

Welcome to Eden Gardens



Eden Gardens
Compassionate Dementia Care



Our Vision:
Eden Gardens: A home for growth, love and joy.



THE
eden
ALTERNATIVE®



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Welcome to Eden Gardens (EG)

We hope that your loved one finds living in our home pleasurable and memorable.

Moving in to a new home can be a difficult experience, for both Elders and their families. Please review this handbook at your leisure. We hope that it will answer the majority of your questions, but please do not hesitate to contact us to address any concerns that you may have. We want to ensure that your experience with us will be the best it can possibly be.

Who We Are

At Eden Gardens, we are passionate about helping Elders with dementia to enjoy life. We have been a leader in Elder Care in the Mid-Island area since 1979, and are a non-profit, charitable organization.

We are a specialized home for 130 people living with dementia, and our three Adult Day Programs, serving approximately 60 people per month who live with dementia at home. We work closely with family members and friends to help them in their journey of supporting a loved one with dementia.

Our Mission

Eden Gardens creates a person-centered community that promotes well-being and a quality of life for all.

Our Vision

Eden Gardens: A home for growth, love and joy.

Our Values

Wellness: Each person in our community deserves a sense of safety, security, love and an opportunity to thrive, where people are cared for and cared about. We will provide a place where all of our basic needs are met and we experience happiness and growth. The health of the human body, mind and spirit are supported to flourish as best possible and things that do not contribute to this purpose are changed.

Empowerment: To encourage and enable all to make decisions for themselves and practice their personal values and passions. We want to ensure that everyone knows they're expected to help other people to find their own joy, fun and spontaneity. People will utilize all tools at their disposal to bring forth the antidotes to the plagues in individual ways and to share their successes and challenges for the betterment of our entire community.

Compassion: Compassion is a concern for the sufferings and misfortunes of others and a desire to alleviate it. Kindness above all. The strong desire to provide the best; the best care, the best smile, the best 'good morning'. We expect that when an unmet need or support is required, we will do everything possible to provide that. Our continuous drive for compassion will be a strong element in our mission for continuous improvement in life.

Accountability: This means we take ownership of errors or actions and actively work to improve them. We will use accountability as a synonym to integrity, we expect that everyone will choose to do the right thing even if no one is watching or knows it. With accountability comes self-improvement and professional development. All Elders and Care Partners will be supported to grow and thrive through different programs, education and attitude. We all play a part in the way anything comes to be and accountability will be about owning that contribution and working on the betterment of all. We are all answerable to one's actions and responsible for the results of one's efforts.

Respect: Is the action of seeing others as worthy, honored or esteemed. It is also to refrain from interfering with something (i.e. to respect privacy of another). As individuals, we commit to giving special or high regard to everyone. It is recognizing that each individual has their own level of expected respect and dignity and that we will adjust our actions based on the individual needs. In our home, respect is a baseline and no matter what, everyone in our community will be given respect.

Empathy: The ability to walk a mile in another's shoes, to relate to someone's pain and experience so closely as if it was their own. Only through empathy can we really begin to understand our Care Partners' and Elders' reality and how we can best support it. Empathy is always assuming there is reasoning and cause for someone's actions and it is giving all the benefit of the doubt. Through empathy, we will learn to live with all individuals regardless of history or personality differences because we can learn to begin to understand where they are coming from. We will use empathy before assumptions, always!

Definitions

The language we use to describe who we are and what we do defines our care environment. Historically, institutional language was acceptable, but we are making an effort to change that standard. Here are a few words that you will encounter at Eden Gardens, and what they mean to us.

- **Elder** The Eden Alternative definition of Elder is a person who is still growing, still learning, still (has) potential and whose life continues to have within it promise (s) for the future. An Elder is still in pursuit of happiness, joy and pleasure. An Elder is someone who, by virtue of life experience, is here to teach us how to live.

In our home, Elder and resident are synonymous.

- **Home** Eden Gardens is home to 130 Elder's. Every day we get the privilege to work in their home and it is important for us to respect that, as if we were visiting any friend or relative's home.

Eden Philosophy of Care

As your loved one has now become part of Eden family, we would like to let you know how we strive to maximize quality of life for all of our Elders. We aim to provide care that is Elder-centered and upholds the Elder's rights and responsibilities.

We formally began our journey towards the Eden Alternative in January 2008, and as of September 2013 we are an Eden Registered Home. The Eden Alternative philosophy aims to improve the quality of life of our Elders by combating the three plagues of loneliness, helplessness, and boredom.

The Ten Principles of the Eden Philosophy

Principle One: Loneliness, helplessness, and boredom are painful and destructive to our health and well-being.

Principle Two: A caring, inclusive and vibrant community enables all of us, regardless of age or ability, to experience well-being.

Principle Three: We thrive when we have easy access to the companionship we desire. This is the antidote to loneliness.

Principle Four: We thrive when we have purpose and the opportunity to give, as well as receive. This is the antidote to helplessness.

Principle Five: We thrive when we have variety, spontaneity, and unexpected happenings in our lives. This is the antidote to boredom.

Principle Six: Meaningless activity corrodes the human spirit. Meaning is unique to each of us and is essential to health and well-being.

Principle Seven: We are more than our medical diagnoses. Medical treatment should support and empower us to experience a life worth living.

Principle Eight: Decision-making must involve those most impacted by the decision. Empowerment activates choice, autonomy, and influence.

Principle Nine: Building a collaborative and resilient culture is a never-ending process. We need to keep learning, developing, and adapting.

Principle Ten: Wise leadership is the key to meaningful and lasting change. For it, there can be no substitute.

At Eden Gardens, all staff care partners (employees) are educated in the Eden Philosophy of Care. Education is also offered to family members and volunteers at various times throughout the year. Our commitment to this philosophy represents a significant departure from the traditional “institutional” model for Elder care. We strongly believe that these principles represent the future of Elder centered care. Each Elder has the right to autonomy and to direct their care. We never push if someone says no; we will only try again later. This is different than other care settings and often takes some time to get used to. If your loved one says no to a bath, a meal or personal care, we respect those wishes and do not do what they’ve asked us not to. We support all of our Care Partners in respecting the wishes of our Elders and moving away from forced care in an institutional model ‘because we know better’.

We urge you to participate in our Family Group meetings, held every 2nd Tuesday of the month and become part of our Eden journey as we work toward making life for your loved one meaningful and joyful.

For more information about the Eden Alternative, please go to:

www.edenalt.org

Elders’ Rights

Below is the British Columbia Residents’ Bill of rights, which is a comprehensive list of the rights of adults in residential care. It applies broadly to all types of Long Term care homes, and it is important that this information is easily available within our home and to the families of our Elder’s.

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.

or more information on the Residents' Bill of Rights, please go to:

<https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/long-term-care-services>

Dementia Bill of Rights

Eden Gardens believes this further suits our Philosophy of Care

Every person diagnosed with Alzheimer's disease or other dementia deserves:

- a) To be informed of one's diagnosis.
- b) To have appropriate, ongoing medical care.
- c) To be treated as an adult, listened to, and afforded respect for one's feelings and point of view
- d) To be with individuals who know one's life story, including cultural and spiritual traditions.
- e) To experience meaningful engagement throughout the day.
- f) To live in a safe and stimulating environment.
- g) To be outdoors on a regular basis.
- h) To be free from psychotropic medications whenever possible.
- i) To have welcomed physical contact, including hugging, caressing, and handholding.
- j) To be an advocate for oneself and others.
- k) To be part of a local, global, or online community.
- l) To have care partners well trained in dementia care.



Family and Friends

Like any home, at Eden Gardens we would like visitors to feel welcome. We do not have specific visiting hours; however doors automatically open from 9 a.m. – 5 p.m. (Monday to Friday, excluding holidays). Family & visitors may utilize the key pad/intercom to gain access anytime outside of those hours.



There are many ways you can spend time with your loved one at Eden Gardens. You can join us at any of our daily activities listed on our monthly activity calendar, which is posted every month in the lobby, neighborhood and on our website. You are also welcome to enjoy a meal with your loved one at a nominal charge. Please phone our kitchen (250-758-4676 ext. 2682) by 9:30 am for lunch and 1:30 pm for dinner.

We encourage families and loved ones to use all our spaces at Eden Gardens including our Bistro (Bistro hours posted) and Infinity Garden (including fishing poles and fish). There are books and games throughout each neighborhood (just ask a care partner if you can't locate them) and many great, easy walks around the outside community (including Beban park walking trails and a park behind the home).

Family Group

Family Group was created to advocate for our Elders in a relaxed and safe environment. Through these meetings, family and friends of Elders can:

- Learn about the care environment at Eden Gardens;
- Learning Circles: participate in planning and decision-making processes;
- discuss and consolidate common concerns, and come up with ideas to address issues;
- share experiences and provide support for families;
- Make recommendations to EG leadership team on matters regarding the well-being of all Elders;
- Education and Support opportunities.

Relatives and friends visiting us can have a different perspective – we strongly believe that feedback and new ideas from Elders and family members are critical to the success of our community.

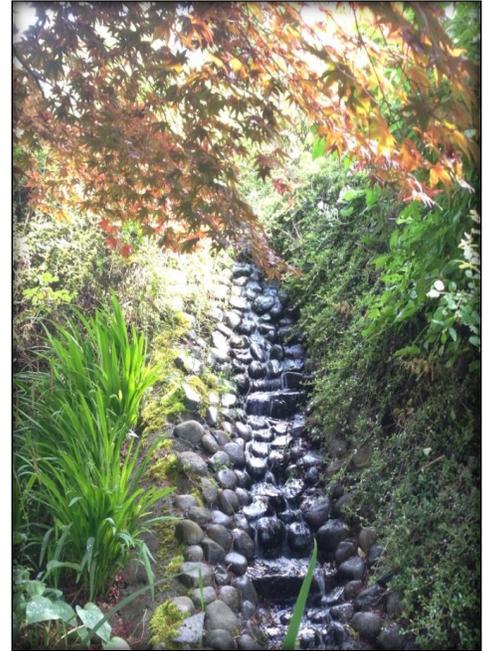
The Family Group is always looking for new voices to join the conversation. *We meet the second Tuesday of the month at 2:30 p.m. in our classroom on the lower level (no meetings in July, August*

& December). Please check out the family group board for meeting and contact information, which is located on the communication board in the main entrance of Eden Gardens. For more information about the Family Group, please speak with the Programs Manager.

Moving In/Moving Out

Accommodations

Each Elder is provided with a private room which includes a bed, chair, side table, wardrobe stand and mounted TV. In addition, each room has its own bathroom with a shower. If you loved one has a favourite chair or dresser, please contact the Director of Care with a photo and measurements and we will do our best to have their items moved in. Elders and families are strongly encouraged to personalize the loved ones room with pictures, photos, and/or wall hangings. We encourage families to personalize the communities as well with familiar items. This gives care partners an idea of your loved ones sense of self and family so we can provide inclusive Elder centered care. It is recommended that personal memorabilia be placed in the Memory Box outside the Resident's room for safe keeping. It is not uncommon for personal items to go missing in our home – items typically show back up; Care Partners are exceptional at locating these items. We discourage everyone from confronting elders who may have your loved ones personal items, as this may create a responsive behavior. We encourage you to simply notify a Care Partner and they will utilize their dementia care training to retrieve the item.



While every effort is made to not move the Elder to another room within the home, sometimes operational requirements are necessary for safety considerations, Elder care needs and Elder preference. When a bed is available, the needs of all of our Elders are satisfied prior to the bed being offered to the community.

Relocation Stress Syndrome

Each Elder responds differently to the relocation stress syndrome associated with moving into a long-term care home. For example, some Elders may display enhanced pacing, anxiety, decrease in appetite and / or falls. To assist with the settling in period, we will always consult with the Elder's primary contact to discuss strategies to help the Elder during this settling in period.

Relocation stress syndrome affects family members as well. It is normal to feel a variety of emotions throughout all stages of Dementia. It is important to acknowledge your feelings, care for yourself and seek the practical help and emotional support that you need. We encourage you to

contact the Alzheimer's Society to learn more about coping with the emotional impact of the disease. We will also be starting a family support group in 2020.

Moving Out

As with other long-term care homes, we are under tremendous pressure from Island Health to ensure that our beds are constantly occupied. This is simply because of the urgency for Elder's within our community are safe, just as move in was urgent for your loved one when they moved into our home. Families are requested to remove ALL personal effects within a 24-hour time frame. Unfortunately, due to space limitations within the building we are not able to take most items for donation. If you have any questions please speak with the Charge Nurse. If you require assistance in doing so, we would be more than happy to do so and we will inquire how we can be of assistance.

Visitor Guidelines

All visitors to Eden Gardens must demonstrate respectful behaviour appropriate to an Elder's home. Violence, foul language and abusive behaviours are not acceptable. Verbal threats or acts of violence will not be tolerated and may result in removal from the premises and/or prosecution.

Please understand the hard work that all our Care Partners put into caring for your loved one. If you are unhappy with something, please bring your concerns in a respectful manner to the LPN. If you are not satisfied, please discuss your concerns with the Charge Nurse. If you are not satisfied, please contact the Director of Care followed by the Executive Director, listed in the back of this package. If you are unable to find satisfactory resolution within Eden Gardens, please contact the Patient Care Quality Office @ 1-877-977-5797. Eden Gardens will always make every effort to find resolution within the home, so please always reach out to us first. Just the same as everyone in the industry, our Care Partners are doing their best with the resources given and although we can empathize with the difficult situation our Elders and families are in, rude or in civil behaviour can upset other residents and will not be tolerated in our home. If a situation arises like this and people cannot remain calm to discuss a resolution, they will be asked to leave.

Resident's Personal/Social History

If there is one extremely important thing you do when moving your loved one into Eden Gardens – it is to provide us with specific personal history about our new Elder. A document was given to you with the Move-in Package. It provides us with personal information about the Elder themselves, that enables us to learn what they like or dislike, especially as they adjust to their new home. We appreciate your completion of this as we all adjust and learn about each other. There is no limit to the amount of information you share about your loved one. Many people have made videos or written small books about their loved one's joys and tribulations so that we can best provide the right care for them. If you are comfortable with this, or perhaps sharing it with a Care Partner you've built a relationship with, trauma is an important part of understanding your loved one and

again, helps us ensure we provide the right care for them with sensitivity over things that may trigger them.

The book *Caleb's Basket* is a story about what makes a full life. Through this simple story of a basket of stones, we discover that a meaningful life is not one filled with momentous events only, or even one including pleasant daily activities, but rather one that also embraces the importance of spontaneous events. Flowing through all these events and also of great importance to a meaningful life are the loving relationships that we have with others.

We also use this metaphor as a way of learning more about our Elders – we want to learn about our Elders from the big events to the small things in life, and most importantly the relationships that flow between them all.

Pets



Harmony and Buttons – 2 of our resident cats

We currently have 6 cats living at Eden Gardens in various communities as well as a number of fish in several neighbourhoods and birds that live in Cypress neighborhood on the second floor.

We love to have domestic pets in our home. The comforting companionship of animals is an important part of our lives, and our pets contribute to our Elders' well-being in many ways. Our pets are spontaneous, loving, sometimes hilarious, and they are a critical part of the care environment at Eden Gardens.

Other pets are welcome in our home; however, we have specific pet policies. Pets are not permitted in the dining rooms immediately before or during the service of meals or snacks.

All pets must be leashed and under the control of the person in charge of the pet at all times. All pets must have their vaccinations current. Accidents are the responsibility of the person who accompanies the pet and they are also responsible for cleaning up after the pet.

Financial and Legal Information

Accommodation Charges

The Ministry of Health sets a monthly accommodation rate for each Elder. These, in addition to any other pre-authorized charges, are due and billed on the first of each month in advance through electronic file transfer only. Electronic authorization *must* be set up on the Move in day. All refunds are issued within 30 days of discharge.

Rates are calculated using the prior year Notice of Assessment (NOA), example for January 2020 rates, the NOA from 2018 is used. In the following year family will receive a letter the of November into December with their rate for 2021 using the 2019 NOA. Our home receives the new rate as well. Be sure that family addresses are current; information is sent out annually.

Move in Agreement

On the Move in day, the Elder's representative is required to sign a Move in Agreement. This Agreement is a contract existing between individual(s) legally responsible for the Elder, and Eden Gardens. The Agreement outlines the responsibilities of both the individual(s) and Eden Gardens.

Clothing

All clothing, regardless of whether it is laundered by the Home or the family, must be labelled. Elders' laundry is done on site on a daily basis, but unfortunately, we cannot guarantee same-day service. Laundered clothing that is labeled is returned to the Elder's room. Attempts are made to match unlabeled clothes with Elders.

It is suggested that each Elder have at least 7 (seven) changes of clothing, both night and day wear, and be of a material that can be safely laundered. ***'Dry Clean only' and wool are examples of clothing that cannot be safely laundered. As Eden Gardens is not responsible for personal belongings, it is advisable to not bring this type of clothing to the home.***

There is a one-time \$40.00 labelling charge that will be applied to the first invoice. Using a heat-sealing process, labels with the Elder's name are applied to all clothing, even if family prefer to launder. Eden Gardens reserves the right to reasonably restrict the number of articles to be labelled.

Adaptive Clothing

As your loved one moves through the progression of their dementia, you may receive a request from staff for adaptive clothing (clothing that opens down the back). This type of clothing allows for greater ease in dressing that is much easier for Elders as their range of motion diminishes.

Information about adaptive clothing suppliers is available from the LPN team leads.

Monthly Comfort Fees

The "Comfort Fee" is an *optional monthly fee* charged to partially offset the costs of some items and services not subsidized by Island Health such as musical entertainment, arts & crafts, bus outings, dental hygienist, etc. This extra charge can do amazing wonders for supporting the care of our Elders. There are many programs that we are lucky to offer at Eden Gardens that are not included in our public funding. Any and all support you can give to this purpose results in therapy

programs, education for our staff and families, supporting our pet programs and all of our Eden Café activities (Eden Café is a committee dedicated to combating the plagues of loneliness, boredom and helplessness and we'd love you to join us in doing so!)

Move Out Fee

An *optional one-time* move out fee is charged when the Elder moves in. This fee is to partially offset room renovation fees to ensure each room is refurbished to Eden Gardens standards for each new Elder's arrival.

TV/Telephone Services

Each Elder's room is equipped with a 40" HD wall-mounted television. Monthly rental TV/cable vision package through SHAW is added to your monthly accommodation and can be cancelled at any time; cost \$40/month

Telephone outlet & internet capabilities are installed in each Elders room. Personal telephone and internet service are arranged by family directly with SHAW.

Trust Accounts

A Trust Account may be set up electronically to cover some items associated with Eden Gardens, such as small purchases from the gift shop. This is discussed at the time of moving in.

Charitable Donations

As a non-profit Long-Term Care Home and a federally registered charity with limited public funding available, Eden Gardens is most grateful for donations to support and enrich programs for Elders and their families. These can be in the form of funds or gifts-in-kind.

Elders and families may wish to remember Eden Gardens when they:

- Make financial donations.
- Remember a loved one at time of his/her death.
- Prepare or help to prepare the will of a family member.
- Wish to celebrate some special event or anniversary by giving, thereby enriching the lives of others.

Donations may be made for a specific purpose if you wish. You may donate in any way, including online, on our website at any time. Tax receipts are issued.

For further information, contact the Fundraising office at Eden Gardens or visit our website at www.edengardens.ca

Legal Documents

Staff Care Partners are not permitted to witness legal documents, even at the request of a lawyer or other visitor. All such matters must be referred to the Executive Director.

Other Included Services

Programs and services coordinated through Eden Gardens include:

- Prescription drugs and treatments that are listed in the Drug Benefit Formulary. The pharmacy can advise you as to which are not covered, and will bill you directly.
- Basic medical needs are provided, such as insulin products, syringes, basic wound care supplies (gauze/band aid), and nebulizer machine/mask.
- Supplies and equipment for personal hygiene and grooming, including skin care lotions, shampoos, liquid soap, denture cups, toilet tissue, and facial tissue.
- Incontinence products. Eden Gardens is required to provide baseline incontinence products when your loved one requires them. These products are limited to a day time tab brief. Any adjustment/variance to your loved ones incontinence products (as per incontinence champions/product educator-will be an additional expense to the elder (example pads, pull ups, bariatric sizing, ultra absorbency etc.)
- At the sole discretion of Eden Gardens, some loaner equipment for the Elder's short-term use, i.e. canes, tilt wheelchairs, and walkers may be available. This equipment is provided subject to availability and fitting by our Occupational Therapist with the understanding that the family will acquire the necessary equipment as soon as possible. Eden Gardens accepts no liability associated with the provision of this loaner equipment or any cost associated with repairs/alterations.
- Wheelchairs: The provincial policy on the provision of wheelchairs to persons in care at a long term care home has changed effective January 1, 2016. The purpose of these changes is to standardize the provision of wheelchairs in long term care throughout the province. The most significant change is that previously wheelchairs were the responsibility of the Elder and now with some exceptions they are the responsibility of the operator. Eden Gardens has taken steps to ensure compliance with this policy.

Confidential Information and Privacy

Eden Gardens is responsible for maintaining the right to privacy of all confidential information with respect to Elders, staff care partners and/or operations. These requirements are outlined in applicable legislation including but not limited to: the Human Rights Act, Privacy Act, Freedom of Information and Privacy of Information Act, Licensing, and Custody and Control of Data Agreements.

Pictures, video recording and/or audio recording of any type, at any time, of Elders, their visitors, and care partner employees or operations that may violate these rights, without express written permission, is strictly prohibited. Violations may be subject to prosecution.



General Information

Involuntary Separation

Spouses of Elders may be eligible for an increase in Guaranteed Income Supplement if they are involuntarily separated from their spouses (i.e. due to nursing home or residential care placement). For more information, please call 1-800-277-9914.

Power of Attorney

A Power of Attorney (POA) is a legal document that gives an individual the power to act on another person's behalf. Having this document in place could give the older adult in your life the confidence in knowing that choices about their financial life and medical care would not be left in the hands of a stranger if they no longer able to make decisions on their own.

More specifically, a durable POA is one that can stay in effect for as long as individuals can no longer make decisions on their own. This can become particularly important, for instance, if a loved one would become incapacitated in any way because of a physical, mental, or cognitive condition.

POA's have the ability to give seniors who have them in place greater control over their lives. When a POA is in place and your loved one is no longer able to handle their day to day affairs or medical care,

you would have the authority to pay bills, manage their daily business dealings and be involved with their care.

Lost and Found

Sometimes articles of clothing or personal belongings may go missing. Please report missing clothes to a Care Partner; and check the lost & found box in the neighbourhood. The Care Partner can check with the laundry department. To help prevent clothing from going missing, please ensure all clothing is labelled.

Elder Outings

When taking an Elder **out of the neighborhood** use the neighbourhood white board by the exit door to sign out, to ensure care partners are aware of their absence. Erase the name upon return.

If you are also taking the elder **out of the building** sign the 'IN and OUT' sheets located on the desk in the foyer near reception when going out and when returning.

If you are planning to take an Elder **out of the home at any time for an extended period of time**, please notify the nursing staff well in advance so they can ensure any necessary medications are ready, so you can ensure they take them while in your care.

Personal Leave

Personal Leaves are available to Elders in Long Term Care, including Eden Gardens. Personal Leaves are considered separate from Medical Leaves, and are limited to 30 days in a calendar year unless the health authority approves otherwise.

Advance notice is to be given to the Nurse so that medications can be prepared for the leave.

Medical Leave

An Elder's condition may change requiring assessment or treatment in a hospital. If this occurs, a Medical Leave of Absence in a hospital for up to 30 days is available to the Elder. Use of Medical Leave does not reduce the Elder's available Personal Leave days.

If an Elder is not well enough to return to Eden Gardens after 30 days, Home and Community Care may authorize an extension.

If the Elder is still not well enough to return, the bed will be released and the Elder wait-listed for other Long-Term Care placement when they are deemed medically stable.

Doctors' Appointments

If a family member takes the an Elder to see the doctor, and if the doctor gives the family a prescription/requisition for lab work, the family member must give this to the LPN upon return to Eden Gardens to ensure the orders are followed, prescription filled by our Pharmacy (Remedy's), and prescribed treatment is given.

Escorts outside the Home

The medical community insists that an individual able to provide hands-on care escort the Elder and that this individual remain with the Elder for the duration of the appointment or treatment.

Should the family be unable to escort the Elder outside the home to appointments or for treatment, a list of independent community service providers can be provided. Charges are the Elder's responsibility as per the Eden Gardens Policy. Each community service provider has different advance notification requirements.

Eden Gardens' Conflict of Interest policy precludes care partner employees from providing this service.

Valuables

Given the nature of caring for Elders with Dementia, it is recommended that articles of significant value, either monetary or sentimental, is stored in locked areas of an Elders room (locking side table) or not brought to Eden Gardens. Money should be kept in Elders' locked cabinet in their room although there isn't need for money at the home. Eden Gardens does not assume responsibility for missing money or items.

All personal items, including dentures, eyeglasses, hearing aids, and electric razors, must be marked with Elder's name where possible. The serial number of equipment should be submitted to reception and will be kept in the Elder's file.

Alcohol

Alcohol is managed and distributed by the LPN, as per Physicians orders. Alcohol may not be kept in the Elder's room.

When alcohol is served at Eden Gardens, Elders and visitors are limited to two small drinks. Elders alcohol consumption is an order by their physicians due to potential interactions with medications.



Please note that care partner employees are not allowed to purchase or provide alcohol for Elders.

Risk Management

Risk management is an important component of Eden Gardens' operation. Risk management activities include all those strategies designed to reduce and control actual or potential risks to the safety, security, welfare and health of Elders, care partner employees, volunteers and visitors or to the safety and security of the Home.

We all live at risk every day and its part of living and not just being alive. We strive to mitigate risks while providing an enjoyable environment. This can be different things to different people, please ask questions or let us know if something seems particularly risky for your loved one. Eden Gardens does not support the use of physical restraints unless it is emergent/short term (less than 24 hours). We have witnessed the rapid decline once these restraints are applied and they are not in alignment with our philosophy of care. Eden Gardens will also make every effort to minimize the use of chemical restraints. We do not encourage the use of antipsychotics unless deemed appropriate with supporting diagnoses.

Flu Vaccines

Flu vaccines are offered to all Elders and Care partner employees every fall. We do not offer flu vaccine to visitors or family members; please visit your local pharmacy for your free flu vaccine.

If you are feeling unwell, please reschedule your visit. The common cold/cough can be detrimental to the health and wellbeing of the Elders who are immunocompromised. If you visit daily-simply let your LPN team lead know via telephone that you are unwell and we will ensure the Elders needs are met psychosocially. In the event of an outbreak, Eden Gardens liaises with Island Health and takes appropriate actions to reduce the spread of infection.

This may require the cancellation of activities within the Home. To inform families and visitors, notices of the presence of certain infections will be posted at all entrances. In the event of an outbreak, there will be communication from the LPN team lead to those Elders affected, as well as daily updates from the Director of Care regarding the outbreak.

Falls Prevention Program

Eden Gardens fall Prevention Program meets regularly to analyze falls and develop strategies to reduce the number of falls thus reducing number of injuries. Some recommendations to reduce injury include hip protectors, safe slippers/closed toe shoes with rubberized soles, non-slip socks etc., avoid products that could cause slips and/or falls, i.e. Powders and fluids. Families will be advised of other strategies as they directly relate to their loved ones as they become known. We

Our Approach to Care

Move In Day

The day that an Elder moves into Eden Gardens it can be overwhelming. It is a busy day and is potentially very stressful. All staff will try to make this day as pleasant as possible. You will have contact with your Elder's assigned LPN and care partners. As many care partners as possible will introduce themselves and welcome you into our home.

Care Plan

Planning for each Elder's care is co-coordinated by a Care Conference health care team. This team is made up of the Elder's physician (when possible), RNs, LPNs, Health Care Aides, Dietitian, Activity Coordinator and Pharmacist.

As members of the Family Care Team, the care partners of Eden Gardens are committed to the safety and enhancement of the quality of life for Elders. A care plan will be developed to meet the needs of your loved one. The care plan is updated as needed on a regular basis throughout the year.

Family Care Conference

An initial Family Care Conference will be scheduled within 4 – 6 weeks after moving in, and then held annually thereafter. Families are invited to the conference. Families who are unable to attend may submit their inquiries/concerns to the RN prior to the annual review or participate via teleconference. This is an informal, half-hour (maximum) meeting designed to share information.

Food & Nutrition Services

The Food & Nutrition Service staff prepare, cook and serve a variety of nutritious meals for our Elders and community clients. A five-week cycle menu is developed by our Registered Dietitian and meets the therapeutic and texture modification needs of our Elders.

Daily menus are posted inside each neighborhood dining room. While meal times are flexible to meet the desires of our residents, we try to serve breakfast at 8:30 a.m., lunch at 12:00 p.m., and dinner at 5:00 p.m. (Meal-times may vary by 15 minutes dependent upon neighborhood). Snacks are also provided twice daily (mid-afternoon and before bedtime) for all Elders. Those Elders who require a mid-morning snack will be assessed on an individual basis.

In each neighbourhood, there is a kitchen. Families can request a key to get into the kitchen from Reception and can store their loved ones special or specific treats or food and beverages enjoyed. Our Elders do not have access to the kitchens but can always ask a Care Partner for something and we would be happy to get it for them. While you are visiting, you are more than welcome to use the kitchen however you like (ask a care partner to help get the stove/oven working for you) and appreciate when family members make the neighbourhood homelike with baking and cooking for their loved one and other neighbours.

Family members are encouraged to enjoy a meal with their loved one at a nominal charge. Please telephone 250-758-4676, ext. 2682 (kitchen), by 9:30 a.m. for lunch and by 1:30 p.m. for supper. You are also always welcome to bring in your own meal to enjoy with your loved one for yourself or for both you and your loved one if you like.

The Dietitian sees all Elders during the 1st week that they move into our home, completes a nutritional assessment, and welcomes any input from family members. We try as best as we can to meet the food preferences of our Elders. Nutritional status and weights are monitored on a regular basis.

Quality Conscious and Service Focused

We are constantly aware of the quality of our service and strive to bring about quality improvements wherever they are identified. Eden Gardens' primary concern is the well-being and safety of our Elders and care partners. Please contact either the Executive Director or the Director of Care to share your thoughts. Report promptly so we can respond in a timely manner.

Hydration

In order to stay healthy, it is important to consume enough fluids daily. This cannot be overemphasized, especially with older adults who are also dealing with a dementia-related diagnosis. We feel that a "team approach" in ensuring adequate hydration for our Elders achieves the best possible results.

Visitors can help by offering their loved one a cup of water, a hot beverage, or fruit with high water content. Please let our staff and Dietitian know what the Elder's preferred beverages are. Fruit and beverages are kept in the kitchen fridges in each neighborhood; please ask care partners for assistance.

Safety

Elder Safety

Each Elder is a unique human being who has the right to self-determination. We owe it to our Elders to preserve their dignity and autonomy while ensuring their safety as they continue to live an abundant life within Eden Gardens.

Elders should enjoy unrestricted freedom of movement in their surroundings, although the risk of injury from falls may be present. Risks are a part of life within our Home's environment. Independence in mobility and reduction of risks to the Elder occurs by utilizing interventions that promote safety without the use of restraints. Restraints render the Elder immobile and dependent. Restraints have been proven to expedite an Elders decline and eventually death.

Should family/visitors notice potential hazards to themselves, Elders or Care Partners, please report them immediately to the LPN team lead.

For the protection of the Elders and their dignity, we request family / visitors **not** to assist with transferring Elders nor assist in provision of personal care.

For safety reasons, rugs and mats must be assessed by our Director of Care prior to being moved in. Any electrical appliances may be brought in as well but please confirm items with the Director of Care prior to placing in your loved one's room.

As an Elder's care needs change, we may ask the family to remove personal items that may impede more specialized care and to ensure the continued provision of safe care.

Unfortunately, aggression sometimes occurs between Elders. Our care partner employees constantly observe Elder to Elder interactions to ensure safety and intervene as needed. Our Elder's respond strongly to the energy around them so if you notice something getting tense, please let a care partner employee know as we can usually redirect things. Do not be hesitant to use the call button in your Elders room as care partners are not always immediately visible – this call button is NOT for emergencies only and can always be used to find a care partner.



Way Finding

If way finding is identified as a safety concern, either in the assessment before moving in, the 24-hour assessment or the care plan process, the care plan will direct the care partners on strategies to be implemented. Family members may be involved in the development of strategies to assist.

Elder Abuse

Eden Gardens is committed to ensuring a positive atmosphere for both Elders and staff, by endeavoring to ensure that each individual's human rights and personal dignities are respected. Abuse of an Elder is not tolerated under any circumstances. If an Elder or family member witnesses an incident which might be defined as abusive, they should immediately inform the Director of Care or the RN. Eden Gardens has a 'zero tolerance for abuse' policy, and this policy is strictly enforced.

Environmental Safety

Secure Building

All exterior doors are locked by magnetic locks controlled by fobs. All stairwell doors are secured with magnetic locks as are some interior corridor doors. All doors in the fire area automatically release when the fire alarm sounds. Several committees oversee the safe operation of the facility.

Fire Detection and Suppression

Eden Gardens is equipped with many features designed to provide for maximum protection in the event of fire. Heat detectors, smoke detectors, sprinklers and manual pull stations are located throughout the building. Fire drills are regularly conducted to ensure that staff and Elders are familiar with fire emergency procedures. If the alarm sounds, Elders and visitors are asked to remain in their rooms, or wherever they are at the time, and follow the directions of the Care partners.

Smoking

Effective April 2008, all long-term care homes were designated smoke-free. Only Elders who have successfully completed the Initial and subsequent Smoking Risk Assessment(s) are permitted to smoke on the grounds of Eden Gardens. This means that all non-Elders wishing to smoke must leave the Eden Gardens property prior to smoking, which includes vaping and marijuana.

As a safety measure, all Elder's cigarettes and lighters are kept by the LPN team lead, and authorized Elders will need to ask for them.

If you smoke, please use the area on the North East side of the property edge to do so. There is an ashtray provided there.

Services

Foot Care

Each Elder's *basic foot care needs are assessed and cared for by the care partners as required, as part of routine care. Advanced foot care will be provided only by a podiatrist or approved qualified foot care nurse; please see the attached list of Outside Resources.* The cost of advanced foot care is the responsibility of the Elder.

Laboratory Services

In house Life Lab services are provided Tuesday and Friday mornings.

Esthetician Services

Eden Gardens can provide a list of approved contracted estheticians that will come to Eden Gardens to provide services for your loved one. Great idea for Christmas and Birthdays!

Hairdressing/Barber Services

The Home has a contract with a hairdresser. The hairdresser's fees are paid directly to: Beautiful You. Their contact information is Beautifulyou4seniors@gmail.com or by calling 905 616 5340.

As this is a contractual obligation with our Hair Dresser, no other person is permitted to cut hair within Eden Gardens including family. You are more than welcome to take your loved one out into the community for haircuts etc.

Mail and Newspapers

The mail is delivered daily to Reception. Personal mail for Elders such as greeting cards, are distributed to the Elders. Other mail is redirected to the family / Financial Contact.

The *Nanaimo News Bulletin* is delivered to the home on Wednesdays and is available at Reception for Elders.

Private Meeting Space

A room is available for private family functions. Although we do not charge for the use of the room, donations are always welcome. We request that families clean up and leave the room as they found it. Please speak with Reception to book the room.

Wi-Fi

EG has a guest Wi-Fi network available for your use Eden Gardens Guest. The network login is "Guest" and the password is "guest1234".

Skype/iPads/iPhones

FaceTime, different apps and games on iPads and iPhones as well as Skype are available through the Activities Department or the Charge Nurse. Please reach out to them to access this feature. Please ensure common areas remain a welcoming environment for all to enjoy. We suggest skypping occurs in Elder's private space, so it's not disruptive to others.

Pastoral Care / Religious Worship

Regular church services for various denominations are conducted twice a week.

The Anglican Church conducts a hymn-sing and prayer service weekly, as well as communion monthly.

Sunday services are from 1:30 p.m. To 2:00 p.m. located in the Multipurpose room on the 2nd floor

- 1st Sunday - United Church
- 2nd Sunday - Baptist Church
- 3rd Sunday - Lutheran
- 4th Sunday - Salvation Army

Chaplain

We are grateful to have a chaplain on call for our families, Elders and care team. Our chaplain is dedicated to supporting everyone in our care environment through the journey of living with dementia or having a loved one who has dementia. This journey can involve a lot of feelings and challenges that we are not always prepared for, and family and friends may need someone to talk to. A chaplain offers spiritual and non-spiritual support, and performs an invaluable service by helping us process and explore what we are experiencing, or by just listening.

Core Physicians

Eden Gardens is pleased to have 4 core physicians who are present in our home on a weekly basis. Eden Gardens understands it can be challenging to get your loved one to appointments as it may cause your loved one distress. These 4 core physicians are more than willing to assist in providing continuity of care for your loved one if this is something you are interested in. If you wish for your loved one to remain with their current physician; we also welcome that.

Palliative Care Team

Eden Gardens has embarked on a Palliative Approach Journey, which is early identification of palliation and pain management. A Palliative team is available at Eden Gardens for all families as soon as their loved one has been deemed palliative. (Community palliative clinicians and physicians are also a part of this team). The Palliative Team supports the Elder and the family members in the following ways:

Family Support: Staying with the Elder, freeing family to rest; providing comfort to family; coordinating meals, places to rest while at Eden Gardens. Family members are welcome to sleep in our Elder's room and stay for meals during this time.

Companionship: Reading to the Elder, listening, providing silent presence, praying (if desired). We believe that an Elder should never be left alone throughout the Palliative Process. We will always have someone with your loved one if you are unavailable to.

Assistance: This can be a very emotional and overwhelming life transition. We are here to assist in any way we can even if it is simply assisting families to pack the Elders personal belongings

Medical Needs

Over the Counter Medication

Over the-counter medication use by Elders is not permitted. Please do not purchase these items for your loved one. This includes cough syrup, headache or sore throat remedies, Tylenol, and similar items.

Prescribed Drugs

Eden Gardens has a contract pharmacy service provider (Remedies Rx) under the direction of a Registered Pharmacist. All medications are supplied by this accredited pharmacy. Only Registered Nurses and Licensed Practical Nurses are permitted to administer medications.

Mobility Assistive Devices and Specialized Equipment

Families and/or a designate are responsible for the purchase and maintenance of supportive equipment. Families are advised to contact the part-time on-site Occupational Therapist (OT) if equipment needs arise (contact phone number 250 758 4676, ext 2350).

Funding assistance may be available if an Elder receives benefits from the Department of Veterans Affairs, Intertribal Health Benefits, Non-insured Health Benefits, Ministry of Human Resources (if under age 65) or an Extended Health Plan such as Blue Cross. If no benefits are available, the Elder must purchase the equipment independently. The Occupational Therapist (OT) can refer you to vendors that can provide this service.

When a specialized wheelchair is donated to Eden Gardens, we will temporarily loan it to a family in need of one, with the understanding that the family will arrange for a fitting to ensure the specialized wheelchair is of an appropriate design for the Elder through our OT. If the specialized wheelchair is deemed suitable for the Elder's needs, we will temporarily LOAN it to the family, with the understanding that they are then responsible for any adaptations, maintenance or repairs that arise. Ultimately family is responsible for finding a suitable specialized wheelchair for long term use, as there are limited specialty mobility items available for loan.

Eden Gardens Team

Professional Nursing Staff

A combination of RNs and LPNs are on duty 24 hours a day, they administer prescribed medications and treatments, and carry out other professional nursing skills as required. Nursing staff work closely with Nanaimo's medical community. Elders may retain their own family physician although it is recommended for one of our four specialized, in house physicians to take over as they are knowledgeable about in geriatric care for those with dementia as well as our philosophy of care

Nursing staff are appreciative of the role of the family in the care of Elders. We are committed to keeping families informed of changes in the condition of the Elders. As a result of this commitment, families can expect to be notified of falls or incidents resulting in injury or harm. Families are encouraged to call or visit at any time to discuss the health and status of their loved one. The persons best able to assist are the Nurses and the Director of Care.

Please know that we all want what is best for your loved one. We have care partners that are very experienced in caring for people with complex health care needs including dementia. You know your loved one best and we know the disease very well so as a team, we can provide the best life possible. If a care partner shares some resources with you, please take it as a helping hand in learning more about what your loved one is going through. Also, please try and remember how challenging a day can be for our care partners as we always try to be aware of what you are going through as the disease progresses for your loved one – we all try to lead with empathy and that will ensure the best for our Elders.

The Care Partner Team

All of our care partners, regardless of role, union or employment status, are encouraged to have a little bit of 'Eden time' each day. Eden time is stopping the 'job' of caring and spending some quality time with our Elders to build their companionship and understanding of one another. It is not uncommon to see our staff sitting and watching TV with Elders, enjoying a cup of tea with families or just spending some one-on-one time with people.

Please try and spend the time getting to know some of the regular care partners in your neighbourhood/community. These are the individuals providing love and care to your family when you are not here. The more you know them, the more reassured you will be when you leave that your loved one is well cared for and the more person-centered care we can deliver to our Elders.

Family Model of Care

You will notice that we have the same care partners working with your loved one on a daily basis as much as possible. This model is followed so your loved one receives the best possible care. We literally become a “family” at Eden Gardens. Please understand that our care partners are all dedicated to assisting your loved one live the best possible life. It is a very demanding position both physically emotionally, and mentally. Please be patient with casual care partners who are covering vacations/sick days etc. It does take them a few days to become familiar with Elders.

RN

The Registered Nurses provide clinical oversight to the LPN team leads at Eden Gardens.

LPN

The Licensed Practical Nurses providing care and direction to the HCA's. They also follow the family model of care and have primary Elders, whom they ensure are receiving optimal care. The LPN team leads also are in constant communication with physicians and families.

Health Care Attendants (HCAs)

Eden Gardens provides Health Care Attendants whose primary responsibility is to provide for the activities of daily living. These activities include personal hygiene, dressing, bathing, and providing nourishment. The level of care involvement will be determined by the care needs of each Elder.



The Support Team

Recreation Services

Activity Aides

A wide range of appropriate activities are offered to the Elders. Activities are conducted and planned to respect and validate our residents' individuality and to encourage a sense of belonging and involvement. While we encourage participation, we respect the Elder's decision.

To keep the Elder and family informed, today's activities are posted, and monthly calendars are posted in several areas of our home, including each neighborhood. Monthly calendars are also available at Reception and on our website.

Therapists

Eden Gardens offers Art, Music and Horticultural Therapy programs by qualified therapists. These programs are designed to meet the needs of Elders with dementia. These programs are 100% funded by donations from our community and are an integral part of life at Eden Gardens. If you would like to contribute to supporting these programs, please contact our Program Manager at 250 760 2639.

If your loved one is enjoying one of these therapy sessions, please try not to interrupt them if possible. Therapy is a very intimate process and your loved one benefit greatly from this time with our professional experts. Sitting close by and observing (please don't clap for the music therapy as it is not entertainment) until the session is done is recommended.

Volunteers

Volunteers enrich the lives of our Elders and care partners. They share their time and talents to help us to meet our Elders' social, emotional and spiritual needs. Families and friends are welcomed and encouraged to volunteer. For more information, please contact the Program Manager at 250-760-2639 or visit our website.

Laundry / Housekeeping

All clothing is laundered on a regular basis. Care Partners take pride in ensuring residents clothing is cleaned, dried and folded and returned back to each resident on a continuous basis. Elders' laundry is done on site but unfortunately, we cannot guarantee same-day service. Attempts are made to match unlabeled clothes with Elders. If there is a piece of missing clothing

please provide a description of the missing clothing to Reception and every effort will be made to locate the article(s) and return it to the correct resident.

Housekeeping takes pride in maintaining a safe, clean and tidy environment for Elders' comfort. The housekeepers appreciate family assistance in maintaining a "safe" environment for their loved ones and ease of movement in the room for the housekeeper. Families are asked to assist their loved ones to remove old magazines, papers, etc. to recycle bins (in neighborhood kitchens), and by taking home clothing or items not being used.

Maintenance

All electrical, plumbing, heating and other maintenance concerns, which occur within Eden Gardens, should be reported to Maintenance, Charge Nurse or Reception immediately. Maintenance will take care of your concern as soon as possible.

Administration

Care Partners in this area are responsible for invoicing and receiving payments, scheduling care partners, payroll, coordination of new resident information, filing, plus a host of other duties. Please do not hesitate to contact them.

Concerns and Compliments

If there is a matter of concern that you would like to discuss please follow the suggestions listed below:

- First speak with the LPN team lead
- contact the Charge Nurse
- If the matter is not resolved to your satisfaction, contact the Director of Care
- If the matter is not resolved to your satisfaction contact the Executive Director
- The Executive Director will provide you with additional avenues where you can express your concern.

Compliments are so valuable. Please feel free to hand out whenever possible!

We are always happy to receive a compliment. Compliments can be verbal or written and can be directed to the nearest staff member or to any of the above-named individuals. Sometimes, one small thank-you or words of encouragement from our families are the absolute best motivating and inspiring things to hear. We love to hear about all the good our care partners do so please don't hesitate to pass that along, in any small or big way.

Staff Care Partners are not permitted to accept gifts, either cash or in kind.

Concerns:

If families have a concern regarding care of their loved-ones talk to:

Licensed Practical Nurse (LPN)
In your neighborhood

If the issue does not get resolved then proceed in the following order:

Charge Nurse (CN)
Director of Care (DOC)
Executive Director (ED)

If you find it is still not resolved, the next step
Is to contact:

Patient Care Quality Control Office
<http://www.viha.ca/patientcarequalityoffice>

Eden Gardens - *Contact Information*

1917 Northfield Road Nanaimo, BC V9T 3B6
 Phone: **250-758-4676** Fax: 250-758-4698

Charge Nurse	250 760 2631
Nurses Station – Balsam 1 / Douglas 1 North B (101 – 122) D(144 – 154)	call 250 758 4676 enter extension 2319
Nurses Station – Balsam 2 / Douglas 2 North B(201 – 222) D(244 – 254)	call 250 758 4676 enter extension 2321
Nurses Station – Cypress 1 / Douglas 1 South C(123 – 146) D(155-165)	call 250 758 4676 enter extension 2320
Nurses Station – Cypress 2 / Douglas 2 South C(223-243) D(255-265)	call 250 758 4676 enter extension 2322
Executive Director – Erin Beaudoin	250 760 2644
Director of Care – Mick Stokoe	250 760 2630
Programs Manager / Volunteer Services – Carolina Ponsford	250 760 2639
Activities	250 760 2634
Executive Assistant / Fundraising – Sandy Parise	250 760 2646
Support Services – Susan Jura	250 760 2638
Housekeeping Supervisor – Brenda Hovdebo	250 760 4676, ext
Dietician – Vanessa Giordano	250 758 4676, ext 2364
Occupational Therapist – Andrew Martyn	250 758 4676, ext 2350
Finance Assistant – Carol Scott	250 760 2632
Reception / Employee Safety – Cindy Kaufmann	250 758 4676. ext 2671

Websites and Resources

Nanaimo Travellers Lodge Society o/a Eden Gardens	edengardens.ca
Eden Alternative	edenalt.org
Alzheimer Society	alzheimer.ca
Alzheimer's Society BC	alzheimerbc.org
Island Health	viha.ca
Elder Care Canada	eldercarecanada.ca
Dementia Guide	dementiaguide.com
Seniors BC	seniorsbc.ca
Alzheimer Knowledge Exchange Resource Centre	akeresourcecentre.org
Canadian Dementia Action Network	cdan.ca
Long Term Care Planning Network	ltcplanningnetwork.com

Table of Revisions

Revision #	Date	Description of Change
0	8Jul14	<ul style="list-style-type: none"> • Complete update and review of all previous manuals
1	6Jul15	<ul style="list-style-type: none"> • Added Wi-Fi access to Services • Added Skype access to Services • Added Confidentiality and Privacy to Legal & Financial
2	16Nov15	<ul style="list-style-type: none"> • Amended TV information (flat TV only) • Moving out-deleted reference to Chaplain • Deleted reference to library delivery service • Amended requirements for moving in specific chairs
3	6Mar17	<ul style="list-style-type: none"> • Update to Eden Gardens
4	18Jul17	<ul style="list-style-type: none"> • Further revisions to reflect a move to Eden Gardens • Family/visitor meal guidelines • Signing out/in of neighborhoods and building
5	Jan 2018	<ul style="list-style-type: none"> • Updated from Administrator to Executive Director
6	22 Oct18	<ul style="list-style-type: none"> • Replaced Executive Director name pg. 31 • Added Dietician name and number
7	28 Nov 18	<ul style="list-style-type: none"> • Added contact information for families should they have a concern regarding care
8	29 Mar 19	<ul style="list-style-type: none"> • Replaced Executive Director name pg. 31
9	29 May 19	<ul style="list-style-type: none"> • Replaced Dietician Name
10	9 Sept 19	<ul style="list-style-type: none"> • Updated language, contacts
11	29 Oct 19	<ul style="list-style-type: none"> • DOC information removed
12	28 Nov 19	<ul style="list-style-type: none"> • DOC information updated
13	14 Jan 20	<ul style="list-style-type: none"> • Link for Resident Bill of Rights updated • Mission / Vision / Values updated
14	12 May 20	<ul style="list-style-type: none"> • Added Eden Gardens phone list
15	02 Dec 20	<ul style="list-style-type: none"> • Updated Eden Gardens phone list
16	02 Dec 20	<ul style="list-style-type: none"> • Updated hair dressing information
17	24 Dec 20	<ul style="list-style-type: none"> • Updated Eden Logo and Principles