

AMICA

ARBUTUS MANOR

RESIDENT
HANDBOOK

AMICA ARBUTUS MANOR

2125 EDDINGTON DRIVE, VANCOUVER

604-736-8936

Updated July 24, 2025

WELCOME MESSAGE

I would like to take this opportunity to welcome you to Amica Arbutus Manor. We look forward to serving you and planning our days around your needs, preferences and interests.

This Amica Arbutus Manor Handbook has been designed to provide you with information on our services and amenities, and policies about your new home. If you have any questions, please do not hesitate to speak with myself or any of the other Managers at the Residence.

Thank you for choosing Amica Arbutus Manor to celebrate this new chapter in your life and welcome to your new HOME!

Sincerely,

Juliet Hansen

General Manager
Amica Arbutus Manor

OUR MISSION AND VALUES

Enriching Lives

Our purpose as team members is to enrich the lives of seniors, their loved ones, and each other by going beyond in everything we do to provide exceptional personalized senior living experiences.

MISSION STATEMENT

We enrich the lives of seniors by creating a premium personalized senior living experience where seniors feel connected, supported, valued, and in control.

We enrich the lives of seniors' loved ones by providing peace of mind through purposeful connection and discerning care for seniors.

We enrich the lives of Each other as team members by joining in meaningful work and building rewarding careers in a supportive learning environment.

Our values guide our decisions, interactions, and behaviors with our residents, their loved ones, our partners, and each other.

VALUES

Trust
Compassion
Excellence
Teamwork
Growth

MEET THE LEADERS AT AMICA ARBUTUS MANOR



JULIET HANSEN

General Manager
j.hansen@amica.ca

Located in the Administration area, Juliet is responsible for the overall operations of Amica Arbutus Manor. Juliet is here to assist with any of your questions or concerns and welcomes any suggestions you may have to improve the services provided at Amica Arbutus Manor.



CONSTANZA CHADWICK

Community Operations Manager
c.chadwick@amica.ca

Located in our small lounge area, Constanza is responsible for the day to day accounting duties, as well as overseeing the functions of the Concierge and Housekeeping Services. She is also a backup to Juliet should she be unavailable. If you have any questions regarding finances, concierge, housekeeping or operations in general, please speak to Constanza.



KATHERINE SILANG, LPN

Director of Wellness
k.silang@amica.ca

Located in our small lounge area, Katherine is responsible for all aspects of Resident assessments, implementation and coordination of personal care, medications and/or other assistance provided by our Wellness Team Members. Our Wellness Team Members are available 24 hours a day to support you. If you have any health concerns or questions regarding your care, please speak to Katherine or another member of the Wellness Team.



ORLANDO TRINOS

Resident Services Coordinator
o.trinos@amica.ca

Located on the 2nd floor in room 279, Orlando oversees the Care Aid Team. He also supports the residents with their care needs and scheduling of care services. Together with the DOW, he looks after the health and well-being of all our residents.

MEET THE LEADERS AT AMICA ARBUTUS MANOR



ROBERT LINDER

Director of Culinary Services
r.linder@amica.ca

Working from our kitchen, Robert is responsible for all aspects of the food service here at Amica Arbutus Manor. We pride ourselves in offering quality menus with 7:00am-7:00pm dining, as well as special menus for private family functions. If you have any questions or concerns about food service, including any dietary needs or special requests, please feel free to contact Robert.



STEPHEN DAGGETT

Maintenance Coordinator
s.daggett@amica.ca

Although his office is on the main floor, Stephen is usually seen walking around our residence. He is responsible for repairs and maintenance of our building. If you require any support in this regard, please ask the Concierge to log a request for service.



EMILY ELTHERINGTON

Life Enrichment Coordinator
e.eltherington@amica.ca

Located inside of the activity/fitness room, Emily is responsible for the planning and implementation of our social activities program. This program provides a variety of activities satisfying the spiritual, social, physical, emotional and intellectual needs of all Residents. For more information on programs and committee opportunities, please speak to Emily.



**ANDREA BOBY &
NICOLE WATT**

Community Relations Directors
a.boby@amica.ca &
n.watt@amica.ca

Located in our Administration area, Andrea and Nicole are responsible for providing information that assist our future Residents in making an informed decision to become part of our active, caring community. A friendly tour will show you "All the Comforts of Home" and introduce you to our helpful Team Members along the way..

TEAM AT AMICA ARBUTUS MANOR

Amica Arbutus Manor Team Members include the following:

Licensed Practical Nurse

Wellness Nurse, wearing grey uniforms.

Medication Care Partner

Provides medication management for our residents, wearing purple uniforms.

Resident Care Partner

Caregivers supporting residents in their daily care needs, wearing purple uniforms.

Housekeeper

Provides weekly housekeeping services in your suite, wearing burgundy uniforms.

Concierge

Attends to all of the residence's needs and coordinates among all departments.

Maintenance Assistant

Looks after any maintenance tasks in your suite or in the residence.

Life Enrichment Assistant

Coordinates and hosts recreational activities in the residence.

Dining Room Supervisor

Oversees the serving team and any private bookings in our Private Dining Room.

Chef & Sous Chef

Prepares all meals in-house in our beautiful back kitchen. Comes out during breakfast service to assist residents.

Server

Provides service in our dining room and around the lounges during tea times.

Minimum Staffing Levels

- Professionally trained Team Members on-site 24 hours per day
- Management on call 24 hours per day
- Minimum of two Wellness Team Members in the building at all times.

Please note: While we sincerely appreciate your wish to thank a team member who has provided exceptional service, our policy does not permit team members to accept money or gifts from you or your family. If you would like to recognize outstanding service, we encourage you to complete a Feedback Form, available at the Concierge Desk on the main floor near the front entrance.

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SECTION 1:

GENERAL INFORMATION

SECTION 1: GENERAL INFORMATION

HOURS OF OPERATION

Amica Arbutus Manor is staffed 24 hours a day. For your security, the building is locked each evening at 9:00 PM as well as equipped with exterior security cameras at the main entrance/exit doors. To gain entrance after this time, please use the Night doorbell adjacent to the front door. A Team Member will respond as soon as possible.

CONCIERGE

There is a Concierge on duty daily from 7:00 AM to 9:00 PM. The Concierge will relay messages to your guests, or notify you of any special messages, parcels or items to be picked up. If you are unsure of who to direct a question to, please feel free to contact the Concierge on duty who will be happy to assist you. The Concierge's phone number is 604-736-8936.

GUEST SIGN IN AND OUT BOOK

For your security, safety, and emergency purposes there is a sign-in/out book located at the Concierge Desk for family, friends, guests and External Care Partners visiting Amica Arbutus Manor. We ask that all guests sign in before entering the building.

RESIDENT ABSENCES

For your security and safety, if you are planning to be away overnight, please advise the Wellness Team and the Concierge Desk of the estimated time of your departure and your expected return. If the Wellness Team is dispensing your medications, please allow for ample time to prepare your medication for your time away.

MEAL CENSUS AND ABSENCES

Our dining room conducts a meal census to account for each resident for lunch and dinner meals every day. If you will be absent from the dining room for a meal, please inform the Concierge of your absence and expected return so we can account for your safety.

SECTION 1: GENERAL INFORMATION

LOST AND FOUND

If you have lost or found something in or around Amica Arbutus Manor, please notify the Concierge. We will record the information so that when found, we can notify the rightful owner or return your lost item.

SMOKING

We are a non-smoking environment. Smoking is strictly prohibited within the Amica Arbutus Manor building and within 9 metres of any entrance or exit door. This includes electronic smoking, vaping, and cannabis which is under the same smoking policy restrictions. If you do smoke, we have a designated smoking area canopy outside the garden exit. Residents can then ring the garden doorbell to re-enter the building. Residents may not grow cannabis or process cannabis on the premises.

MAIL

Mail is delivered to your own individual mailbox next to the Concierge desk on the main floor Monday to Friday by Canada Post, except holidays. You will be given a mail key on your move-in. Please check your mailbox regularly as important internal notices will also be distributed by mail. Parcels too large for your mailbox will be left at the Concierge Desk for pick up or delivery to your suite depending on size. An outgoing mail slot is also available at the concierge for outgoing mail that gets picked up every day. Postage stamps may be purchased at the Concierge and charged to your account.

To ensure the prompt delivery of your mail, please be sure that your correspondence has our correct return address.

Example:

Mr. and /or Mrs. _____

Suite ____ (Suite # must be shown on address).

AMICA ARBUTUS MANOR

2125 Eddington Drive

Vancouver BC, V6L 3A9

SECTION 1: GENERAL INFORMATION

DELIVERIES AND 3RD PARTY SERVICE CALLS

Please ensure you are available to handle delivery or service calls personally. For your safety and security, we are not able to provide entrance to your suite without your written authorization. For safety reasons, if you are expecting a delivery or service call please notify the Concierge so that we might better direct that person.

LANGUAGE

Amica Arbutus Manor is operated only in English.

INFORMATION BOARDS

Resident Information Boards are located in the common areas on the main floor outside the Dining Room, by the elevator and Theatre. On these boards, you will find information such as daily activities, upcoming events, outings, and other important notices.

MONTHLY RESIDENT TOWN HALLS

This is your opportunity to be informed of any changes, or voice any questions or comments that you may have. Meetings are organized by the Amica Arbutus Manor leaders and held monthly. The date will be noted in your monthly newsletter.

RESIDENT COUNCIL

The Resident Council is made up solely of Residents and meets with the General Manager every month. This is an avenue for residents to discuss issues or concerns with council members, which are then brought to the attention of management in a more private setting. Members of the Residents' Council are posted on our monthly newsletter. Please feel free to contact any of these members. If you are interested in joining the council, please talk to any of the council members.

SECTION 1: GENERAL INFORMATION

TELEVISION, TELEPHONE & INTERNET

All residents of Amica Arbutus Manor enjoy Wi-Fi, home phone, and basic cable in their suites. These services are provided by Shaw/Rogers and are already included in your monthly fees.

We also offer complimentary internet in the common spaces and public computers for you to use in the library.

Network name: Amica-Guest

Password: (no password) There will be a popup prompt to which you need to hit "Accept" and the Wi-Fi will be activated.

KEYS

You will be provided with your suite key on your move-in day. For your safety and security, your suite key is not to be duplicated and the use of a key by anyone other than the Resident assigned to the suite is prohibited. While we will always respect your privacy, a Team Member may access your suite so that they might carry out their job duties or if there is a concern for your safety, such as illness. If you lose your key, please notify the concierge for a replacement key at a cost.

PARKING

Amica Arbutus Manor can provide a parking space for those Residents who still drive and request one upon move-in. The parking spots are reserved on a first-come first-served based on availability. Visitors may park in the 3 designated visitor parking spaces in our parking lot. Otherwise, there is plenty of street parking available in front of the building. Amica Arbutus Manor accepts no liability for damage or theft of your vehicle.

NEWSPAPERS

Residents are responsible for arranging the delivery of any newspapers and will be billed directly by the publication. These can be delivered to the Concierge for delivery to the resident suite. There is a small number of complimentary newspapers that are left for use in the Library.

SECTION 1: GENERAL INFORMATION

INSURANCE

Residents are responsible for maintaining at all times their insurance coverage, including personal property, liability, automobile (if applicable), renters, and other insurance coverage (including flood coverage in the event of water damage at Amica Arbutus Manor from an accident or omission by the Resident) in adequate amounts. This is a mandatory requirement upon your move-in. Please ensure that you share a copy of your insurance coverage with the Community Operations Manager to put in your file.

We recommend that you insure your possessions and obtain a safety deposit box at a chartered bank for bonds, securities, jewelry, etc., particularly when going on vacation. If you require assistance or have any questions, please contact the General Manager.

NOISE

After 11:00 PM, residents are requested to keep music and TV volumes low. You may consider using earphones accessories to help you hear the TV more clearly at a lower volume. We take every reasonable precaution to safeguard your possessions. However, we cannot assume responsibility for them.

EMERGENCY RESPONSE SYSTEM

You have been provided with a pendant that can be worn conveniently as a necklace. If you have an emergency, the signal will be carried to a Team Member who will respond to your location. If you accidentally activate the pendant, please telephone the Concierge immediately to note the error. The pendant is for emergencies only. For non-emergency requests, please telephone the Concierge.

SECTION 1: GENERAL INFORMATION

MONTHLY STATEMENTS

The Community Operations Manager prepares your monthly bill which includes your monthly fees and in-house ancillary charges. If you have any questions regarding your account, please contact the Community Operations Manager during normal business hours, 9:00 AM - 5:00 PM Sunday to Thursday.

You and/or your Power of Attorney will receive your monthly statement outlining your expenses a few days before the end of each month according to what is filled in the Responsibility for Statements form. Monthly occupancy fees are paid by automatic withdrawal, which allows you to have your monthly balance deducted directly from your bank account on the first business day of each month. If you have a question or concern regarding your account, please see the Community Operations Manager.

ANCILLARY & CARE SERVICE CHARGES

In-house charges for in-suite dining that is unrelated to illness, guest meals, personal laundry, extra housekeeping, bus outings, activities of daily living, medication administration and care services, will be billed to your account as outlined in your schedule of fees. If you transfer from one suite to another, a new Residency Agreement must be signed. Any existing security deposits are transferred to your new account.

RESIDENT FILES AND INFORMATION CHANGES

Please notify the Concierge or the Community Operations Manager in writing of any changes to your confidential information. These include changes in the name, address or telephone number of your family, friends, or other persons currently listed in our files, including the name of any person who is authorized to pick up your mail or enter your suite during your absence. Also, if you have any changes to your advance directives, like your Power of Attorney, Health Representative, or Will, please provide a copy of these changes right away. It is important that this information stays current in case of an emergency.

The Resident must always designate one primary contact that will be used in urgent or emergency situations and ensure that this information is kept up to date.

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SECTION 2:

AMENITIES

SECTION 2: AMENITIES

All common area spaces are accessible for residents and their guests.

COURTYARDS AND GARDENS

Our outdoor spaces are for your enjoyment. Patio furniture will be available for use when weather permits. Please avoid walking in the courtyards on rainy or icy days as the tiles may be slippery. A concrete pathway around the perimeter of Amica Arbutus Manor allows for easy and safe exercise – and fresh air. For everyone's enjoyment and safety please ensure that any litter is placed in appropriate containers and music played in the courtyards does not disturb others.

If you are interested in gardening, please let our Life Enrichment Coordinator know that you would like to join our Gardening club in the Springtime.

FIRESIDE LOUNGE AND SMALL LOUNGE AREAS

Many comfortable sitting areas and lounges are located conveniently throughout the Community for your use. The Fireside Lounge is used to host most of our entertainment. Our Small Lounge is used for social events or just a friendly game of cards with your friends. Feel free to enjoy them with other residents or with your visitors.

BISTRO

The Bistro is located next to the Fireside Lounge. There is coffee, tea and refreshments available 24 hours, 7 days of the week. Your guests are also welcome to enjoy these refreshments when they come and visit.

LIBRARY

The Library is located off the Lobby on the main floor. It consists of hardcover books, paperbacks, and a few current magazines. Residents are welcome to sign out and borrow any of the books and return them within 3 to 4 weeks. There are also 2 public computers and a printer that is available for Residents to use.

SECTION 2: AMENITIES

LIBRARY CONTINUED

The Vancouver Public Library also visits Amica Arbutus Manor each month with large print books and audiobooks to borrow. If you would like to listen to books on tape, read large print books, and/or prefer specific reading materials, let our Life Enrichment Coordinator know so that arrangements can be made with the Vancouver Public Library.

Computer operation tips will be available as part of our Tech Help program. Please speak to our Life Enrichment Coordinator to access these services.

THEATRE

The Theatre is located on the main floor. There are presentations, documentaries and nightly movies played on the big screen. If you would like to have some input on what is played in the theatre, you can join the Resident Movie Council Meeting. Please see the newsletter for the monthly meeting date.

TUCK SHOP

The Tuck Shop is located next to the Theatre. You may purchase any item in the shop with the help of any team member. All items will be charged to your resident account. It has all the necessities that you might need. Common items include toilet paper, tissue box, soap, laundry detergent, shampoo/conditioner, and chocolate bars. If there is an item that you would like specially ordered, please place a note into the Tuck Shop suggestion box and our Life Enrichment team will place an order for you.

FITNESS CENTRE

The Fitness Centre is located on the main floor past the Theatre to the left. Daily fitness classes and other activities are held in this space. You may also use it with your Physiotherapist provided that it does not collide with the times of our Resident programming. The equipment in the Fitness Centre is also available for you to use. If you would like to be oriented on the equipment, please talk to the Life Enrichment team.

SECTION 2: AMENITIES

1ST & 2ND FLOOR LAUNDRY ROOMS

The Laundry Rooms are for all residents to use at their convenience. They are located near Suite 127 and Suite 227 respectively on each floor (near the Drawing Rooms). Laundry Room operating hours are from 7:00 AM to 8:00 PM. The washer and dryer machines do not require any coins to operate. There is an iron, ironing board, and temporary drying rack for common use. Please remember to collect your laundry from the machines promptly after the cycles have finished. Also, please clean the lint from the dryer after each usage. Laundry detergent can be purchased from the tuck shop if needed.

REFUSE/GARBAGE ROOMS

The Refuse Rooms are where Residents can throw out their daily garbage and recycling. There are two refuse rooms on each floor. On the 1st floor, the Refuse Rooms are located next to the 1st floor Laundry Room and next to Suite 175. On the 2nd floor, the Refuse Rooms are located next to the 2nd floor Laundry Room and next to the Garden Exit Staircase. Please take time to sort through your garbage and recycling and dispose of them in the respective bins.

1ST & 2ND FLOOR DRAWING ROOMS

The 1st and 2nd floor Drawing Rooms are common spaces located next to each floor's laundry room. The 1st-floor Drawing Room has a piano and various jigsaw puzzles for you to enjoy. The 2nd floor Drawing Room has seating space as well as another jigsaw table. You may use this space for any meetings or for a quiet corner to read.

SECTION 2: AMENITIES

PRIVATE DINING ROOM

The Private Dining Room is a space where you may book in advance to host your gatherings and parties in a more intimate setting. You can bring your own food to the Private Dining Room or order off the regular dining menu. To book the room, talk to the Dining Room Supervisor at least a week in advance to get more details. Please note that there is a small charge to book the room.

HAIR SALON

The Hair Salon is located on the main floor past the Fitness Centre and is managed by a private operator. The Salon is open Tuesdays and Thursdays; please book your appointment with the Hair Stylist at 778-323-3486. All charges will be processed on your resident account and there is no need for cash exchange.

ESTHETICIAN

Manicures and pedicures are available to the Residents on a monthly basis, also by a private operator. Please book your appointment with the Esthetician at 604-653-5340. All charges will be processed on your resident account and there is no need for cash exchange.

NURSES STATION

The Nurses' Station is located on the second floor. Team Members may not be present in the Nurses Station at all times due to the demands of their job duties. If you would like to speak to someone in the Department, please call the Concierge. If it is an emergency and you require immediate assistance, please press your emergency pendant and a Team Member will respond as quickly as possible.

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SECTION 3:

PRIVACY

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OUR COMMITMENT TO PRIVACY

We are committed to protecting the privacy of your personal health information and will maintain the security and confidentiality of this information. Our Residence operates in keeping with the requirements of federal and provincial privacy laws.

COLLECTION OF PERSONAL HEALTH INFORMATION

We collect personal health information from you through the move-in process to assess suitability for placement that enables us to provide you with the programs and services you require.

Examples of the type of information we collect include:

- your name and contact information;
- your health card number;
- facts about your health, health care history, and the health care services you have received; and
- the identity of your health care providers and emergency contact(s).

YOUR RIGHT TO LIMIT THE USE AND DISCLOSURE OF PERSONAL HEALTH INFORMATION

You have the right to access this information and/or withhold disclosure of your personal health information. Should you wish to withhold consent to the release of your personal health information you will be asked to sign the Withdrawal of Consent Form. This form will be kept in your health file.

If you have specific concerns or would like to limit the use or disclosure of personal health information about you, please contact the Director of Wellness or General Manager.

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SECTION 4: WELLNESS & CARE SERVICES

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Amica Arbutus Manor believes that its Residents should have the ability to age in place. We have made available Wellness Packages of services that can be added to your accommodation on the floor or service type appropriate for your needs to assist you in remaining at Amica Arbutus Manor. Residents' independence is encouraged at all levels with a Wellness Package for the suitable service type that is determined by the Director of Wellness upon completion of the Wellness Assessment.

The Wellness Assessment reviews your daily living and support needs. Once completed, a level and service type are determined based on your unique needs for Activities of daily living and or Medication Assistance. Residents must meet the suitability criteria to reside in the suite registered assisted living, which includes but not limited to, receiving assisted living services delivered by the operator. The Director of Wellness can provide you with additional information.

We will not prevent a Resident from retaining an external care provider or interfere with the provision of those services. The Director of Wellness can provide you with information relating to the provision of services by an external care provider, if readily available, but is not responsible for ensuring that the external care provider meets prescribed care standards.

WELLNESS ASSESSMENT

A Wellness Assessment is completed to establish the type of support you may require on a daily basis. We also want to understand how you would like this service provided and when you would like the service provided. The Wellness Assessment will be completed by a nurse and is completed before move-in, at the end of the first 30 days and every six months thereafter, or as changes in your health status dictate. You may refuse an assessment at any time.

PERSONALIZED WELLNESS PLAN

To support you to flourish in mind, body, and spirit we want to learn as much about you as possible. The Resident Discovery Process and the Wellness Assessment both lead

SECTION 4: WELLNESS & CARE SERVICES

to the development of a Personalized Wellness Plan. This plan helps our Team know how to best serve you and allows for more meaningful interactions between Team Members and yourself.

FALLS PREVENTION

Falls are one of the most common ways that people of all ages injure themselves. As we age, however, the risk of falls increases. We care about your safety and for this reason, we have a comprehensive Falls Prevention Program. This program fully assesses your risk for falls and if necessary, interventions will be added to your Personalized Wellness Plan. These interventions will assist in reducing your risk of falls while maintaining your independence. Please speak to your Director of Wellness for further information regarding this fall prevention.

RESTRAINT-FREE COMMUNITY

Amica Arbutus Manor is committed to maintaining and respecting the dignity of each Resident. For this reason, Amica Arbutus Manor is a restraint-free Community.

TB TEST

All Residents moving into Amica Arbutus Manor are required to have a TB test. If you are experiencing symptoms such as a cough accompanied by a fever, poor appetite, and loss of weight, it is mandatory that you have the test done before moving in. If you are not experiencing any of the symptoms mentioned, you can choose to either have the test done before moving in or within 14 days afterwards. TB testing can be completed by having a Chest x-ray taken and the results shared with our Wellness Department.

INFECTIONS AND ILLNESS

We ask that you report any illness, infection or disease to a Wellness Team Member immediately upon symptoms being present. Public Health requires that we track and report infectious diseases. Symptoms may include nausea, vomiting, diarrhea, coughing and fever. In case of numerous Residents being sick at one time.

SECTION 4: WELLNESS & CARE SERVICES

precautionary measures may be taken depending on the severity and the risk associated with the illness.

FLU SHOT

Influenza is a serious respiratory disease caused by a virus. People who get influenza may have one or more of the following symptoms - cough, fever, chills, sore throat, headache, muscle aches and fatigue. It usually lasts from 5-10 days, although the cough and fatigue can persist for several weeks. Influenza can lower a person's ability to fight off other infections that can lead to bronchitis or pneumonia. Persons with chronic medical conditions, such as diabetes, cancer, kidney, heart or lung problems can also find their conditions worsened due to the stress of an influenza infection. Although it is still possible to get influenza after getting a flu shot, the risk of contracting it is much lower, the severity is lessened, and the length of time is shortened. We strongly recommend that every Resident receive an annual flu shot. The flu shot will not only help to protect you from contracting Influenza, but it will also minimize the risk of you possibly spreading the illness to others living and working at Amica Arbutus Manor.

PNEUMOCOCCAL VACCINATION

The Pneumococcal vaccination called "Pneumovax" is given to aid in the prevention of pneumonia. This shot is strongly recommended, especially for those who have heart disease, lung disease, diabetes, and liver disease. A common complication of influenza is pneumonia. This vaccine can be given any time of the year. It is still possible to get pneumonia after you have been vaccinated, however, the risk is much lower than if you had not been vaccinated. Please ask your family physician about this vaccine and let the Wellness Team know when you have had it so we can add it to your vaccination history.

CREATININE LEVEL-BLOOD WORK

As part of our Outbreak Management and Infection Control Program, we ask all Residents on an annual basis, in early fall, to have a creatinine blood test. The Care Team will obtain the necessary information from your family physician. You may choose

SECTION 4: WELLNESS & CARE SERVICES

to have this blood work done here or at a local lab. The result of the creatinine level determines the proper dosage of an anti-viral medication dispensed by the pharmacy in the event of a flu outbreak. This blood work can be done before or after receiving the flu shot.

CARDIOPULMONARY RESUSCITATION (CPR)

One area that is of vital importance to you and us, is your wish to have cardiopulmonary resuscitation (CPR) performed on you in the event we should find you with no vital signs indicating your heart has stopped. CPR may include measures such as chest compression, applying shocks to your chest over the heart, insertion of a breathing tube down your throat and/or, administration of emergency drugs to stimulate the heart and clamp down on blood vessels.

If a team member discovers you without a heartbeat and you have chosen to have CPR performed on you, CPR will be initiated. Once we begin CPR, emergency medical personnel will be called, and they will continue CPR.

If you elect not to have CPR initiated, a special form titled, “Do Not Resuscitate Confirmation Form” will be completed and included in your Resident Health File. Should you become gravely ill and require transport to the hospital, we will ensure this Form is given to the emergency personnel, so they will know your wishes.

No matter what choice you make, you always have the right to change your mind at any time. Talk it over with your family because it is important that they also understand your wishes. If you cannot decide on move-in, we will consider this as your wish to have CPR initiated until you decide otherwise.

Your choice to have or not have CPR initiated is a very separate issue from any other critical illness or episode. If you are choking, we will always act immediately regardless of your CPR status. If you became ill with things such as pneumonia, or other infections, and are experiencing pain or flare-ups of other medical issues, we will work with your

SECTION 4: WELLNESS & CARE SERVICES

physician to provide the best course of treatment decided on between you and your physician. Should you have any further questions, please do not hesitate to discuss this with the Director of Wellness.

LIFE LABS SERVICES

For your convenience, a Lab Technician from Life Labs comes into the Community every Tuesday to do blood work on Residents where it has been requested by you or your family physician. This blood work is processed through Life Labs and the results are sent to your doctor's office. There is a fee per visit or test and you will be billed directly from the lab service provider through your MSP. Please submit your requisition to the Wellness Nurse if you wish to have your lab work done in the community. It will take 1-2 weeks to schedule. Please notify a Wellness Team Member if you will be having blood work in the Community or at a local lab to ensure appropriate measures are taken into account.

PHARMACY

Amica residents can use their Pharmacy of choice. If you are planning to receive Medication Management from our team, we encourage you to change pharmacy to CareRx. Amica Arbutus Manor orders and receives all medication through CareRx. If you plan to be away on holidays or overnight, we ask that you notify the Wellness Department in advance to enable them to make sure you have enough medication to take with you while you are away. CareRx will bill you directly as Amica Arbutus Manor does not take responsibility for any charges or balances owed.

IN-HOUSE DOCTOR

We have an in-house doctor who comes once or twice a month depending on the appointments. If you require a new Doctor or Nurse Practitioner or would like to sign up for our in-house doctor, please inquire at the Nurses' Station.

PHYSIOTHERAPY

At Amica Arbutus Manor we have External Physiotherapy services available. Please contact our Wellness team or Concierge for more information.

SECTION 4: WELLNESS & CARE SERVICES

GOVERNMENT SERVICES

Our Wellness Team is happy to provide you with support with any care needs you may require. You may also qualify for Government-sponsored programs (e.g. Assistive Device Program, Physiotherapy, etc.). Please direct any inquiries to the Director of Wellness or you may contact the Government sponsored program(s) directly.

INFECTION PREVENTION

Infection Control is the practice by which Amica Arbutus Manor works to prevent and manage infections. Infection Control principles are incorporated into all aspects of providing support services for you. Hand washing is the single best and most effective prevention against the spread of infection. To protect against the spread of infections, Team Members wash their hands often. Residents and visitors are encouraged to do the same. Best practices include:

- Washing hands before you leave your Suite and on return; and
- Using a paper towel to turn off the faucet.

Alcohol-based hand rub is located throughout our Residence and may also be used to maintain good hand hygiene.

OUTBREAK PREVENTION

There are times when several residents may become ill with similar symptoms. This is called an outbreak. If an outbreak occurs, we collaborate with Public Health and take several steps to contain and reduce the spread of illness. You will be advised by means of a letter what measures we are taking. We would ask anyone visiting during an outbreak to visit you in your Suite only and for shorter periods of time. Please remind them to wear a mask, and use the hand sanitizer upon entering the Community and again upon leaving. Family members and visitors should not visit when they have a cold, fever, vomiting, and/or diarrhea.

AMICA

ARBUTUS MANOR

SECTION 5:

CULINARY
SERVICES

SECTION 5: CULINARY SERVICES

HOURS AND SEATING

Our Dining Rooms are open from 7:00 AM to 7:00 PM for your dining convenience. There is no assigned seating, so you are free to choose where you would like to sit for each meal.

The Dining Room Meal times are the following:

Breakfast: 7:00 AM - 10:00 AM

Lunch: 11:30 AM - 1:30 PM

Dinner: 5:00 PM - 7:00 PM

If you will be away for any of the meals, please let the Concierge know in advance so we are aware of your safety.

DINING DRESS CODE

The dining areas are considered as your home and there is no dress code. You will find that most people prefer to dress for the day and that breakfast may be more casual than at other dining periods.

TEA TIME

Every afternoon at 3:00 PM, we offer tea time served by our Dining Room Servers on a trolley around the Fireside and Small Lounges. This is a great time to meet other residents and enjoy an afternoon cup of tea or coffee, lemonade, some cookies, and fruit.

CATERING FOR PRIVATE PARTIES

The Private Dining Room is the perfect setting for a special celebration for family or friends. Please contact the Dining Room Supervisor to make arrangements for your special event and to discuss extra costs that may apply. You may dine using our menu or create a menu of your choice in consultation with the Director of Culinary Services.

SECTION 5: CULINARY SERVICES

(2ND FLOOR)

HOURS AND SEATING

The Wellness Dining Room, located on the second floor, provides an alternative dining option for residents who may be unable to access the main dining area due to mobility, vision, environmental surroundings (such as noise, crowd, etc.), or other factors. This option ensures that all residents have the opportunity to enjoy their meals in a comfortable and accommodating setting.

The Dining Room Meal times for the 2nd floor are the following:

Breakfast: 8:00 AM - 9:30 AM

Lunch: 11:30 AM - 1:00 PM

Dinner: 4:45 PM - 6:00 PM

If you will be away for any of the meals, please let the Concierge know in advance so we are aware of your safety. You may reach them at 604-736-8936 or on the Main Floor in person.

TEA TIME

Similar to the main floor, tea time is offered daily at 3:00 PM in the Wellness Dining Room on the second floor. Served by our Resident Care Team, this is a wonderful opportunity for residents to connect with their neighbors while enjoying tea, coffee, lemonade, cookies, and fresh fruit.

DINING DRESS CODE

The dining areas are considered as your home and there is no dress code. You will find that most people prefer to dress for the day and that breakfast may be more casual than at other dining periods.

SECTION 5: CULINARY SERVICES

IN-SUITE TRAY SERVICE

If you are ill and require your meal brought to your Suite, please contact the Concierge to place your order. There is no fee for tray service for up to three days of sickness. However, please specify to the Concierge when ordering if this is a sickness tray so they can ensure that is not charged as it is a complimentary tray. The nurse will also come by and check on your well-being. If you would like to order a tray for other reasons other than illness there will be a fee per delivery.

DINING ROOM GUESTS

Guests are welcome at all meals. It is recommended that a reservation be made with the Concierge at least a day in advance. If you wish to book the Private Dining Room, please book at least a week in advance if possible. Guest meals may be paid by credit card at the Concierge Desk or charged to your account.

SPECIAL DIETS

Our meals are carefully selected to accommodate the tastes and dietary needs of our Residents. If you have any concerns or suggestions, or if you require a special diet, even on a short-term basis, please discuss it with the Director of Culinary Services. Please note that there may be limitations to some dietary items being provided. Special diets should be recommended by your Physician.

BISTRO

Our Bistro is open 24/7 to provide you and your guests with coffee, tea and delicious snacks. This is also a wonderful time for you to meet and socialize with other Residents.

BAR FEES

Beer, wine, and liquor are available with service times and prices posted. Wine is available at both lunch and dinner. Please check with the Dining Room Supervisor for further details concerning our bar services.

AMICA

ARBUTUS MANOR

SECTION 6: HOUSEKEEPING & MAINTENANCE

SECTION 6: HOUSEKEEPING & MAINTENANCE

HOUSEKEEPING

Housekeeping Service is provided for you every week; this includes vacuuming, surface dusting, cleaning of bathrooms, kitchenette, floors, changing your sheets, making the bed and laundering your towels and linens.

Please ensure that you have 2 sets of bedding and towels that are labelled with your suite number to allow for the housekeeper to promptly re-make your bed, launder your other set and return it to you on the same day. If you require additional Housekeeping Services, please contact the Community Operations Manager for rates or further details.

LAUNDRY

For personal laundry, washing machines and dryers are located on each floor. If you require assistance, please contact Housekeeping by calling the Concierge. You are required to provide your laundry detergent. However, neither coins nor tokens are needed to operate the machines. Please note the washing and drying times – the cycles take approximately 30 minutes – please remove your clothing promptly. An iron and ironing board are also located in the Laundry Lounge for your convenience. In consideration of your fellow residents, we request that you only use the laundry machines from 7 AM to 7 PM.

GARBAGE COLLECTION AND RECYCLING

Garbage and recycling will be picked up by your housekeeper once a week on your cleaning day. At other times, you may place your garbage and/or recycling in the Refuse Room located on each floor.

MAINTENANCE AND REPAIRS

If anything in your Suite requires repairs, or if you notice something is broken in the building, please let the Concierge know to put in a maintenance work order. We will do our best to assist you in getting the repairs made as soon as possible. Please note we only replace light bulbs that are a part of your Suite fixtures.

SECTION 6: HOUSEKEEPING & MAINTENANCE

CARPET CLEANING

We can spot clean small spills in your Suite. There may be a fee for this service depending on the circumstances. If you need a large area or your entire carpet cleaned, we would be happy to give you the names of some reputable outside carpet cleaning services at your own cost. If you require any of these services, please leave your request with the Concierge. We will record your request and you will be looked after as soon as possible.

SUITE TEMPERATURE

The temperature in each suite is individually controlled for your comfort. If you are unsure about the operation of your thermostat, please contact the Concierge.

WINDOW TREATMENTS

If you wish to replace the window treatments with your personal ones, please obtain prior permission from the General Manager. Replacement window treatments must appear neutral or an off-white colour the same as the existing treatment when viewed from the outside.

DAMAGE TO SUITES

Residents are responsible for repair costs for damage over and above those of normal “wear and tear”.

SECTION 6: HOUSEKEEPING & MAINTENANCE

ADDITIONAL HOUSEKEEPING SERVICES

In addition to our regular housekeeping schedule, we are pleased to offer a range of extra services to help keep your suite comfortable and well-maintained. These services are available upon request and may include:

- Additional Cleaning Visits – Extra room cleaning outside of your scheduled day.
- Linen & Towel Changes – More frequent changing of bed linens and towels.
- Laundry Assistance – Help with washing, drying, folding, or ironing personal laundry.
- Deep Cleaning – Thorough cleaning of specific areas, such as kitchens, bathrooms, or appliances. Please note that each resident receives this service once a year, complimentary, starting from their move-in date. There is also no charge if the service is required after a resident has been placed on Precaution in their suite due to illness.
- Organizational Support – Help with tidying closets, drawers, or seasonal reorganizing.
- Garbage & Recycling Removal – Extra collection outside regular pickup times.
- Small Errands – Light assistance with local errands or package handling (if applicable).

To request any of these services or to learn about associated fees, please contact the Concierge on the main floor or call 604-736-8936. We're here to help make your living experience as easy and comfortable as possible.

AMICA

ARBUTUS MANOR

SECTION 7:

LIFE

ENRICHMENT

SECTION 7: LIFE ENRICHMENT

Amica Arbutus Manor offers extensive Life Enrichment programs. You can stay informed about activities and events by reviewing the calendar of activities posted throughout the Community. Monthly newsletters known as “The Messenger” will be distributed at the end of each month in your mailbox. Special event notices will be posted on our information boards or you can contact the Life Enrichment team for more specifics. All of our “in-house” programming is free of charge.

BUS OUTINGS

Every week, various bus trips take Residents outside of the community to enjoy the city. You may sign up for bus trips at the Concierge. Occasionally, theatre outings, admission tickets, concerts, and restaurant visits will have fees that may apply. Any outing with an additional fee will be noted on the calendar and will be charged to your Resident account. To avoid disappointment, please sign up early for outings.

We also offer a weekly bus shuttle to Kerrisdale every Thursday at 1:15 pm.

EXERCISE CLASSES

Exercise programs are held in the Fitness Centre. These programs concentrate on a wide range of exercises meant to keep you limber and feeling good. This includes seated range of motion band exercises, balance classes, etc. You can choose the programs that interest you, and participate to the level you feel comfortable with to keep you healthy and fit. Please contact our Life Enrichment Coordinator for a tour of the Fitness Centre and a description of the program and its benefits to your health.

SPIRITUAL/CHURCH SERVICES

Non-denominational Church services are held every other Wednesday at 10:45 AM in the Drawing Room (1st floor).

We also have a church shuttle to St. Mary’s Kerrisdale every Sunday at 9:35 AM.

SECTION 7: LIFE ENRICHMENT

ENTERTAINMENT & CONCERTS

Every week, we bring in various musical performers of different genres to host live entertainment in our residence. They are held in the Fireside Lounge or in the Courtyard in the summer.

EDUCATIONAL TALKS & WORKSHOPS

Education talks, workshops and special speakers are occasionally booked to come and speak on special lectures and topics of interest. The speakers are usually industry professionals and are very informational. These special programs are highlighted on the information boards and in the monthly newsletters. If you have any suggestions on topics you would be interested in learning more about, please reach out to the Life Enrichment Coordinator.

HAPPY HOUR

Every Friday at 4:00 pm we host a Happy Hour in the Bistro with a discounted charge on alcohol and soft drinks during this time. Finger food made in our Kitchen is also served and it is a great time to meet other Residents.

MOVIES

Almost every night starting at 7:00 PM, a movie is shown in our Theatre. The genre varies each evening and is selected by our residents! Have a movie suggestion? Join us once a month for the Resident Movie Council and help bring your favorites to the big screen!

LIFE ENRICHMENT SUGGESTIONS

Where common interests among Residents are identified and a desire to participate exists, a program can readily be developed by the Life Enrichment Coordinator. Please let us know your interests and preferences so they may be included in our programming.

AMICA

ARBUTUS MANOR

SECTION 8:

TRANSPORTATION

SECTION 8: TRANSPORTATION

Amica Arbutus Manor does not provide private transportation services to appointments. However, we do offer a weekly shuttle to Kerrisdale that supports a wide range of shops and activities. You can find out more about transportation from Life Enrichment Coordinator.

TAXIS

The Concierge may book a taxi for you in advance to your destination. To avoid confusion when ordering a taxi to pick you up at Amica Arbutus Manor, please give the dispatcher your name and address, including the name of the Residence. The taxi will arrive within 10-15 minutes of your call. Please be in the lobby for its arrival or the taxi meter may start while waiting.

AMICA

ARBUTUS MANOR

SECTION 9:

EMERGENCY PREPAREDNESS

SECTION 9: EMERGENCY PREPAREDNESS

The Resident must designate one primary contact and ensure that this information is kept up to date.

EMERGENCY PENDANT

You have been provided with a pendant that is worn as a necklace. This pendant is water resistant and we recommend it to be worn at all times, except in the shower. In case of an emergency, pressing the button on the pendant will send a signal to the portable nursing phone. They will respond as quickly as possible. This pendant is used for emergencies only. For non-emergency requests, please call the Concierge Desk or speak to one of the leadership team members.

A \$350.00 replacement fee per pendant is required for loss or damage of the pendant. Please ensure that if you are leaving the building for an extended period of time (ie. the hospital or vacation), please leave the pendant in your suite to avoid damage or misplacement.

FIRE SAFETY

Please ensure that you are familiar with the location of fire extinguishers and your nearest emergency exit. Also, take a moment to review the evacuation plan. While we do not like to consider the possibility of a fire, knowing this information can be extremely useful in the heightened circumstances of a real emergency. A couple of minutes invested in precautions means you will be better equipped to respond to an emergency. The information below describes the protocols for emergency response and general precautions that all Residents should follow.

In conjunction with local authorities, Amica Arbutus Manor has prepared and maintains a Fire Safety Plan. The Fire Safety Plan and additional emergency plans are tested on a regular basis. Fire drills are conducted each month for the safety of Residents, Visitors and Team Members. Fire exits are clearly indicated within Amica Arbutus Manor. Please cooperate with the requests of Team Members during emergencies.

SECTION 9: EMERGENCY PREPAREDNESS

The external Fire Access route is a NO PARKING zone. Signs are posted clearly and the routes must be kept free to allow access by emergency vehicles.

EMERGENCY RESPONSE – RESIDENTS AND VISITORS

IF YOU DISCOVER A FIRE:

- Leave the fire area.
- IMMEDIATELY sound the fire alarm by activating the nearest red alarm pull station.
- DO NOT USE THE ELEVATORS
- Call the Fire Department. Dial 911. Tell them you are reporting a fire at: **2125 Eddington Drive, Vancouver, BC.**
- At your discretion, attempt to control the fire with available fire equipment.
- Close doors behind you, leave the building by the nearest safe exit.

WHEN YOU HEAR THE ALARM:

- Leave the building immediately by the nearest safe exit.
- Close doors behind you.
- Do not use the elevators.
- Remain calm.
- When you have reached the outside, move away from the building.
- Call the Fire Department. Dial 911. Tell them you are reporting a fire at: **2125 Eddington Drive.**
- Go to the designated assembly area.

DO NOT GO BACK INTO THE BUILDING FOR ANY REASON.

- The Fire Department will advise when it is safe to do so.

THE DESIGNATED ASSEMBLY AREA FOR THIS BUILDING IS:

Main entrance parking.

SECTION 9: EMERGENCY PREPAREDNESS

FIRE PREVENTION

Amica Arbutus Manor is a non-smoking residence.

- Make sure that no one, including visitors, are smoking in the community.
- Be alert around electrical equipment. When electrical equipment is not working properly or if it gives off an unusual odor - often the first sign of a problem that could cause a fire - disconnect the equipment and call an appropriate maintenance contractor.
- Promptly replace any electrical cord that is cracked or has a broken connection.
- When using extension cords, protect them from damage: do not put them across doorways or any place where they will be stepped on or chafed. Check the amperage load specified by the manufacturer or the "listing laboratory", and do not exceed it. Do not plug one extension cord into another, and do not plug more than one extension cord into one outlet.
- Keep all heat-producing appliances away from the wall and away from anything that might burn. Leave plenty of space for air to circulate around equipment that normally gives off heat.
- Make sure all appliances in your area - such as coffee makers - are turned off when not in use. It's best to assign one person to make this check every day.
- Do your part to keep storage areas, stairway landings and other out-of-way locations free of wastepaper, empty cartons, dirty rags and other material that could fuel a fire.
- Report fire hazards to the Fire Safety Director.

FIRE PREPAREDNESS

- Know the location of the two exits closest to your area. Count the number of doors between you and each of those exits - in case you must escape through a darkened, smoke-filled corridor where you can't read the names on the doors.
- Learn where the nearest pull station is located and how to activate it.
- Post the 9-1-1 Fire Department Emergency Number on your telephone.
- Learn the sound of your building's fire alarm.

SECTION 9: EMERGENCY PREPAREDNESS

- During the annual fire drill which will be conducted by the Fire Safety Director, do the following:
 - Review the basic IN CASE OF FIRE procedures posted in the corridors, and Evacuation Procedures.
 - Ensure you know who the Fire Safety Director and Deputies are, and how to contact them.
 - Read the other information provided in Occupant Fire Prevention, Preparedness & Control
- Volunteer to be one of two designated persons who will assist a person requiring assistance.

FIRE EVACUATION

- While exiting, walk and do not run.
- DO NOT USE THE ELEVATORS
- Shut all doors behind you.
- Alert those who have difficulty hearing that an emergency evacuation of the building is underway.
- Proceed along corridors and through exits in a quiet and orderly manner.
- Do not push or jostle.
- Assist persons requiring assistance to reach the nearest safe exit:
 - Try to keep exits clear by permitting others to pass.
 - It may be necessary to hold persons requiring assistance in or near the exit and wait for fire department assistance.
- If you must use an escape route where there is smoke, stay as low as possible. Crawling lets you breathe the cleaner air near the floor as you move toward the exit.
- Before you open a closed door, feel it with the back of your hand. If it is hot, leave it closed and use your alternate escape route. If it feels normal, brace your body against the door and open it a crack - be prepared to slam it shut if heat or smoke starts to rush in.
- If all exits are blocked by fire or smoke, enter a room preferably with an exterior window, and seal the cracks in the door with available materials to prevent smoke entering the room.

SECTION 9: EMERGENCY PREPAREDNESS

- Phone 9-1-1 to report your situation and attract the attention of someone outside the building by any possible means.
- When you have reached the outside of the building, move away from the exit allowing others behind you to emerge.
- Do not attempt to drive your vehicle from the parking area.
- Do not enter the building again until permitted by a Fire Department Officer or the Fire Safety Director.

FIRE SAFETY – GENERAL PRECAUTIONS

The fire system at Amica Arbutus Manor works in two stages. The first stage is an announcement over the speakers that a suspected fire is being investigated. The second stage is an alarm and a recorded voice message requesting an evacuation of the building.

At Amica Arbutus Manor, your safety is our number one priority. Your building has been constructed with firewall separations and hallway fire doors dividing Amica Arbutus Manor into safe compartments for our residents. Amica Arbutus Manor is equipped with state-of-the-art smoke detectors and fire sprinklers throughout the building. Your suite is fitted with a smoke alarm that will alert you of any danger.

Things to Remember when evacuating Amica Arbutus Manor:

- If you evacuate the building, assemble away from the building at the designated Assembly Point main entry parking and away from arriving fire equipment.
- Do not re-enter the building until it is cleared by the Fire Department.

Defend in Place Strategy:

If you are unable to leave your suite because of fire or smoke in the hallways, follow these steps to Defend in Place:

- Each door has a seal, but you may want to place wet, rolled up towels along the bottom of the suite door to keep smoke out of your suite
- If there is no fire by your suite window, open it and yell for help

SECTION 9: EMERGENCY PREPAREDNESS

- Phone 911 and give them your name and suite number
- Hang a towel or sheet out of your window to attract attention and to signal your location to the fire department

Horizontal Evacuation Procedure

For seniors with mobility problems, it is safer and easier to practice the Horizontal Evacuation Procedure.

- Moving away from the smoke keeps you further away from the fire and keeps you safe. Passing through the hallway fire doors and firewall provides you with extra protection from the fire. These walls keep residents safe while the fire department extinguishes the fire.
- If a fire is located within Amica Arbutus Manor, staff will attend to each floor and provide instruction. It may be safe to remain in your suite or stay on your floor because the fire is within another area of the building. You may need to move into an adjoining area of the building, where you will pass through hallway fire doors towards safety.
- Remember to not block open fire doors because they are a safe barrier between you and the fire.

Stop, Drop, and Roll:

In the unlikely event that your clothing catches fire, remind yourself of the Stop, Drop, and Roll technique.

- Stop: Stop where you are
- Drop: Lie flat on the ground
- Roll: Roll from side-to-side or back-to-front continuously until the fire is extinguished

SECTION 9: EMERGENCY PREPAREDNESS

FIRE DRILLS

Fire drills are run monthly to keep our residents and Team Members safe. These drills are designed to reinforce the correct procedures required to evacuate effectively.

All Team Members at Amica Arbutus Manor have completed a fire safety program that highlights best practices to improve and reinforce awareness.

You are encouraged to participate in the fire safety drills but are not required to. Prior to any comprehensive fire drill, Residents will be notified and are expected to stay in their room unless specifically instructed otherwise.

Every year, Amica Arbutus Manor works in partnership with the local fire department to complete a fire drill. Residents may be required to participate in this drill.

POWER OUTAGES

Occasional power outages may occur due to circumstances beyond our control. We recommend each Resident has a flashlight in this event.

Please note that lighting of candles are prohibited in the suite due to high risk of fire hazard.

AMICA

ARBUTUS MANOR

SECTION 10:

RESIDENT
POLICIES

SECTION 10: RESIDENT POLICIES

A) VISITOR POLICY

This Policy is posted at the Concierge Desk.

PURPOSE

Amica Arbutus Manor encourages visitors and wants to make families and friends feel at home here. This Policy has been established for the comfort and safety of the Residents and Team Members.

POLICY

All visitors including private care providers must report to the Concierge to sign in (upon arriving) and sign out (upon leaving). There is no restriction on visiting hours. Visitors are expected to conduct themselves safely and in a manner that is considerate to the Residents and Team Members.

- For safety and security reasons, the main entrance is the only door to be used for entering and leaving the Community. If the main entrance is locked, please ring the doorbell for entry. Alternatively, the visitor may phone the Resident they are visiting for entry. In this case, the Resident will greet the visitor and ensure sign-in/out at the Concierge Desk.
- All visitors will agree to assist and maintain a healthy and safe environment, and will practice infection prevention and control measures by:
 - Washing their hands (with hand sanitizer provided at the main entrance) upon entering and leaving the Community.
 - Being free of infection or illness, and should not have experienced symptoms such as fever, cough, runny nose, sore throat, skin rash, vomiting, or diarrhea within the 48 hours before a visit.
- All visitors must respect the privacy of Residents. Visitors should remain with the Resident they are visiting and/or the approved site work location.
- Children accompanying visitors must be supervised by an adult at all times.

SECTION 10: RESIDENT POLICIES

- Pets accompanying visitors must be leashed, in control, and up to date on vaccinations. Pets are not permitted in the bistro or dining room. Please clean up after your pet.
- This Community is a non-smoking environment.

EMERGENCY RESPONSE AWARENESS

All visitors should acquaint themselves with the Community's Floor Plan and emergency exits. This information is available at the Concierge Desk and is posted by the elevator and in each Resident's suite. In the event of activation of emergency procedures, direction will be provided by Team Members.

Failure to follow this policy may result in the visitor being asked to leave and visiting privileges revoked.

B) ZERO TOLERANCE ABUSE/NEGLECT

A Resident should be free from abuse or neglect by team members, volunteers, visitors and other Residents. Amica recognizes its responsibility to ensure that all Residents are protected from abuse and neglect by anyone.

Amica Arbutus Manor has a zero-tolerance policy with respect to abuse of any kind including, but not limited to, physical, sexual, emotional, verbal and/or financial abuse and neglect, by any person (e.g. Team Member to Resident, family members/visitors/volunteers/Resident to Resident/Team Member contracted staff, agency staff, and Resident-paid companions). All Team Members are required to report any suspicion of incidents or allegations of neglect and/or abuse immediately to their Manager, or other Management member. All incidents and allegations will be investigated internally and reported to the appropriate Regulatory Body.

SECTION 10: RESIDENT POLICIES

INVESTIGATING AND RESPONDING TO ALLEGED / SUSPECTED ABUSE OR NEGLECT

The first priority in any alleged, suspected or witnessed incident of abuse or neglect is to deal with the immediate risk at hand and ensure safety of those affected. Following, the incident reporting protocols are initiated, and an internal investigation is started.

The General Manager/Designate must ensure that the police are immediately notified in the following circumstances:

- If it is suspected that an alleged, suspected or witnessed incident of abuse or neglect of a Resident may constitute a criminal offence;
- The Resident requests that the police be called; and/or
- Someone is armed with a weapon, and/or someone is threatening violence or there is a threat of significant harm to themselves or others.

The GM/Designate will notify the Resident, Substitute Decision Maker (SDM - if applicable) and any other person specified by the Resident:

- i) Immediately upon the Community becoming aware of an alleged, suspected or witnessed incident of abuse or neglect that has resulted in a physical injury or pain to a Resident or that causes distress to a Resident that could potentially be detrimental to a Resident's health or well-being or within 12 hours upon the Community becoming aware of any other alleged, suspected or witnessed incident of abuse or neglect; and
- ii) Immediately upon the conclusion of the investigation to report findings and actions taken where required.

SECTION 10: RESIDENT POLICIES

REGULATORY REPORTING OBLIGATION

If the event of alleged, suspected or witnessed abuse and/or neglect the GM/Designate must report it to the appropriate regulatory authorities Identified below.

Assisted Living Registry

Ministry of Health

1. Complete the Assisted Living Registry Reportable Incident form – See Assisted Living in BC, www.gov.bc.ca/AssistedLivingBC/ Opening or Operating an Assisted Living Residence / Tools and Resources.
2. Email or fax the completed form to the Assisted Living Registry at:
Fax: 250.953.0496, Email: Hlth.assistedlivingregistry@gov.bc.ca

Additional reporting obligations may be required (e.g. Health Professional Regulatory College, Office of the Public Guardian and Trustee) depending on the nature and person involved.

FURTHER SUPPORT FOR THE RESIDENT:

The Resident will be provided with appropriate resources to provide assistance and emergency numbers. At all times the Resident's right to privacy and confidentiality will be respected. Action may include a coordinated response from a variety of services/agencies.

SECTION 10: RESIDENT POLICIES

C) CONCERN AND COMPLAINT POLICY

PURPOSE

Amica Arbutus Manor is committed to providing our Residents, Team Members, and visitors with a high level of service. This policy is intended to ensure that concerns, complaints, and compliments raised by any of our stakeholders are responded to promptly, transparently, and fairly in accordance with Amica Arbutus Manor's high standards.

POLICY

All concerns, complaints and compliments, whether written or verbal, regarding the care of a resident and/or operations of a Community are recorded, and the protocol within this policy is followed.

All concerns and/or complaints must be acknowledged within 48 hours and investigated and resolved within 10 business days. For those concerns/complaints that cannot be resolved within 10 business days, an acknowledgement of receipt of the complaint must be provided within the timeframe, including the date by which the complainant can reasonably expect a resolution, and a follow-up response. Where there is an allegation of harm or risk of harm to one or more Residents, the investigation must be started immediately.

PROCEDURE

Amica at Arbutus Manor is pleased to offer you four different methods of raising any concerns, complaints, or compliments you may have.

- Verbally: Bring your concern, complaint, and/or compliment to the Manager or Team Member in charge. If s/he is not able to resolve your concern, please speak to any member of Amica Arbutus Manor's Leadership Team.
- In Writing: There are feedback forms titled, "Tell Us How We Are Doing" throughout Amica Arbutus Manor (e.g. Dining Room, Concierge Desk). Please fill out a feedback form with your concern, complaint, or compliment and insert the completed form in the box beside the forms.

SECTION 10: RESIDENT POLICIES

- Online: Concerns, complaints, and/or compliments can also be submitted online by going to: <https://amicafeedback.freshdesk.com/support/tickets/new>
- If you are uncomfortable sharing your concern or complaint through the channels identified above or if the concern/complaint has not been resolved you may contact the Ethics Line. The Ethics Line is available to all Stakeholders of the Company (e.g. Team Members, Residents, Families, Visitors). This Line is professionally and independently staffed, and callers are not required to identify themselves when making a report. The Ethics Line can be accessed in three ways:
 - Online: secure website at <http://www.clearviewconnects.com/>
 - Phone: toll-free number 1-844-223-7127
 - Mail: confidential post office box at:
P.O. Box 11017
Toronto, Ontario
M1E 1N0

ALTERNATIVE COMPLAINT CHANNEL

If you would prefer not to use our internal complaint channels, or if you do not get a satisfactory resolution using our internal complaint channels identified above, you can make a complaint to:

Anyone with a concern about health or safety at a residence can make a complaint to the Assisted Living Registry.

Phone Victoria: 778.974.4887
Toll-free: 1.866.714.3378

Email HLth.assistedlivingregistry@gov.bc.ca

Website www.gov.bc.ca/AssistedLivingBC

Mailing address
Ministry of Health
PO Box 9601 Stn Prov Govt
Victoria, B.C. V8W 9P1

SECTION 10: RESIDENT POLICIES

D) WHISTLE-BLOWING PROTECTION POLICY

PURPOSE

An important aspect of accountability and transparency is a mechanism to enable all stakeholders (e.g. Team Members, Residents, Volunteers, and visitors) to report observations of ethical, criminal, or professional violations (collectively, ‘wrongdoings’) and to ensure that an individual reporting such observations in good faith will not be subject to retaliation. This Policy confirms our whistle-blowing protection.

POLICY

Amica Arbutus Manor is strongly committed to maintaining an environment in which all stakeholders are respected and free to voice a concern or report wrongdoing without fear of intimidation and/or retribution. It is impossible to list all possible wrongdoings. Some of the key observations to be reported include:

- Resident abuse;
- Criminal conduct;
- Fraud or misappropriation, or other questionable accounting practices;
- Failure to comply with legal or regulatory obligations;
- Failure to comply with, or efforts to circumvent, internal compliance policies or internal controls;
- Actions that endanger health and safety, or might cause environmental damage; and
- Actions designed to have the effect of concealing any of the above.

REPORTING A WRONGDOING

There will be no reprisals against any person making such a report or raising questions or concerns as long as that person is acting in good faith. This protection extends to any person who discloses information to a regulatory inspector/body, or who gives evidence in legal proceedings. The methods for reporting a violation are identified above in the Abuse/Neglect Policy and the Concern, Complaint, and Compliment Policy.

SECTION 10: RESIDENT POLICIES

E) USE OF MOTORIZED SCOOTERS AND WHEELCHAIRS POLICY

PURPOSE

To balance the Resident's need for a motorized scooter or wheelchair with the safety of everyone else at Amica Arbutus Manor, this Policy has been established.

POLICY

Residents must exercise caution when using motorized scooters and wheelchairs and act in a manner which respects the health, safety and physical integrity of other Residents, Team Members and visitors.

Due to fire and safety regulations, motorized scooters and wheelchairs cannot be stored in hallways and walkways when not in use. These devices can be stored in the Resident's suite and/or the designated parking area at Amica Arbutus Manor.

Residents operating motorized scooters and wheelchairs assume all liability for injury, death or damage arising out of or related to the use of the motorized scooter or wheelchair.

SECTION 10: RESIDENT POLICIES

F) ELECTRICAL APPLIANCES/EQUIPMENT

PURPOSE

Amica Arbutus Manor takes very seriously the safety of everyone in the Community. To ensure that the Resident's use of cooking and/or heating appliances is aligned with fire safety/protection principles, this Policy has been established.

Residents wishing to bring their own cooking and/or heating appliances must consult with the Environmental Services Coordinator to ensure these appliances are CSA approved and in good working order. Amica Arbutus Manor reserves the right to inspect any appliances for safety reasons and may ask for them to be removed based on their age and/or condition. Items that are not permitted include toasters, heating blankets, hot plates, deep fryers, halogen lamps and lights, and space heaters of any kind (unless provided by Amica Arbutus Manor). Electric kettles are permitted but must have an automatic shut off switch. In all cases, Residents are advised to exercise care and good judgment in the use of appliances and should never leave any cooking and/or heating appliance unattended while it is operating. The use of extension cords is discouraged, however if needed, they must not be run under carpets and must be only used in areas where there is sufficient air circulation to prevent overheating.

Lighting of candles are also prohibited in the suites due to fire hazard.

AMICA

ARBUTUS MANOR

SECTION 11:

RESIDENTS' BILL OF RIGHTS

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)(c.1)(ii) of the *Community Care and Assisted Living Act*