

Resident and Family Handbook



The Views



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RESIDENT AND FAMILY HANDBOOK

This handbook offers you and your family information to ease the transition to long term care. Our goal is to work with you to help you establish your new home here at The Views.

THE VIEWS AT ST. JOSEPH'S HOSPITAL HISTORY

St. Joseph's General Hospital was established by The Sisters of St. Joseph in 1913 and was owned by the Diocese of Victoria. The hospital operated in affiliation with the Vancouver Island Health Authority. It was an acute and extended care facility, fully accredited by the Canadian Council of Health Facilities.



The Extended Care Unit first opened in 1967 in the 1938 Wing with 48 beds. In 1982, these 48 beds were moved to a new unit of 75 beds now called Eagleview. In 1993, a 50-bed expansion was opened now known as Oceanview. This facility was attached to the hospital and is one of the major providers of complex care service in the community. We have now also opened our two Mountainview neighbourhoods on the second and third floor of the former hospital.

The Views is currently home to 156 residents. We also provide four respite beds which are located on Mountainview. Providence Living owns and operates The Views. Created by

Providence Health Care established in 2017, Providence Living's mandate is solely focused on improving both the environment and experience of older British Columbians living in long-term care, their families and the staff who care for them. Driven by research, innovation and global best practices, Providence Living is a leader in creating forward-thinking services and communities where people are inspired to see their loved ones and themselves.

QUALITY MANAGEMENT

The programs and services provided for you are continually monitored to ensure you receive the best possible care and service. Your opinion is highly valued, and we encourage you to bring your questions or concerns to the RN on duty, the Residents' and Family Council, Director of Care, or the Director of Site Support Operations. One of our key philosophical beliefs is that this is your home, and you have the right to make decisions concerning your quality of life. There is a yearly family satisfaction survey, and your feedback is important.

CONTACTS FOR THE VIEWS

NAME	DESCRIPTION	PHONE	EMAIL
Main Line	The Views at St. Joseph's	778-431-0280	
Sharon Parkes	Executive Director of Operations	68761	sharon.parkes@providenceliving.ca
Jennifer Chaboteaux	Director of Care	68762	jennifer.chaboteaux@providenceliving.ca
Dr. Sand Russel-Atkinson	Medical Director	68705	
Marie Ellis	Assistant Director of Care	68764	marie.ellis@providenceliving.ca
Max Nichol	LPN supervisor	68763	maxwell.nichol@providenceliving.ca
Kelley Romeril	Director of Site Support Operations	68769	kelley.romeril@providenceliving.ca
Carey Wright	Occupational Therapist	68768	carey.wright@providenceliving.ca
Rick Smith	Physiotherapist	68768	rick.smith@providenceliving.ca
Shannon Vance	Rehab Assistant	68780	shannon.vance@providenceliving.ca
Anne Winters	Manager, Volunteer Services	68783	Anne.winters@providenceliving.ca
Laurie Johannson	Dietitian	68779	laurie.johannson@providenceliving.ca
Jennifer Bertrand	Social Worker	68700	jennifer.bertrand@providenceliving.ca
Lynette Acciaroli	Finance – Resident Billings	68721	lynette.acciaroli@providenceliving.ca
Katja Waldman	Director of Finance	68717	katja.waldman@providenceliving.ca
Anne McCaffrey-Postal	Spiritual Care	68794	anne.mccaffrey-postal@providenceliving.ca
Jeany Della Siega	Hairdresser for Residents	250-218-5580	jeanydellasiega@gmail.com

To contact residents at the Views via Email:
viewsresidents@gmail.com

Kindly note this is a shared computer/tablet

PRIOR TO YOUR LONG-TERM CARE ADMISSION

You and/or your family are welcome to phone us at 778-431-0280 to arrange a tour of our home before your admission.

We encourage you to make an appointment with your family doctor **prior** to your admission to The Views to discuss your personal expectations and goals for yourself or your family member.

If your family will be speaking for you, we ask that you decide who the delegated spokesperson will be. It is important to us that we have one person to call when we need your family's help, knowing that the other close family members will be informed and included in necessary decision making. If you have any legal documents in that regard, such as Power of Attorney, "Committee", or a Representation Agreement, we will want to be made aware of what your arrangements are.

As part of your health plan, we ask you to think about what we call the MOST (Medical Orders for Scope of Treatment). The MOST helps guide our caregiving when your health status changes. You may want to discuss your wishes when you meet with your family doctor. We will review your Degrees of Intervention at our Care Conferences annually. If you become ill, we will always discuss the options. You may change your wishes at any time.

As part of your personal and financial planning, we ask you to consider funeral arrangements. Again, if the unexpected happens, we can better support you and your family, and your family will not be under undue pressure to make decisions during difficult circumstances.

FACILITY RATES

Facility rates are set by the Island Health. The rate that you will be asked to pay does not include ancillary fees for chargeable extras. These include, but are not limited to, hair salon, cable TV, special outings, special meals, foot care, some medications, and transportation. All charges will be approved in advance. Monthly statements will be issued from the Finance Department. You can arrange to have auto payment made directly from your account to The Views.

Ambulance fees will apply when an ambulance is used for transfers to and from the Facility.

Special Activity Fund



The Views strives to enhance quality of life for all residents and suggests a **contribution of \$10 per month** for resources and supplies that are above and beyond the basics for the Activity Department.

The fee enables us to offer a high level of programming that is accessible to everyone living at The Views.

Examples of purchases include decorations/entertainment/food for special events, pet care, internet service, intergenerational program supplies, craft/art supplies and much more. Please contact the Activity

Department for more information regarding the Special Activity Fund.

ROOM TYPES

The Views has rooms with four beds, rooms with two beds, and a limited number of single-bed rooms. The room you move into depends on availability and your particular care needs. In a room with two beds, compatibility with your roommate will be a consideration. Due to limited availability (single-bed private rooms) you may not have a choice of accommodation. However, your room preference will be honoured as rooms become available. As per the provincial Home and Community Care Act, there is a 60-day wait before one can transfer to another facility.

To make your room more comfortable and home-like, you may want to bring some personal belongings with you from home, such as a favourite quilt, pictures, or plants. Some small room furnishings - such as a safe, comfortable chair with armrests - may be considered if there is enough space for you and others to move about in your room. While we encourage you to personalize your room, it's necessary that your belongings do not limit movement throughout the room in a way that could create an unsafe situation. Please discuss the items you wish to bring with your care manager before you bring them in.

Housekeeping is included as part of the service provided.



CARE TEAM

Our staff work together to share information and ideas to provide a high standard of care to assist you to live as independently as possible. You and your family are an important part of the care team and we encourage you to participate in decisions about your care. We will assist with providing you with the information that will help you make those decisions.

Director of Care & Assistant Director of Care

The Views has a designated Director of Care who acts as the site manager for the clinical team. The Director of Care oversees most of the administrative aspects of running the clinical department to ensure we meet our goals of providing excellent care, within available funding, for you, our residents. The Assistant Director of Care (ADOC) helps with many of the above-mentioned tasks and supervises the care team to ensure that your care follows best practice and policies. The ADOC is happy to answer questions or address any concerns you may have.

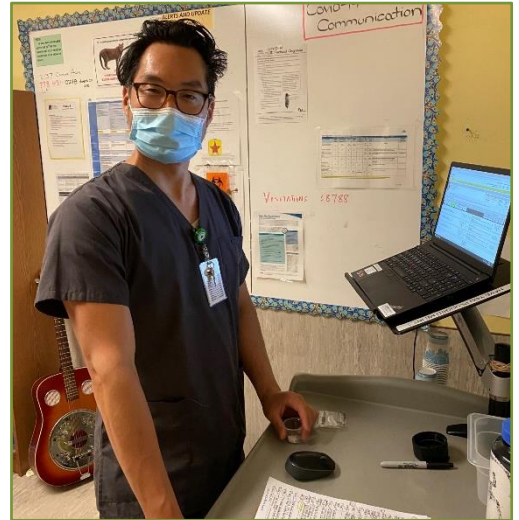
Nursing Services and Personal Care Services

The Views employs a mix of nursing staff who work collaboratively to encourage and support you to manage your personal care as independently as possible.

The Registered Nurse (RN) assesses plans and provides and evaluates the nursing care you receive. There is a Registered Nurse on site 24 hours a day/seven days a week.

The Licensed Practical Nurse (LPN) works with the RN to provide the nursing care identified to meet your needs.

The Health Care Aides (HCAs) help you with activities of daily living such as dressing, transferring to and from your bed or chair, bathing, grooming and meals. Please note that each resident has a primary nurse and a primary care aide. These healthcare workers, along with the support of the team, focus on your individual care and care plan, attending care conferences, and connecting you to services. Please ask if you are unsure of your primary team.



Care Planning

On the unit, a nurse will greet you and help you settle in. The care team will get to know you and your family more closely and help plan your long-range care. They also coordinate services with the rest of the interdisciplinary team members.

Day-to-day care as well as priorities for healthcare and activity decisions will be guided by your Individual Care Plan. We urge you and your family to speak to the primary nurse and care team about your needs and key wishes for life here at The Views. Throughout your stay here we want to remain focused on what is most important to you.

Care Conferences

We make every effort to schedule your care conference approximately six weeks after admission. After the initial care conference, subsequent care conferences are held annually to stay current with your wellness and wishes and to review your plan of care. Of course, if you have any concerns or questions before the care conference is scheduled, we encourage you to contact us at any time. Care conferences provide resident and family access to the care team, to talk about how things are going for the resident at The Views. We make every effort to advise residents and families as soon as possible regarding dates of the conference, to ensure they can attend.

Please feel free to have questions prepared and take notes to be involved in follow-up. Family involvement is important, and we encourage it. If you or your family cannot attend, you can still contribute in writing, and this will be presented at the care conference. If you cannot attend, you can connect with your primary LPN for an update after the conference.



RESIDENTS AND STAFF

Residents and families are very much encouraged to ask questions or give any feedback. Please feel free to approach staff who can point you in the right direction. Please note: if you have concerns that you feel are not addressed there is a process in place for you to have a voice through the Vancouver Island Health Authority Patient Care Quality Office. Brochures are available at The Views on each unit.

Interdisciplinary Team

Our interdisciplinary team consists of nurses and care staff, pharmacists, dietitians, spiritual care support, occupational therapists, physiotherapists, and residents' physicians. We also have a medical director, Dr. Sand Russell-Atkinson. You will get to know the team members during the first few weeks of your move to The Views. These services can be accessed through your nurse.

Pharmacy

Pharmacy services are provided by Care RX, a leader in senior's care. A pharmacist is generally present at care conferences and can be available to meet with residents and/or families should you have specific questions. Medication must be supplied by our contracted pharmacy provider. Please do not bring in any over the counter medications or prescriptions for residents without staff awareness. Medications, including over the counter, cannot be stored in resident rooms.

Dietary

Your meals are coordinated by Food Services and the dietitian who will meet with you and your family to discuss your food preferences and dietary requirements. Should you have any questions or concerns about your meals, the dietitian is available to speak with you. Please leave a message with your nurse or contact the dietitian directly.

Alcohol

With the physician's permission, residents can consume alcoholic beverages. Alcohol is to be provided by the family and this will be controlled by the staff who will serve it as per the physician's order. Alcohol cannot be stored in resident's rooms.

LIFE AT THE VIEWS

Barber and Hairdressing Service

We have a hairdressing shop for both men and women on site. Appointments can be made with the hairdresser. Prices are posted at the hairdresser shop and charges can be added to your account. Please contact Jeany Della Siega for appointments at jeanydellasiega@gmail.com or 250-218-5580.



Clothing and Personal Accessories

We recommend that you bring enough washable and dryable clothing (including outdoor garments) to last seven days. Clothing should be comfortable and easy to put on and take off.

Suggestions for what to bring with you to The Views:

Clothing	Personal Items
Jacket	Toothbrush
Shoes	Toothpaste
2 Sweaters/ cardigans	Hairbrush/comb
7 shirts/blouses	Electric razor (men)
7 pants	Deodorant
7 pairs of socks	Body wash
7 pairs of underwear (if used)	Shampoo
5 pyjamas/nighties	Hair ties
Bras	Family photos or artwork
Blanket	
Slippers	

Your personal laundry, except for certain special care items, can be laundered by **our in-house laundry** service **without charge**. Your laundry will be done weekly. Please bring at least seven full changes of clothing, plus footwear and outerwear. Labels are provided. It's important to have all clothing clearly identified as yours. Information or advice regarding special clothing available for wheelchair use and special needs can be obtained from your primary nurse.

All personal items, such as dentures, hearing aids, and glasses need to be clearly marked prior to admission. This can be arranged through an optometrist or dentist.

Families are responsible for personal care items, such as toothpaste, denture cream and deodorant. There is a volunteer shopping service for folks who are not able to get out. The Activities Department can help organize this.

Communication

A community notice board is located in 38 Wing Hallway for neighbourhood notices and other items of interest to our community.

The monthly Activity Calendar sets out the dates and times of programs provided. The calendar is placed at the nursing stations for your information. The Community Times Newsletter and Monthly Calendar are also located on The Views Website: www.cvviews.ca.

We also have a Facebook page: <https://www.facebook.com/theviewsresidentialcare/>

Residents and families are very much encouraged to ask questions or give any feedback. Please feel free to approach staff who can point you in the right direction.

Sign-out sheets

Please sign the sign-out sheet if you take a resident out for lunch or an outing or walk off site. This will help us keep record of who is in the building. If a resident needs to be ready ahead of time for any special appointments, please let the front desk receptionist know and they will communicate this to the care team.

Computer Access

Our e-mail address for residents is: viewsresidents@gmail.com. We have volunteers who receive and distribute the letters. They can assist residents to read email and help with other computer services including virtual visits.

We also have available webcam and internet service. Please contact our Activities Department at 778-431-0281 if you are interested in any of our computer services. Our Wi-Fi code is Comox123.

Emergency Response

Our building design is our best protection against both fire and earthquakes. Efficiency of staff response to emergencies is maintained by regular practice. In the event of a fire drill or actual fire, the instructions of the nurse must be followed by residents and visitors.

The Views General Store

The Views General Store, supported by the residents and staff, is located in the Eagleview neighbourhood. It is open to serve family members, residents, staff, and volunteers. Items for sale include a variety of snacks, sundries, and gifts. The store is open every Thursday from 10 to 11 a.m.

Hand washing

We strongly encourage family and visitors to use the waterless hand wash at the entrance to each neighbourhood upon arriving and when leaving. This helps protect your loved ones, yourself, and staff from possible spread of infections.

Leaving / Returning to The Views



Please give staff as much notice as possible when planning to be out over a mealtime or longer. This allows us to cancel meal services and order any medications that may need to go with you. In case of emergency, it is necessary for staff to know whether you are on site, so please inform us when you leave. There is a sign-out/sign-in sheet at each nursing station for this use.

Elective appointments (dental, optometrist, etc.) should continue to be arranged by you, your family, or guardian. Please let staff know about your arrangements. Appointments or test procedures (such as lab tests and x-rays) that are requested by your physician or member of your care team will be arranged by staff.

If you need assistance to attend your appointment, you are responsible to arrange that with a friend or family designate.

Social Leave

You have the opportunity to be away from The Views as needed. Because we will need to hold your room, you will be charged the normal accommodation rate while you are away.

Please keep in mind that social leave cannot be used to extend a hospital leave.

Mail, Flowers, and Balloons

Any mail and flowers you receive will be delivered directly to your room. Outgoing mail may be left at the main reception at the front counter to be mailed. Stamps are available at the General Store.

Please refrain from bringing in overly fragrant flowers, such as lilies, as they can trigger allergic reactions in residents or staff. Latex balloons pose a risk to individuals with latex allergies. Please **do not** bring latex balloons into The Views. Mylar and Helium balloons are acceptable alternatives.

Meals

Meals are served in the dining rooms. You are welcome to bring foods from home. Please check with your nurse to avoid conflict with special diets or medications. Foods may be stored in the refrigerator on the neighbourhood, but all food items must be labelled with your name and the date of storage, to avoid being discarded. **Please note: for health reasons all food items in storage fridge are discarded after three days.**

Guest meals are available for visitors who wish to purchase a meal and join you for lunch or dinner.

Medications

All prescribed medications are provided by Care RX. On admission, your nurse will go over your prescribed medications with you to ensure accuracy, safety, and comfort. Please communicate any medications you take whether it be prescribed or over the counter medications/ointments/ drops/sprays. Also indicate whether you take any natural medications.

An immunization program is offered free-of-charge each year. The pneumococcal (pneumonia) vaccine will be offered to you if you have not had it before admission. Your doctor or the Public Health Unit will have a record of whether you have received the vaccine.

Pet Visiting Policy



Well-behaved, vaccinated animals are welcome to visit their family members at The Views. Please ensure that your pet is kept on a short lead during your visit. Owners are responsible for controlling their pet. Please ensure proper hand washing for residents and visitors before and after handling animals. Do not have animals present during mealtimes or in kitchen areas at any time. For more information, please refer to the Pet Policy located in the Activity Office.

Scent Policy

We ask that those who live, work, and visit at The Views minimize their use of products that contain artificial scents. Some people are allergic to the chemicals contained in many scented products (perfume, deodorant, or body wash). Others, with respiratory illnesses, find that many different scents can cause breathing difficulties. Your assistance in ensuring that scented products are not worn to The Views or purchased as resident gifts is very much appreciated.

Smoking

Municipal smoking bylaws require designated smoking areas for residents. Smoking for residents is permitted on the outside deck area on Eagleview only. Smoking is NOT permitted anywhere inside the building or your room. Staff and visitors must smoke off the property as per Island Health policy.

Safety concerns may require you to use smoking aprons and to store cigarettes and lighters at the nursing station.

Telephones and Cellular Phones

There is a phone in the common spaces of Eagleview and Mountianview neighbourhoods for your use. Private phones may be installed in your room and families are responsible for arranging this private service. Families are responsible for all phone bills. Cellular phone use is permitted at The Views.

Transportation Services

B.C. Transit Handy Dart services are available for individual outings at a small cost. They require 48 hours' notice. Handy Dart phone number: (250) 339-5442. Taxi savers can also be purchased if registered with Handy Dart and taxi-saver program.

Transfer to Private Vehicles

We value resident and staff safety as a high priority. Staff may only help if the transfer can be done SAFELY with one staff person.

TVs and Radios

There are colour televisions in each lounge. You may have your own television or radio in your room. These must be inspected for electrical safety by our Engineering Department. Televisions in two bed or four bed rooms must be fitted with headphones to avoid disturbing others. There is a monthly charge for the cable service if you choose to use it.

Wheelchairs

Our restorative care department has several mobility devices, including wheelchairs, that may be suitable for individual resident use. However, if long-term use is required, it is recommended that you meet with our Occupational Therapist to see about purchasing one of your own. If you do require a basic wheelchair, our rehab staff will assist in making these arrangements.

Valuables

While The Views make every effort to safeguard your belongings, we cannot take responsibility for your lost items. Furthermore, we do not provide safekeeping (storage) for valuables, such as money and/or jewellery due to lack of storage space. Families are requested to take home clothing, equipment, suitcases, and other items that are not being used.

Visiting

Visiting hours are any time throughout the day or evening. When visiting we ask that you sign in at the reception desk. Visiting residents in a four bed room is permitted. However, please be mindful of the privacy of others. For instance, there may be times when it is appropriate to step out of the room while another resident receives care.

Visiting may be restricted, at times, in accordance with Provincial Health Orders. The Views will follow all Public Health Order guidelines for visitation and make every effort to ensure accessibility.

SERVICES AT THE VIEWS

Activities



The Activity Department contributes to the overall facility goal of encouraging recognition of the individual through the provision of meaningful programs. A calendar of events is provided monthly, and families are welcome to participate.

The Activity Program is offered seven days each week and includes a variety of social, physical, cognitive stimulation, intergenerational, spiritual and therapeutic activities. The Activity Department staff includes a team of Activity Aides, Music and Art Therapists.

There are many areas available for residents and family members to use at The Views. These include: The PARC (Physical Activation Recreation Centre), Snoezelen Room (Wellness Room), Granny's Den, Eagle's Nest, Backyard Garden, and Outdoor Decks. Please contact the Activity Department if you would like to reserve a space or require further information.

Spiritual Care

Spiritual care is one of the cornerstones upon which The Views was built.

The Spiritual Care Department is non-denominational, serving all residents and family members. Many changes and questions occur in the lives of the residents as they live here at The Views. Our Spiritual Care Coordinator is available to provide spiritual presence and support during those times.

The Restorative Care Team

The restorative care team is made up of an Occupational Therapist, Physical Therapist, and a Rehabilitation Assistant.

The therapists work with residents to help them maintain their highest level of mobility, comfort, and participation. The therapists provide ongoing assessments and will make recommendations to family and staff. If available, The Views owned equipment such as basic wheelchairs or walkers will be provided. If not available here, the therapists will provide residents and families with information regarding special equipment that they may consider renting/purchasing for increased comfort and/or mobility.



The Rehab Assistant does basic equipment maintenance to Views owned equipment and carries out assigned exercise programs to individuals and groups.

Please note: Your wheelchairs, walkers, canes, braces, splints, etc. should be clearly labelled with your name. The cost and responsibility of organizing the maintenance and repair of your personal equipment will remain with you, we are not able to service personally owned equipment.

Family Feedback Meetings

This group meets the first Thursday of every month between, 1:30 and 2:30 pm in the Edith McNish Boardroom, located in the 38 Wing near the main entrance to The Views. You can also attend by Zoom if you prefer to attend virtually. All family members are welcome. This is an opportunity to ask questions and offer ideas to ensure the quality of your loved one's stay at The Views. All meeting minutes will be posted. Information for families is also posted on the Family Feedback Board in Oceanview and on the 38 Wing hallway Family Information Board. If you have any questions, please feel free to contact Kelley Romeril at 778-431-0281

Private Community Health Services

You may want to supplement the care you receive by arranging other therapy services. A few examples listed below are common, but other residents have accessed chiropractors, massage therapists, acupuncturists, and hearing specialists just to name a few. Please check your third-party insurance as you may have coverage, otherwise these will be at the cost of the resident. Gift cards for these make for great Christmas presents.

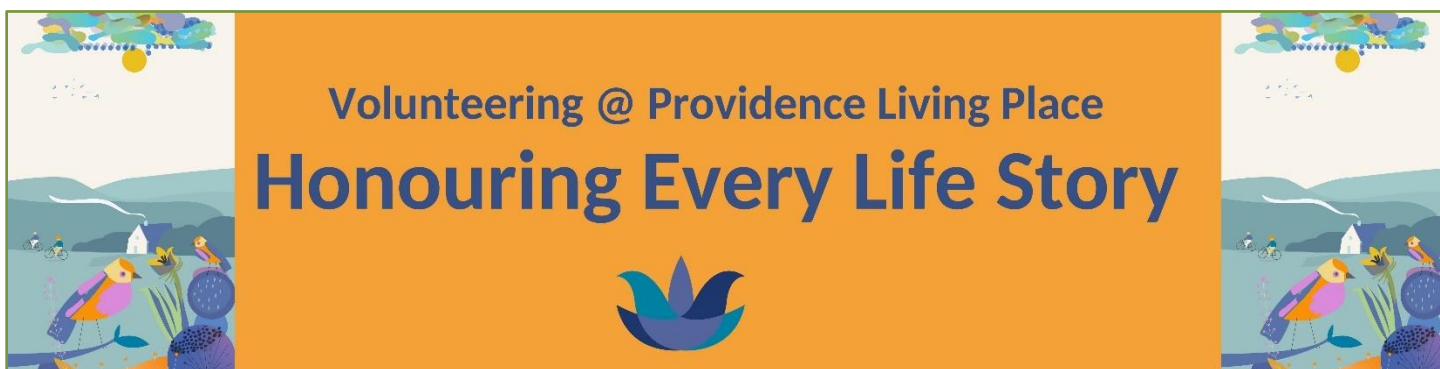
- a. **Dental Services:** You are encouraged to continue to see your community dentist. The cost of the service is the responsibility of the resident or family. We do have a dental hygienist that will come into the facility as well and costs for this service can be charged to your resident account. Please see your primary nurse to be added to the list for this service.
- b. **Eye Care:** You may obtain eye care as you have done previously by booking appointments with the Optometrist of your choice.
- c. **Foot Care:** Care is provided by a foot care nurse who visits periodically. Residents will be required to pay a fee and payment needs to be arranged between the provider and the resident and/or family.

Independent Service Providers

Residents and families who wish to hire an independent service provider (paid companion) may do so. The cost involved is the responsibility of the resident or family. These companions may help with social, leisure, and some care activities. If you wish to involve a health care professional from the community, you will need to discuss this with your care manager. This will ensure your treatment is coordinated and focused on the same goals. Private companions must adhere to The Views' policies and procedures.

Volunteers at The Views

Volunteers contribute to the lifestyle of our residents in many ways including assistance with recreational and social activities, administrative and behind the scenes support, and palliative support. Our volunteers are another link in the chain that connects us to the greater community. Volunteer groups and individuals provide a valued service and residents, families, and visitors are encouraged to participate. Junior Volunteers (students aged 14 to 18) also contribute their time and talents at The Views. Some of their duties include visiting, playing games, decorating, and baking.



For further information about our Volunteer Program, contact the Manager of Volunteer Services at 778-431-0280 Ext. 68769

SUMMARY

We hope this handbook will be helpful as you transition to life at The Views.

You are a valued member of the care team and we want you to feel welcome to talk to our staff regarding any matters that concern you.

Our Mission and Values



Our Mission

Inspired by the healing ministry of Jesus Christ, Providence Living is a Catholic health care community dedicated to meeting the physical, emotional, social and spiritual needs of those served through compassionate care, teaching and research.

Our Values

- Spirituality* - We nurture the God-given creativity, love and compassion that dwells within us all.
- Integrity* - We build our relationships on honesty, justice and fairness.
- Stewardship* - We share accountability for the well-being of our community.
- Trust* - We behave in ways that promote safety, inclusion and support.
- Excellence* - We achieve excellence through learning and continuous improvement.
- Respect* - We respect the diversity, dignity and interdependence of all persons.

Providence Living Strategic Plan 2020-2027

Quality	Learning	People	Partnership
<ul style="list-style-type: none"> Leading innovators in seniors care, including new seniors homes based on the concepts of a dementia village, incorporated into broader vibrant communities of care Strong and consistent culture throughout organization encompassing a social model of care with demonstrated excellence in quality of life and quality of care for seniors Provision of a continuum of services and programs supporting seniors in selected communities Recognized voice for advocacy in seniors health and care 	<ul style="list-style-type: none"> Recognized as employer of choice for those working in seniors care Creation of an organization solely focused on seniors care and successful transition of Providence Health Care seniors sites to Providence Living Strong culture of diversity and inclusion reflected in governance, leadership and at all levels of the organization Engaged medical staff committed to and leading innovation and excellence in seniors care 	<ul style="list-style-type: none"> Ongoing philosophy and model of care transformation occurring across all sites Establishment of highly recognized seniors research centre in collaboration with Providence Health Care Research Institute Strong relations with educational and academic organizations – innovative collaboration and programs New villages serving as innovation hubs and leading edge use of technology in villages and services 	<ul style="list-style-type: none"> Partner with residents and families and communities: to understand and respond to their needs Continued strong affiliation with Providence Health Care Positive community relationships, including relationships with respective First Nations and Indigenous groups Strong collaborative relationships with provincial, national and international seniors care organizations Strong partnerships with foundations and auxiliary to support achievement of vision through philanthropic goals

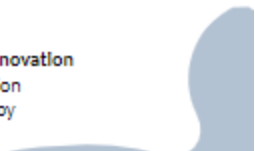
Foundational Principles

Mission, Vision, Values
Everything begins with our mission

Ethics
Ethics are fundamental to all that we do

Sustainability
Proactive financial and environmental Stewardship

Philosophy of Care & Innovation
Care transformation - meaning and joy





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.