

NORMANNA



Resident Handbook



Welcome

January 2014

OUR MISSION, VALUES, PHILOSOPHY

Our Mission & Values

Normanna provides quality residential healthcare services that reflect the values of trust, respect, caring and diversity.

Our Vision

To be a leader in providing comprehensive care through innovation and outreach for clients in need of care. To enhance our services in response to the changing needs of our community.

Our Philosophy

We at Normanna, follow the elements of the **Eden and Person Centered Care philosophies**. Residents are encouraged and supported to build relationships, enjoy companionship, participate in the planning and delivery of their own care, make decisions pertaining to their daily lives, take part in daily activities and meaningfully contribute to their community.

Quality of Care and Services

Normanna has been accredited by Accreditation Canada since 2002 and has held Accreditation with Commendation since November of 2011. As an organization that participates in Accreditation Canada's accreditation programs we evaluate our performance against national standards of excellence. These standards examine all aspects of health care, from resident safety and ethics, to staff training and partnering with the community. Our team devotes time and resources to learn how to improve what we are doing so we can provide the best possible care and service to our residents.

The Board of Directors, Staff and Volunteers take great pride in the quality of care and services provided at Normanna and extend a warm welcome to you.

SAFETY & SECURITY

At Normanna we are committed to a culture that values and promotes resident and staff safety

Normanna's Health & Safe Work Environment Strategic Priority Statement is to develop and sustain an integrated approach to a healthy and safe environment

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Re Resident Living Areas (The Neighbourhoods)

Normanna is a Residential Care Home consisting of 5 residing areas known as Neighbourhoods.

Each neighbourhood has rooms for 20-24 residents. Residents have the ability to stay in their area for bathing, activities, lounging needs and meals. The dining area is furnished for residents' comfort and needs and hot meals are served by the staff from the servery. The staff for each shift is designated to the same unit permanently so the residents get to know the staff and staff is able to provide continuity of care.

We have 90 single rooms and 5 double rooms. The double rooms are there to accommodate couples if the need arises.

Ostheim, Sorheim, and Vestheim are on the main floor to accommodate residents with mild dementia. Sorheim & Vestheim are combined neighbourhoods with a common dining area but do have designated care staff. This large dining room is also used for special events, Birthday parties and other social activities.

Solheim is a secure unit and mainly accommodates residents who are exit seeking and at risk of elopement.

Nordheim is a special care unit that provides a secure environment for clients with moderate to severe dementia who display challenging behaviours.

Each common residing area includes:

- A spacious lounge area for recreation and socializing. Each lounge area is complimented with a large flat screen television, comfortable seating and a cozy fireplace.
- A designated dining area
- Access to gated outdoor garden pathways
- Care station
- Central bathing spa rooms equipped with heated towel warmers and special lifting devices for safe resident transfers

Personal Living Space

Each resident room is furnished with a single electric bed, arm chair, and night table with a locked drawer. In addition there is a wardrobe, shelving for personal mementos and a memory box at the room entrance for the display of life story and conversation pieces.

We invite you to personalize your living space with items that will create a greater sense of home. These may include a television, radio or clock. For safety reasons such electrical items must be CSA approved and cleared by Normanna's maintenance prior to use. Paintings, photos and ornaments are also welcome additions to your personal living space.

Telephone and cablevision services can be obtained upon payment of a connection fee.

Your personal safety and respect for your personal belongings are a high priority at Normanna. Should you require assistance, nurse call bells are located at bedside and in your personal washroom. In addition, your room may be locked to ensure only authorized persons have entry.

Resident Amenities

- **Hairdresser and Barber Services**

A beauty salon is located on the 2nd floor. Requests for appointments can be arranged with your nurse. Services are offered on Wednesdays and Fridays and are payable through your Resident Comfort Fund or by cash or cheque at the time of service

- **Library**

The Burnaby Public Library provides delivery services for residents of Normanna. Our Recreation Department will be happy to assist your lending arrangements. In addition selection of reading material is located on the second floor. All residents are welcome to browse and borrow.

- **Reception**

The reception desk is located at the main entrance. A Receptionist is available Monday through Friday, 9:00 am – 5:00 pm and on Saturday, 9:30 am – 4:00 pm. The office is closed on weekends and statutory holidays.

The Receptionist provides the following resident services:

- Sorting and distributing your personal incoming mail;
- Accepting parcels and floral arrangements and ensuring delivery to your room;
- Maintaining your comfort fund;
- Greeting and assisting your family members and friends when they visit you;
- Answering general enquiries and referring residents and visitors to other staff

- **Residents' Kitchen**

Residents and their families are welcome to reserve the Residents' Kitchen to share a private meal and or visit together. The Residents' Kitchen is located on the main floor.

- **Smoking Gazebo**

For those residents able to smoke safely and independently a smoking gazebo is located on the main floor grounds

- **Therapeutic Garden**

All residents and their visitors are welcome to enjoy Normanna's Therapeutic Garden. Here you will find a Norwegian style sanctuary designed to soothe, calm, rejuvenate and restore mental and emotional health. Seating in the garden varies allowing for different levels of comfort and positions in sun and shade. The garden is accessible to all with capacity for walkers, and wheelchairs and provides a social aspect for the residents. The more we are engaged with the environment through all our senses, the lower are our rates of anxiety and the less we are aware of pain. There is also evidence that the more social support a resident receives from family and friends, the better they are able to heal. Normanna's Therapeutic Garden is one place where a resident and visitor can converse in private in an attractive setting. There are semi-private niches for one or two people or for a family group to be alone. Feel free to enjoy a visit with family including children and even the family dog in tow.

Your Move-In Day

On your first day, Normanna's Team will complete the following activities to support your transition to your new home:

Meet & Greet With the Receptionist Includes:

- Welcome you and any family members
- Notify your nurse of your arrival
- Extend an invitation to your family members to join you for lunch
- Review the payment procedure and discuss optional extra services with you or your family member
- Provide you with a copy of this handbook
- Familiarize you with our Information Board and "We Welcome Your Comments" process
- Provide you and your family members with contact information

Meet & Greet With One of Your Nurses Includes:

- Introduce you to a Care Aide
- Provide you with keys to your new room
- Discuss your daily routine at home

- Begin a personal health assessment to ensure your health and care needs will be addressed

Meet & Greet With One of Your Care Aides Includes:

- Welcome to you and your family members
- Help you become familiar with your room
- Discuss the laundry procedure and send your clothing to laundry for labeling
- Show you how to use the nurse call system
- Help you become acquainted with your new living area
- Introduce you to a buddy resident
- Label any of your equipment such as a walker or wheelchair
- Label your eyeglasses
- Take your weight and height
- Discuss your daily routines such as bed and wake up time, favourite meals etc.

Meet & Greet With One of Your Activity Aides Includes:

- Review this handbook with you
- Introduce you to our newspaper and mail process
- Provide you with a monthly activity calendar
- Take your photo

Your Care Plan over the next two weeks:

Your Primary Care Nurse will:

Include your abilities, physical, social and emotional needs, and cultural and spiritual preferences based on the following 8 required categories:

1. Falls Prevention
2. Nutrition
3. Oral Care
4. Skin Care *(Full baths or showers are scheduled for each resident as required based on their individual skin care plan.)*
5. Recreation Care Plan
6. Pain Assessment & Management
7. Medication
8. REAB – This stands for Responding to Excessive and Agitated Behaviours. This category guides staff on how to approach and direct residents who are unable to control their inappropriate and challenging behaviours.

Your care plan will promote your participation in your own care based on your unique abilities and maintaining as much independence as possible. When appropriate, self – care techniques will be included.

For example a Care Plan may include assisting you to prepare your toothbrush and encouraging you to brush your own teeth.

You Care Plan will be discussed with you and/or substitute decision maker/family member. In this way we encourage your participation in the development and decision making required and ensure the goals of your care plan are yours.

The Dietitian will visit you to:

- Complete a nutritional assessment
- Complete your nutrition care plan based on your nutritional needs and preferences

An Activity Aide will visit you to:

- Complete a recreation assessment
- Complete a recreation care plan based on your needs and preferences

After living at Normanna for 6 weeks and every year after that, your Resident Care Conference will take place. Here various members of your care team (nursing, recreation, pharmacy, physician, dietician, etc.) will participate in the development, review or revision of your care plan. You are invited are encouraged to attend.

The best way for you to achieve your goals is to follow your Care Plan. We count on all Care Team members, including you to commit to and follow the plan. If the plan isn't working and / or we need to make changes we will include you and your choice of family members in any further discussions.

Safety is always our top priority. All Care Plans are developed to ensure resident and staff safety.

British Columbia 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.

These rights are posted pursuant to section 7(1) (c1)(ii) of the Community Care and Assisted Living Act

Advance Directives

Advance Care Planning is a process of personal reflection and then action. Individuals consider what makes their life meaningful and what circumstances might change their goals of care from aggressive medical treatment to comfort. This reflection helps identify the values and beliefs around living well and end-of-life issues that are important.

In British Columbia an individual can only make an Advance Care Plan for themselves. No one can make one for someone else. The person making the Advance Care Plan must be an adult, **at least 19 years old**, able to understand the kind of health care choices he or she is making and what they mean. The person must also be **capable**. Under the **Health Care (Consent) and Care Facility Admission Act** all adults are presumed capable until the "...contrary is demonstrated."

Normanna will support any resident who is at least 19 years old and capable that may wish to develop an Advance Care Plan.

For more information on Advance Care Planning please speak to your Care Coordinator or consult **The Ministry of Health Services** My Voice Guide

Medical Care

Physician Services

Normanna maintains a facility agreement for the provision of physician care and services which are monitored by our Medical Coordinator.

Role:

- Medical care as per the facility agreement
- Examinations
- Communicate with you and your healthcare team
- With your consent, keep your chosen family member / substitute decision maker informed of your health status or speak to your substitute decision maker to assist with treatment decisions
- Participate in regular care reviews
- Prescribe medications and treatments
- Review the effectiveness of your treatments
- Refer for diagnostic tests (Transfer to another facility will be required for certain tests and any x-rays. Transportation costs related to these tests are the responsibility of the resident/family.)
- Referral to consultants and other services as required

Availability:

Your physician will make scheduled visits to Normanna and you can speak to your Nurse should you wish to have a visit.

If you prefer to maintain your current community physician he / she will be required to sign a facility agreement and commit to a regular visiting schedule. Please discuss this with the nurse.

On-Site Professional Services

Nursing Services

Care Coordinator:

Role:

- Person who coordinates your care with the rest of the care team
- Please feel free to speak to the Care Coordinator regarding any questions or concerns
- We would also appreciate your feedback through “We Welcome Your Comments” – Forms are located in the Information Center at the main entrance

Location:

- Office is located on the 2nd floor next to the elevators.

Availability:

Monday through Friday (*except Statutory Holidays*)

9:00 am - 5:00 pm

Phone # 604-515-3333

Nurse

Role:

- Ensure the care and services we provide are based on your loved one’s assessed needs and delivered in alignment with their personal Care Plan
- Primary nursing assignments are in place to ensure continuity of care. (i.e. staff are assigned in one neighborhood for the residents)

Location: Sorheim Nursing Station

Availability:

24 Hours a Day

Phone #: 604 – 515 – 3335

Location: Solheim Nursing Station

Availability:

24 Hours a Day

Phone #: 604-515-3340

Resident Care Aide

Role:

- Assist and support residents in all activities of daily living

Availability:

24 Hours a Day

Recreation

Role:

- Write an individualized Care Plan in collaboration with Nurses, Care Attendants and Families.
- Ensure the individualized Recreation Care Plan is carried out.
- Implement and lead programs/activities
- Develop and post information about programs and activities. (Can be found on Family Information Board and reception)

Recreation's Purpose in Complex Care Program:

- Maintain engagement in current interests that are meaningful to your loved one.
- Facilitate opportunities to try/attend new activities and develop new interests
- Residents are invited, reminded and assisted to programs of their choice as per their individualized Recreation Care Plan.
- Staffs encourage Residents to attend their designated Programs and Activities and respect each Resident when they make an informed autonomous choice whether they wish to attend or not.

Location: 2nd Floor Recreation Office

Availability

Monday through Friday (except Statutory Holidays)

9:00 am - 5:00 pm

Phone #: 604-522-5812 x 2229

Mobile Professional Services

Dental Hygiene Services

Role:

- Dental hygiene assessment
- Removal of stain, plaque & tartar from teeth and dentures
- Fluoride varnish and desensitization treatments
- Oral health education
- Referral to appropriate health care professionals as required
- Fees for services payable through Comfort Fund, cash or cheque when service received.

Availability

On-site as required for privately scheduled visits
(Discuss requests for private visits with the Nurse)

Dietitian

Role:

- Meet with residents and their families to provide information on nutrition and answer diet related questions.
- Participates in care planning.
- Review food brought into Normanna by family or friends for residents on a special diet

Location: Dietician's Office, Normanna 1st Floor

Phone #: 604-522-5812 ext. 2232

Availability

Monday & Tuesday, Wednesday and alternate Thursdays

Foot Care Services

Role:

- Provide required foot care services (File and trimming nails and moisturizing)
- Fees for private services payable through Comfort Fund, cash or cheque when service received.

Availability

On-site every 6 weeks and as required for privately scheduled treatments
(Discuss requests for private treatments with the Nurse)

Music Therapy

Role:

- Develop and run music programs that reduce agitation and restlessness, increase alertness, decrease boredom, improve mood, exercise cognitive abilities, and have a positive effect on atmosphere.
- Encourage and facilitate social interaction, reminiscing, movement, singing and the playing of instruments.
- Provide age-appropriate repertoire played on guitar and piano.
- Written contribution to care conferences.

Optometrist

Role:

- Complete eye exams, detection and diagnosis of eye diseases, eyeglasses
- Fees for services payable through Comfort Fund, cash or cheque when service received.

Availability

On-site as required for privately scheduled visits
(Discuss requests for private visits with the Nurse)

Pharmacy Services

Role:

- Dispense prescribed medications
- Participate in resident annual medication reviews
- Participate in resident care conferences

Availability:

Can be reached at location of pharmacy
See reception or the nurse for contact information

Pharmacist

Role:

- Dispense prescribed medications
- Participate in resident annual medication reviews
- Participate in resident care conferences

Availability:

Can be reached at location of pharmacy
See reception or the nurse for contact information

Physiotherapist

Role:

- Assess resident for required mobility aids, i.e. wheelchair, cane and walking program
- Provide education for safe and effective use of required mobility aids
- Available upon request for private one to one services
- Fees for private services payable through Comfort Fund, cash or cheque when service received.

Availability

On-site Mondays or as scheduled for private treatments

3 Hours per week

(Discuss requests for private treatments with the Nurse)

Rehabilitation Assistant

Role:

- Assist in carrying out Physiotherapist care recommendations such as exercises, walking etc.

Availability

Scheduled determined by physiotherapist based on current requirements

Estate Planning

Funeral Arrangements

- Family is expected to remove belongings within 24 hours of death or discharge.
- If room is not emptied of belongings, staff will remove them and place in a secure room with a fee of \$75 per day.

Funeral Arrangements/Organ Donation: Staff require this information should we be unable to reach your substitute decision maker in the event of an unexpected death. If no funeral home has been pre-designated and we are unable to contact the family, First Memorial, Forest Lawn, or Personal Alternatives will be contacted. Please inform staff if you have registered for organ donation.

Financial Services:

Our facility offers residential living where the monthly fee for care and accommodation is partially funded by the Fraser Health Authority and partially paid for by the resident.

To be eligible for subsidized residential care, a person must:

- have a health care need that has been assessed by Fraser Health professional staff as requiring 24-hour residential care
- be over 19 years of age
- be a Canadian citizen, or a permanent resident who meets B.C's residency requirements
- agree to the assessment process, which includes releasing financial information
- have tried all of the avenues available for receiving care at home

While Fraser Health pays for the care provided in subsidized residential care facilities, residents are expected to pay an amount toward food and accommodation based on their annual income. Rates are based on 80% of your after-tax income and in accordance to a [rate schedule](#) determined by the province. **This amount is set and adjusted annually by the Ministry of Health which is due and payable on the first day of each month by pre-authorized payment from your bank account.**

Other typical living costs:

The costs of living in a residential care facility are very similar to the costs of living independently at home. These are some of the typical costs a resident may be expected to pay:

- telephone, television cable or Internet charges
- personal hygiene and grooming products
- medications not covered by PharmaCare
- personal needs such as dry cleaning, labeling, clothing repairs or alterations, newspapers and magazines
- the cost of haircuts, special outings or social events
- health equipment, such as wheel-chairs and walkers, and health supplies, such as complex wound care dressings, that are not covered by extended health benefits or Veterans Affairs Canada
- health services not covered by extended health benefits, such as ambulance service, optometry, podiatry, physiotherapy, massage therapy and dental care
- security items, such as identification bracelets
- personal insurance for lost or damaged personal items, such as hearing aids, dentures, glasses
- physician charges for completion of medical forms

In order to receive and pay for these typical costs, a Comfort Fund Account is set up on admission. A **monthly minimum balance of \$200.00** must be maintained in the account to cover any costs. If there are no funds in the account the above services cannot be accessed.

A small amount of cash may be requested for personal needs on a day-to-day basis provided there are funds in the Comfort Account. If cash is required from the Comfort Account, Office Personnel will be available Monday to Friday 9 a.m. to 5 p.m. except Statutory Holidays. For security purposes a resident should not keep more than \$10.00 on hand.

Refunds

If you are discharged before the end of the month, a refund will be issued for the remaining days of the month. The refund is held for 30 days after discharge date to cover any expenses that may have been incurred prior to discharge date but not timely charged to your account.

Support Services

Dining and Meal Service

Role:

- Provision of nutritionally balanced meals and snacks in alignment with Fraser Health Licensing Requirements.
- Coordination of a four/five- week menu cycle, which includes entree choices, and is adjusted seasonally.
- Integration of resident input through meetings and consultation into menu planning.

Location: Kitchen, Main Floor (Staff only allowed for safety reasons)

Availability:

On-site Monday to Sunday



Mealtimes

- Breakfast served at 8:30 a.m.
- Lunch served at 12:15 p.m.
- Supper served at 5:15 p.m.

Meal Service for Family or Friends

- One or two people may join a you for lunch or supper.
- Meal tickets are required and must be purchased by 10:30 for lunch or 4:30 for supper
- See the receptionist Monday to Friday or Nurse on weekends and statutory holidays.

Housekeeping Services

Role:

- Provision of routine cleaning services 7 days a week
- Provision of in-depth cleaning semi-annually

Housekeeping Requirements:

- Your family's assistance is requested for the annual cleaning and the ongoing cleaning of valuables and ornaments in the room.

Availability:

On-Site Monday to Sunday

Laundry Services

Role:

Location: Basement

Availability:

On-site Monday to Friday

Laundry Services Requirements:

- Clothes must be machine washable and correct size
- Clothes are **labeled** by Normanna to ensure all items are accounted for.
- If bringing new clothes, please hand them to staff for labeling.
- Should family prefer to do the laundry, the soiled clothes will be packed in a plastic bag and labelled "for washing".
- *Dry cleaning, ironing and mending are the responsibility of the family.*

Maintenance

Role:

- Ensure Normanna is safe for residents, visitors and staff at all times
- Ensure Normanna's equipment is functional and continually maintained
- Provision of **minor repairs** of personal resident equipment

Maintenance Services Requirements:

- Costs of major repairs or parts required for personal equipment are the responsibility of the resident or family.

Safety & Security

- Monitored sprinkled fire system, monthly fire drills
- Call bells in bedroom, bathrooms and common areas
- Key pad entry at exterior doors and to the neighborhood entry doors
- Video surveillance at exits
- In the event of a power outage an emergency generator supplies lighting and power outlets for your safety and security.
- Smoking for residents is located in an outside gazebo in the courtyard. Visitors and staff are not allowed to smoke at Normanna.

Normanna is committed to a culture that values and promotes resident and staff safety. As a member of our team we ask that the following be observed:

Alcohol Use

In order to minimize the risk of alcohol interacting with other medications, the use of alcohol must be ordered by the Physician. The alcohol will be securely kept in the Medication Room and will be dispensed by the Nurse.

Emergency Response

Fire Alarms and Automatic Doors: With the sounding of the fire alarm, the fire doors separating different areas of the building will automatically close. You and your visitors are requested to remain where you are and follow the directions of the staff during a drill or fire alarm.

Security

Key Pads for Secured Areas: Keypads have been installed on all external doors for the security of residents and staff. An intercom is available for visitors who may not have the access code. Access codes are provided to family members on admission. The facility is secured from 11:15 p.m. to 6:00 a.m. Keypads will not be operative during this time. If you are visiting during this time, please use the Intercom at the front door or call the Nurse to be allowed entry

Smoking

Residents able to smoke safely and independently will be allowed to smoke in the Gazebo.

Staff, volunteers, contractors and visitors are prohibited to smoke on organization owned premises.

Money, Valuables and Insurance

- Personal items are not insured by the facility. This includes items such as hearing aids, dentures, watches, wheelchairs and eyeglasses.
- The resident or their family must obtain insurance for precious items if they wish to do so.
- Due to risk of loss please **do not bring valuables** such as expensive jewelry, family heirlooms or keep large sums of cash on your person or in your room

Personal Belongings:

Assistive Devices

- You or your family is responsible for purchasing and maintaining required equipment such as wheelchair, walker, hip protectors and others.
- Normanna provides education for you and/or your family members on the use of equipment as required.
- Care Staff provide education for you on the safe and effective use of Calls Bells.

Personal Items Welcome

- Pictures, ornaments
- All electrical items Must be CSA approved and checked by Maintenance prior to use

Personal Items Required - Chargeable

- Walker
- Cane
- Wheelchair
- Hip Protectors
- Pull-ups
- Other items used in daily care (i.e. oxygen)
- Facial tissues
- Toiletries (i.e. toothbrush, toothpaste, electric razor etc)

Clothing

The clothing of each Resident is labeled with the Resident's name and room number. This is done in a way that does not detract from the attractive appearance of the clothing and the Resident. Normanna provides labels and will label clothing.

Due to Fire Regulations the Following Items are Not Allowed:

- Personal refrigerators
- Air conditioners
- Personal beds
- Scooters
- Small kitchen appliances

Hygiene Products:

We provide the incontinence products to meet your needs; however, if you prefer a different product, you are welcome to get your own.

Electric Wheelchairs:

Wheelchairs are permitted depending on the area in the dining rooms. There may be a restriction on how many electric wheelchairs we can accommodate at any given time.

Lost or Broken Articles

Repair or replacement of lost or broken articles are the responsibility of the Resident/responsible person. Substitute decision maker

Perishable Foods

All perishables including candies and nuts must be stored in a sealed container, clearly labelled with the residents name and, if necessary, properly refrigerated in the Resident Kitchen.

Personal Resident Services

Cablevision Service

- There is a hook-up for cablevision and digital boxes have been installed by Shaw with remotes in each room.
- A cablevision charge is added to each month's rent and you are responsible for any materials/connections required to set up the TV.
- Family is responsible for calling the provider should they wish to add extra channels in the assigned room and any fee that goes with it.

Mail Service:

- Postage stamps can purchased at reception for personal outgoing mail
- Residents may use the Normanna address to receive personal incoming mail

Newspaper Service:

- Resident/families are responsible for ordering, payment and cancellation of newspaper subscriptions
- Ask the provider to label the newspaper with the resident's name

Telephone Service:

- Resident telephone service must be arranged by the resident or family through Telus at 604-310-2255. There may be a connection fee.

Leave of Absence:

- Please talk to the nurse if you wish to arrange a Leave of Absence for your loved one.
- Residents cannot leave the facility alone via any transportation without a companion unless there is a doctor's order.
- Residents leaving Normanna at any time are required to sign out at the care station. Normanna is not responsible for residents while they are absent from the home.
- **Hospitalization:** Residents who require acute hospital care are required to pay for their room at Normanna during their absence. The room will be held for a limited time.
- Leave of Absence, other than hospital stay, is limited to 30 days within a calendar year.
- Any Leaves of Absence over 30 days/year require prior approval from Fraser Health.
- Absences other than acute illness are limited to 30 days in one calendar year upon approval. All Residents will be charged their room fee during these absences.

Visiting Hours

Visitors are welcome 24 hours a day

- 6:00 am – 11:00 pm – Code to Enter
- 11:00 pm – 6:00 am – Buzz to Enter

Families, friends, children and well controlled pets are all welcome (****PET POLICY*)

Please:

- Use the hand sanitizer at the main door
- Sign in and out at the front reception desk in the binder provided.

Recreation and Leisure Services

Life at Normanna

Life at Normanna is one of infectious energy and anticipation for the day that lay ahead. The staff of Normanna take pride in the knowledge that residents will have the opportunity to partake in daily recreation programs that promote opportunities for social, physical, emotional, cognitive and spiritual growth. Residents are encouraged to take part in the planning of their own recreational pursuits. Ladies Auxiliary Special Events and special Theme Weeks are the highlight at Normanna. All staff work together to make for a unique and enjoyable experience for our residents. Cultural Theme Weeks including the much loved Indian Week, encompass a team spirit.

LADIES AUXILIARY CONTRIBUTIONS TO RESIDENTS

- Entertainment

Ladies auxiliary provides entertainment twice a month.

The first Monday of each month it also provides refreshments for the residents and serves them.

- Bus Trips

The Ladies Auxiliary contributes to two bus trips a month for the residents.

The Ladies Auxiliary pays for Handy Dart to take residents to the Scandinavian Centre on the second Friday of each month and several members also attend with them.

- Welcome Baskets

All new residents are presented with a welcome basket made and provided by the Ladies Auxiliary

- Tuck Cart

A cart is taken around to each resident with supplies i.e. Kleenex, toothpaste and other sundries that residents can purchase as some do not have access to shopping or family members who can purchase these articles. The Ladies Auxiliary has several members who do the shopping and also other items if needed.

- Mother's Day/Norway's Constitution Day

The Ladies Auxiliary members make corsages for the residents and guests and provide the flowers and items necessary to make them.

- Garden Party

The Ladies Auxiliary prepares plates of Norwegian style sandwiches and Kringle to serve to the guests and residents and their families.

- Christmas

Gifts for all residents are purchased and given to them with Santa at our annual Christmas Open House.

The Ladies Auxiliary holds an annual Christmas event fundraiser – raffle, silent auction, baking etc.

The Ladies Auxiliary has provided Christmas trees and decorations and decorates together with the residents and staff each year.

- Auditorium kitchen

The Ladies Auxiliary equips the kitchen

The Ladies Auxiliary has also supported the fundraisers for the home i.e. benches and our current bus campaign et.al. as they are important to the lives of our residents.

Some of the items purchased by the Ladies Auxiliary in recent years for the enjoyment of the residents.

- Electric pianos – 2
- I-pods
- Portable sound systems – 2
- Planters for the patios – replenished with flowers each year
- Christmas lights for the patio – added to each year
- Various supplies for the recreation department listed on their wish list
- Karaoke Machine

Activity and Leisure Programs

Recreation Programs are provided six days a week with varying hours of programming to meet the needs of the residents and provide opportunities for choice and flexibility. Seven day recreational services are available in our Special Care Neighborhoods Nordheim and Solheim.

The Recreation Department at Normanna is committed to providing daily therapeutic recreational programs that promote and facilitate social, emotional, cognitive, physical and spiritual growth. These daily activities include:

- Osteofit Exercises and Walking Programs
- Morning News and Views/ Headlines of the Day

- Gentle Massage
- Word Games, Scrabble, Crossword, Spelling Bee
- Chef's Creations
- Creative Corner, (painting, coloring, clay work, knitting, crochet, scrapbooking, decoration committee, stencil art)
- Beauty Group (manicures, foot spa, facials, make-overs, hand spa)
- Armchair Travels, Biographies, Movies, Sporting Events
- Helping Hands- folding towels, pet care, watering plants
- Men's Club
- Table Games – Scrabble, Crib, Bridge, King in the Corner
- Spiritual Expression- Pastoral Services, Hymn Sing, One to One opportunities for Spiritual Time
- Music Therapy
- Karaoke Sing-a-Long
- Bingo
- Community Outings/Walks
- Pub Social
- Theme Weeks

Residents have access to Recreation Calendars in all Neighbourhoods and are welcome to partake in activity throughout the building.

Scheduled Community Outings

At Normanna we believe in the importance of providing outings into the community. Six monthly outings are planned per month via Handi-dart. We offer two Scenic Drives sponsored by our Ladies Auxiliary. Two outings to restaurants in the community, destinations chosen by our residents. One lunch outing to the local Scandinavian Centre in keeping with our Scandinavian origin: this outing is also sponsored by the Ladies Auxiliary. There is also a monthly bowling outing to the Zone Bowling Lane. We also make arrangements to attend local school productions.

Special Events

At Normanna we celebrate monthly Theme Weeks, whether it be a Cultural Theme week such as Norwegian Week, Japanese Week, Chinese Week,, Indian Week, a fun filled Carnival and/or Cruise Ship Week or a sentimental Wedding Week with the highlight being the heartwarming Wedding Vow Renewal. All of these events bring much joy and anticipation for our residents' family members and staff! These beloved Theme Weeks complement the existing special celebrations of Birthday Socials, Pub Socials, Ice Cream Socials, traditional monthly celebrations of Valentines, Easter, St. Patrick's, Robbie Burns, Canada Day and many more. Staff residents and volunteers work together making decorations, creating costumes and partaking in all of the festivities!

Another program we hold dear to our hearts is our Resident Showcase. Once a month we showcase the life of our residents; one from each neighborhood. Family and friends are encouraged to attend this celebration. Activity Staff create a photo board with pictures of the residents when they were younger, , photos of their wedding, photos of their hobbies and travels and of course of family and friends. The resident's life story is compiled using information from the resident and family members, which is then presented at the Resident Showcase Tea. This event instills feelings of pride in our residents and provides an opportunity for the residents to get to know each other better and in many cases find common interests and past experiences. This is an event that brings together residents, staff, family members and friends.

Resident and Family Participation

The Resident Council Meeting is held on the first Thursday of the month at 10:30 am in the Ostheim Dining Room. A set agenda covers Resident Safety and Security, Environment, Support Services (Housekeeping, Laundry, Food), Care Services, Recreation and New Business. Meetings are taken and distributed and distributed to the Departments responsible. The Resident Council is comprised of residents elected at the first Resident General meeting of the year in March.

Family Council - The Family Council meet monthly alternating times 2:30 pm one month and 6:30 pm the next. This allows for participants to attend if they working in the day. The Family Council is comprised of family members, relatives and friends. The Family Council serves as an advocate for the residents of Normanna. New members are always welcome.

Resident General Meeting - The Resident General Meetings are held quarterly, March, June and September. General Resident Meetings are a forum for residents to receive communication on Resident Safety and Security, Support Services and Resident Council. All residents are encouraged to attend these meetings along with the Heads of each of the Departments.

Pastoral Services - At Normanna our team is dedicated to providing opportunities for spiritual expression. We have a diverse cultural and ethnic resident population.

Currently our Spiritual calendar includes:

- Twice a month - Non-Denominational Service with the Bethesda Ministry of Love
- Weekly Communion Visits
- Monthly Church Service Mt. Zion Lutheran Church
- Bible Study Groups
- Gospel Hymn Sing
- Spiritual Music
- Inspirational Stories
- Multi-Ethnic Pastoral Visits from the local community churches

Residents are encouraged to partake in a Spiritual Assessment which will best enable us to meet their Spiritual needs.

Volunteers:

Volunteers are the Heart of our Organization

At Normanna we value our volunteers and their commitment to give of themselves to better the lives of others.

We welcome volunteers of all ages and embrace the unique and special qualities they bring to the lives of our residents. Placing a volunteer in a role that they feel comfortable in and best represents him/her as an individual is a top priority.

Volunteer positions at Normanna reflect our Mission and Values of providing quality Services that reflect the Norwegian values of trust, respect, caring and diversity.

There are many volunteer opportunities at Normanna.

One to One Visits Volunteer - spends quality one to one time with our residents, reading, playing cards and board games, walking in the garden, writing letters, manicures and much more.

Activity Coordinator Assistant: Includes escorting residents to and from daily activities, assisting with morning Active Games, assisting with the set-up of Special Events, assisting with daily activity programs including bingo and bowling

Office Duties: Include photocopying, shredding, office inventory

Special Event Decoration Committee: Includes assisting the Activity Staff with making decorations for upcoming Special Events and theme weeks, coloring, painting, designing and creating decoration ideas.

Volunteer hours will be assigned under the supervision of the Activity Coordinators. Activity Coordinators work seven days a week providing flexibility in opportunities for volunteers to pursue volunteer hours within their own personal schedule.

Questions and Concerns:

For any health or other related issues you may feel need to be addressed at any time please follow the following procedure:

1st – Talk to the nurse or fill out a “We Welcome Your Comments” form.

(Forms are located at the main entrance or reception desk)

If not addressed:

2nd - Talk to the Care Coordinator

If still not addressed:

3rd - Talk to the Director of Residential Clinical Care or the

Director of Residential Care and Assisted Living

If still not addressed:

4th - Talk to the Fraser Health Patient Quality Care Council

Phone #: 1 – 877 – 880 – 8823

www.fraserhealth.ca