other in a room that assures privacy and where both spouses are residents in the same care home, they have the right to share a room according to their wishes, when a room becomes available.
15. **Every resident has the right** to pursue social, cultural, religious, and other interests to develop his or her potential and to be given reasonable provisions by the care home to accommodate these pursuits.
16. **Every resident has the right** to be informed in writing of any law, rule or policy affecting the operation of the care home and of the procedures for initiating complaints.
17. **Every resident has the right** to manage his or her own financial affairs where the resident is able to do so, and where the resident's financial affairs are managed by the public trustee, to receive a quarterly accounting of any transactions undertaken on his or her behalf and to be assured that the resident's property is managed solely on the resident's behalf.
18. **Every resident has the right** to live in a safe & clean environment.
19. **Every resident has the right** to be given access to protected areas outside the care home in order to enjoy outdoor activity, unless the physical setting makes this impossible.

## **Care Levels**

### **Long-Term Care**

Long-Term care is for seniors who require 24-hour, professional nursing assistance and can no longer be supported in the community. Services provided include assistance with meals, medical supervision, personal assistance with daily activities and a planned program of social and recreational activities.

### **Special Care Program**

For persons who require special care due to advanced dementia, where 24-hour care, supervision, and management is needed under therapeutic direction. Special Care is provided in Berlin Haus and Bonn Haus.

## **PROGRAMS & SERVICES**

### **Care Team**

The care team is dedicated to helping you maintain maximum independence and well-being. An interdisciplinary care plan is created to meet the individual needs of each resident. Residents and their families are encouraged to participate in the creation of the care plan. Care plans are reviewed at an interdisciplinary care conference<sup>1</sup> six (6) weeks following admission and at least annually thereafter. The clinical coordinator<sup>2</sup> will notify you of the date and time. Please communicate with the nursing staff regarding any questions and concerns you have about your care of treatment.

### **Food Services**

Resident meals are served in three dining rooms. Below are the meal times in the respective dining rooms. Please note that special meal times can be arranged.

---

<sup>1</sup> The interdisciplinary care conference is an information meeting for families and residents, an opportunity to meet the whole care team.

<sup>2</sup> The clinical coordinator is readily available to the family and keeps the family informed.

### **Berlin Haus & Bonn Haus Dining Rooms**

Meal	Time
<i>Breakfast</i>	<i>8.30am</i>
<i>AM Snack</i>	<i>10.00am</i>
<i>Lunch</i>	<i>12.00pm</i>
<i>Coffee</i>	<i>2.00pm</i>
<i>Dinner</i>	<i>5.00pm</i>
<i>Evening nourishments</i>	<i>7.00pm</i>

### **Hamburg Haus, Frankfurt Haus & Dresden Haus Dining Room**

Meal	Time
<i>Breakfast</i>	<i>8.15am</i>
<i>AM Snack</i>	<i>10.00am</i>
<i>Lunch</i>	<i>12.00pm</i>
<i>Coffee</i>	<i>2.00pm</i>
<i>Dinner</i>	<i>5.00pm</i>
<i>Evening nourishments</i>	<i>7.00pm</i>

The menu is posted in advance near each dining room and the elevator. An alternate menu choice is available at each meal. The dietitian provides counselling for each resident's dietary needs and preferences.

Guests are welcome to join residents for meals. Meal tickets may be purchased from the Administrative Assistant at Reception. Prices are posted in the main dining room (Hamburg Haus & Frankfurt Haus).

To ensure a smooth meal service, please notify the Kitchen no later than 10.30 am for lunch and 3.00 pm for supper. The kitchen staff will put the guest meal(s) on a trolley. For privacy and fewer interruptions, visitors are asked to take their meals to the mezzanine located above the Atrium.

Families and visitors are welcome to join residents for coffee in the main dining room (Hamburg Haus & Frankfurt Haus).

### **Laundry/ Mending**

Laundry is collected weekly on bath day. Clothing must be labelled to prevent loss of items. The laundry department will label the resident's clothing. Dry cleaning is the responsibility of the resident.

If you have special care items not suitable for our industrial laundry, we ask that you keep these separate from items to be laundered by the care home. While we make every effort to return your clothing in good repair, we cannot be held

responsible for items not suited to commercial laundry machines.

### **Hairdresser**

Appointments for in-house hairdressing (including hair cuts) may be made through the nurse. Fees are reasonable and if desired may be paid out of the resident's comfort/trust fund.

### **Extra Services**

The Social Worker will assist you in arranging cable vision, telephone hook-up, newspaper delivery, etc. Please contact the Social Worker at (604-713-6525) for further information.

### **Recreation Programs**

A wide variety of Recreation programs are available to residents. Recreation calendars are posted monthly on bulletin boards and copies of the calendar are available at the front desk. Fees may be charged to cover admission and other expenses for some programs and outings. Additional information may be found on our website [www.gcch.ca](http://www.gcch.ca)

### **Rehabilitation Program**

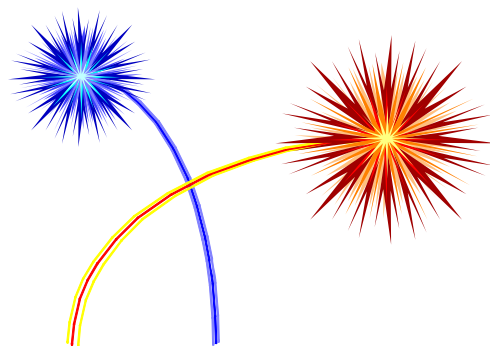
The rehabilitation program focuses on maintaining or enhancing each individual's function and ability. A rehabilitation professional conducts an assessment of each new resident and provides input into the resident's plan of care.

### **Private Nurse/ Companion**

Residents requiring a private nurse or companion must have the approval of the Director of Resident Care. Expenses for private care services are the responsibility of the resident/family.

### **Dental Care**

The German-Canadian Care Home has a contract with a dentist who specializes in geriatric dentistry and services several care homes in Vancouver. He periodically comes onsite to



provide dental services to our residents.

Please contact the Social Worker regarding the cost of the dental program.

## **FINANCIAL SERVICES & ASSISTANCE**

### **Comfort (Trust) Fund**

For the convenience of residents, funds may be deposited in a trust account in the mailbox by the main entrance. The maximum allowable amount is \$500.00. Funds may be withdrawn during office hours Monday to Friday.

### **Gratuities**

Employees are not permitted to accept tips or gifts. If you are pleased with the service you've received, feel free to let us know. Donations are gratefully accepted by the German-Canadian Benevolent Society and may be designated to resident programs, resident activities or the employee social fund.

### **Income Tax Services**

If you need assistance with preparation of residents' tax returns, please contact the Director of Finance at [kshiu@gcch.ca](mailto:kshiu@gcch.ca)

## **GENERAL INFORMATION**

### **Alcohol**

Alcoholic beverages may be consumed under staff supervision. Those residents wishing to keep alcohol in the care home are asked to communicate with the Director of Care. A variety of drinks are available for purchase at pub nights and special events arranged by the Recreation Department.

### **Appliances**

To ensure safety, all electrical cords and appliances must be CSA approved and inspected by the Maintenance Department prior to being placed in a resident's room. Residents are responsible for maintenance and upkeep of electrical items. Personal furniture, equipment, and/or electrical appliances which do not meet care home safety standards must be removed from the care home. Irons, kettles,

heating pads, hot plates, and electric blankets can not be used in the residents' rooms.

We ask for the consideration of other residents, the volume on radios and televisions be kept low. Earphones are recommended.

## **Holidays**

Residents may take a maximum of 30 days holiday per year, excluding short absences of less than four days. Please notify the Nursing Staff when you are going to be absent from meals or on overnight visits. Advance notice is appreciated so nursing staff may prepare any needed medications for your trip.

## **Mail**

Incoming mail is delivered to and sorted by the Executive Assistant. Postage stamps are available for purchase at the Reception Office. Outgoing mail is sent out daily, Monday to Friday. Outgoing mail may be left in the mailbox outside the Reception Office.

## **Medication**

Residents are asked not to bring non-prescription or prescription medication to the care home. All medications are ordered from the care home pharmacy, stored at the care centre and administered by the Nurse.

Any specific health problems or special needs are to be discussed with the resident's physician or the nursing staff.

The cost of medical supplies not covered by Pharmacare or other government programs will be the responsibility of the resident or sponsor.

## **Spiritual Care**

Spiritual and various denominational services are available on site. Dates and times of services are listed on the Recreation calendar.

If the services you need are not on the calendar, or if you require assistance in arranging to receive private spiritual consultation, confession or mass, the Recreation staff will be pleased to help you.



## **Personal Belongings/ Valuables**

While we make every effort to ensure a safe environment, the care home cannot be held responsible for lost cash or valuables. Arrangements for a lockbox can be made with the Social Worker. We suggest you consult with your insurance agent regarding available options.

We recommend residents not keep more than \$10 in their room or on their person.

We suggest marking dentures and eyeglasses to prevent loss and ensure, if misplaced, that they are returned to the rightful owner.

## **Pets**

Visitors may bring pets to the care home provided they are supervised at all times while on the premises. Pets are not permitted in the dining rooms.



## **Podiatry & Lab Work**

A podiatrist makes regular visits to the care home for which the resident pays a fee. Lab work is arranged in-house. Nurses coordinate appointments. Please contact the nurse for more information.

## **Room Assignment**

The German-Canadian Care Home has private and shared rooms. A wait list is maintained for residents wishing to transfer from shared accommodation to a private room. Private rooms are assigned on a first come first served basis.

We make every effort to select appropriate roommate(s) for shared rooms. Please notify the nurse in charge if you have a specific request regarding the arrangements. We will do our best to accommodate your request. Please note some changes are subject to room availability.

In order to ensure safety and appropriate resident care, the care home reserves the right to transfer the resident to a more suitable room as his or her health requires. If the resident/family has requested the move, any costs associated with the transfer between rooms are the responsibility of the resident/family.

## **Safety**

We encourage you to assist us in maintaining a safe neighbourhood by reporting any hazards or suspicious persons to a staff member immediately.

Keys are issued by the business office. For your security all outside doors are locked between 5:00 p.m. and 7:00 a.m. from October to May and 9:00 p.m. to 7:00 a.m. from June to September. Please ring the doorbell at the East (Hamburg Haus) entrance for access when outside doors are locked.

Carpets or area rugs increase the risk of falls and are not allowed in the residents' rooms.

Fire drills take place on a regular basis. In the event the fire bells ring, stay in your room and wait for instructions by a staff member. Do not use the elevator.

If you hear a code being announced over the intercom system stay calm and follow the instructions of a staff member.

### Emergency Codes

Code Red	Fire
Code Green	Evacuation
Code White	Violent Resident or Visitor
Code Yellow	Missing Resident
Code Brown	Hazardous Chemical Spill (internal)
Code Grey	Hazardous Chemical Spill (external)
Code Black	Bomb Threat

## **Smoking**

According to the new Adult Care Regulations

“No one other than a person in care smokes while on the premises of a community facility.”

**ONLY** residents are permitted to smoke in the designated smoking area outside the East Side (Hamburg / Frankfurt *Hauses*) main dining room.

Smoking is **not** allowed for family, volunteers, and/or employees on the premises. Family, volunteers, and personnel who wish to smoke must leave the premises (example to the sidewalk). Premises include the inside of all buildings as well as

the parking lot and garden areas.

Residents can not keep matches, lighters, and/or smoking materials in their rooms.

### **Social Work**

Social work services are provided by our social worker. She may be reached at 604-713-6525.

### **Transportation/ Outings**

Assistance with arrangements for Handydart or taxi service may be obtained at the care centre or from the Executive Assistant Office. Public Transit is directly in front of the care home at the bus loop on Harrison Drive. Transportation fees are the responsibility of the resident.

The care home has its own wheelchair accessible bus for bus trips. See the Recreation Calendar for more information.

When you leave the building, please sign out in the book at the front desk (Care Centre).

## **Tuck Shop**

You may purchase chocolates, candies, and other miscellaneous items from the tuck shop. Please check the Recreation Calendar for hours of operation.

## **Visiting**

Visiting hours are unrestricted provided the visits do not cause disruption to other residents.

## **Parking**

Limited parking is available on site for visitors. For safety reasons we ask that visitors do not park in emergency zones. Vehicles may stop for five minutes or less in front of the main office for pick up and drop off only. Violators may be towed.

## **Volunteers**

Volunteers are an important part of life at the German-Canadian Care Home. Volunteers are available for friendly visits, to assist with recreation programs and to escort residents to medical appointments or on shopping trips. If you are interested in volunteer assistance or know someone who would like to volunteer, please contact the Director of Recreation and Volunteers (604-713-6531).

## **Wheelchairs and Other Special Devices**

A basic wheelchair, if required, will be provided free of charge as a benefit for the personal, exclusive use of the resident.

The Occupational Therapist will assess each resident for mobility during admission and regularly thereafter. The mobility assessment will determine the entitlement for a free, basic wheelchair. Specialized wheelchairs are not provided free of charge and will need to be rented or purchased by the resident.

Electric wheelchairs or electric scooters are NOT allowed inside the building at any time.

## **GETTING INVOLVED**

### **Problem Resolution**

Please contact the Nurse in charge if you have any concerns. If the Nurse is unable to satisfactorily resolve an issue, please contact the Director of Resident Care or the Chief Executive Officer for further assistance.

### **Quality Improvement**

The German-Canadian Care Home is committed to continuous improvement of the care and services we provide. Your input and suggestions are important to us. Please feel free to make suggestions and ideas to any staff member.

### **Resident and Family Councils**

The German-Canadian Care Home has a Resident *Haus* Council for each Haus and a Family Council.

The Resident *Haus* Councils meet monthly to:

- ▶ give residents the opportunity to participate in affairs and decisions within the German-Canadian Care Home
- ▶ Assist management and staff by providing suggestions for: improvements in services, programs, and activities
- ▶ promote supportive relationships between residents and personnel

### **Publications**

Written permission must be received from the CEO prior to using photos or film for external publications.

Notices of the Family Council meetings are posted at the front entrance. We encourage you to become involved in the activities of your home. Please contact the Social Worker at 604-713-6525.

*Welcome to the German-Canadian Care Home.*

