

AMICA

BEECHWOOD VILLAGE

Beechwood Village
2315 Mills Road, Sidney BC V8L 5W6
250-655-0849

Resident Handbook

I would like to take this opportunity to welcome you to Beechwood Village. We look forward to serving you and planning our days around your needs and interests.

This Handbook has been designed to provide you with information on our services, amenities, and policies about your new residence. If you have any questions, please do not hesitate to speak with me or any of the Team Leaders at Beechwood.

Thank you for choosing Beechwood Village to celebrate this new chapter in your life and welcome to your new HOME!

Sincerely,

A handwritten signature in blue ink, appearing to be 'JH' or similar, written in a cursive style.

General Manager

Meet the Leadership Team

Ron Gibson – General Manager

Ron is responsible for the overall operations of Beechwood Village. Ron is here to assist with any of your questions or concerns and welcomes any suggestions you may have to improve the services provided at Beechwood.

Kady Bissonnette - Director of Wellness

The director of wellness 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. Wellness Team Members are available daily. If you have any health concerns or questions regarding your care, please speak to a Wellness Team Member.

Corinne Goossen – Community Operations Manager

Corinne is responsible for the day-to-day accounting duties as well as overseeing the functions of the Concierge desk and Housekeeping. If you should have any questions regarding finances or Concierge and Housekeeping, please speak to Corinne.

Adam Schwann– Director of Culinary Services

Scott is responsible for all aspects of the food service at Beechwood Village. We pride ourselves in offering quality menus as well as special menus for private family functions. If you have any questions or concerns regarding the food service, including any dietary needs/restrictions, please feel free to connect with Scott.

Nigel Wright – Maintenance Manager

Is responsible for the repairs and maintenance of the building. If you require any services that pertain to these areas, please ask the Concierge to fill out a maintenance request form.

Amy Fischer – Life Enrichment Coordinator

Amy works with Chris on planning and implementation of our residents' 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 with Amy.

Sandy Holliday – Community Relations Director

Claire Sear – Community Relations Assistant

Sandy and Claire are responsible for providing information to seniors, so they can make an informed decision to become part of our active, caring residence. Personal tours for your family and friends are available. Please ask about Amica's resident referral program.

Celine Frechette – Housekeeping Supervisor

Celine is responsible for the daily operations of our housekeeping department including the cleaning of your suite and the common areas of our community. Celine will meet with you to establish your cleaning day. If you have any questions with regards housekeeping, please speak to Celine.

Please note: Although we can appreciate your wish to say a special thank you to someone who you may feel has provided you with exceptional service, we have a policy that does not allow anyone in our employ to accept money or gifts from you or your family. If you wish to recognize exceptional service, we encourage you to fill out a Feedback Form found in the lobby.

Amica Senior Lifestyles Mission Statement

We empower seniors to flourish by supporting mind, body, and spirit through an engaged and passionate team in a place called home.

AMICA

BEECHWOOD VILLAGE

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SECTION 1: General Information

Hours of Operation

Beechwood Village is staffed 24 hours a day. For your security, the building will be locked each evening by 9:00 p.m. To gain entrance after this time, please use the doorbell adjacent to the front door. A team member will respond as soon as possible.

Concierge

The Concierge Desk will relay messages to your guests, or notify you of any special messages, parcels, or items to be picked up. There is a Concierge on duty 24 hours daily. 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.

Sign Out Book – Not currently used during COVID-19 protocols

For your security and safety, there is a sign out book for visitors located at the Concierge Desk. Please ensure your visitors have signed in and out. **If you are going to be absent from Beechwood for several hours or days, please inform the Concierge of your absence and expected return.**

Lost and Found

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

Smoking

Beechwood is a non-smoking environment. There is no smoking within Amica at Beechwood Village or its property and there is no smoking within 9 meters of any entrance or exit door.

Mail

Mail is delivered to your individual mailbox on the ground floor Monday to Friday by Canada Post. You will be given a mail key on your arrival. Please check your mailbox on a regular basis. Parcels too large for your mailbox will be left at the Concierge Desk for pick up or delivery depending on size. Out-going mail is required to be at Concierge by 9:30 am Monday to Friday.

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

Example:

Mr./Mrs./Ms. _____

Suite _____ **(Suite # must be shown on address)**

Amica at Beechwood Village

2315 Mills Road, Sidney B. C. V8L 5W6

Deliveries and 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.

Languages

Amica at Beechwood Village is operated in the following languages:

English only ✓

Information Board

Resident Information Boards are in the Lobby. You will find information such as upcoming events and outings, the day's menu, and other important notices.

Resident Vacations

For your security and safety, if you are planning to be away from your residence, 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.

Resident and Community Meetings

This is your opportunity to be informed of any changes, events or voice any questions or comments that you may have. Townhall meetings are organized by the leaders at Amica at Beechwood Village and held monthly. The date will be noted in your monthly newsletter and are hosted in the resident dining room.

Resident Council

Residents have the right to form a Residents' Council, the Resident Council is made up solely by residents and is an avenue for you to discuss issues or concerns, which can then be brought to the attention of management.

Parking

Beechwood provides parking for those residents with cars. The parking spots are not reserved and on a first come first serve basis. Amica at Beechwood Village accepts no liability for damage or theft of your vehicle.

Television

Our basic cable channel provider is Shaw. Residents require their own account and digital cable box to access the channels. Residents add other services if they wish.

Keys

You will be provided with your suite key on your move-in day. For your safety and security, suite keys are 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.

Newspapers

Residents are responsible for arranging delivery of any newspapers to Beechwood and will be billed directly by the publication.

Insurance

Residents are responsible for maintaining their own insurance coverage, including personal property, liability, automobile (if applicable), renters and other insurance coverage (including flood coverage in the event of water damage at Beechwood from an accident or omission by the resident) in adequate amounts.

We take every reasonable precaution to safeguard your possessions. However, we cannot assume responsibility for them.

We recommend that you ensure 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 it is requested that residents keep music and TV on low volume. You may wish to consider an earphone accessory to aid your ability to hear your TV when the volume is low.

Monthly Statement

The Community Operations Manager prepares your monthly bill which includes your monthly fees and in-house charges. If you have any questions regarding your account, please contact Corinne, Beechwood's Community Operations Manager during business hours, 8:30am-4:30pm, Sunday through Thursday.

Monthly occupancy fees are to be paid by Automatic Withdrawal, which allows you to have your monthly balance deducted directly from your bank account on the first of each month. Automatic Withdrawal is a more convenient and efficient method of paying your fees as it eliminates the need for you to issue a cheque monthly. You will receive your statement outlining your expenses the last week of each month. If you have a question or concern regarding your account, please see the Community Operations Manager or the General Manager.

Suite Accounts

In house charges for in-suite dining, guest meals, personal laundry, extra housekeeping and any care services through the Wellness Department will be billed to your monthly suite account. If you choose to transfer from one suite to another, a new residency agreement must be signed.

Resident Files and Information Changes

Please notify the Community Operations Manager or General 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. It is important that this information stay current in case of an emergency.

Power of Attorney

It is strongly recommended that residents arrange a legal representation agreement for personal care, and power of attorney for financial at the time of move-in. When completed please provide Beechwood with a copy.

The resident and/or representative must designate one primary contact and ensure that this information is kept up to date.

SECTION 2: Amenities

Patios and Gardens

Our outdoor spaces are for your enjoyment. Patio furniture for the main patio will be available for use when weather permits. A pathway around the perimeter of Beechwood allows for easy and safe exercise – and fresh air. For everyone's

enjoyment and safety please ensure that appropriate glass wear is used on the patio and that any litter is placed in appropriate containers.

If you are interested in gardening, please let the Life Enrichment Coordinator know, and join the gardening club.

Lounge Areas

Many comfortable sitting areas and lounges are located conveniently throughout your residence for your use. Use them for social gatherings or for just a friendly game of cards with your neighbors.

Hair Salon

The Hair Salon is located on the lower level by the carpet bowling area and is managed by a private operator. The Salon is open on Tuesday - Friday; please book your appointment with the Salon.

Library

The resident-run library is located on the second floor. The library collection includes hardcover books, paperbacks, including large print. Residents are welcome to borrow any of the books and return them. Computer operation tips will be available as part of our education program. Please speak to our Life Enrichment Coordinator to access these services.

Emergency Response System

You have been provided with a pendant that can be worn conveniently as a necklace, wrist ban or on your belt. 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.

Activity Room

The Activity and exercise room is located the second floor.

TV and Music Lounge

The TV and music lounge is located on the second floor, adjacent to the activity room.

Wellness Hub

The Wellness office is located on the second floor. Wellness Team Members may always not be present in the office due to the demand of their job duties. If you would like to speak to someone in the Department, please call the Concierge. If you require immediate assistance, please press your call pendant and a Team Member will respond as quickly as possible.

SECTION 3: Privacy

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 Community operates in keeping with the requirements of federal and provincial privacy laws. The privacy officer can be contacted at Amica Senior Lifestyles in Toronto: 416-487-2020

Collection of Personal Health Information

We collect personal health information from you, or from other persons acting on your behalf, to enable us to provide you with the care, programs and services you require. We also collect and share personal health information with other care providers outside of the Community where required to further support your health care needs.

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, as well as payment and eligibility for your health care service; and
- the identity of your health care providers and substitute decision-makers.

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.

SECTION 4: Resident Policies

A) Visitor Policy

PURPOSE

Beechwood 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 for 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 residence. 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.
- 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 in 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 prior to 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.
- 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.
- Beechwood is a non-smoking environment.

EMERGENCY RESPONSE AWARENESS

All visitors should acquaint themselves with the residence floor plan and emergency exits. This information is available at the Concierge. 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) Abuse/Neglect Policy

PURPOSE

Beechwood Village is committed to providing the highest level of quality care, which encompasses the dignity, respect and rights of its Residents. 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.

This Policy is intended to identify the community program requirements for preventing abuse and neglect, and investigation protocols, including resident support.

POLICY

Amica at Beechwood 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.

“Abuse” in relation to a resident, means physical abuse, sexual abuse, emotional abuse, verbal abuse or financial abuse, as defined below.

“Emotional abuse” means,

- a) any threatening, insulting, intimidating, or humiliating gestures, actions, behavior, or remarks, including imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization that are performed by anyone other than a resident; or
- b) any threatening or intimidating gestures, actions, behavior, or remarks by a Resident that causes alarm or fear to another resident where the resident performing the gestures, actions, behavior, or remarks understands and appreciates their consequences.

“Financial abuse” means,

- a) any misappropriation or misuse of a resident’s money or property;

“Physical abuse” means,

- a) the use of physical force by anyone other than a resident that causes physical injury or pain;
- b) administering or withholding a drug for an inappropriate purpose; and/or
- c) the use of physical force by a resident that causes physical injury to another resident.

“Sexual abuse” means,

- a) any consensual or non-consensual touching, behavior or remarks of a sexual nature or sexual exploitation that is directed towards a resident by a licensee or staff member; or
- b) any non-consensual touching, behavior or remarks of a sexual nature or sexual exploitation directed towards a resident by a person other than a licensee or team member.

“Verbal abuse” means,

- a) any form of verbal communication of a threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes a Resident’s sense of well-being, dignity, or self-worth, that is made by anyone other than a Resident; or
- b) any form of verbal communication of a threatening or intimidating nature made by a Resident that leads another Resident to fear for his or her safety where the Resident making the communication understands and appreciates its consequences.

“Neglect” means,

The failure to provide the care and assistance required for the health, safety or well-being of a resident. “Neglect” includes a pattern of inaction that jeopardizes the health or safety of one or more Residents. Such behaviors or remarks include, but are not limited to any form of:

- a) not answering the emergency call or requests for assistance;
- b) intentional and repeated failure or refusal to provide care as set out in the resident Personalized Support Plan or care for the existing condition of the resident;
- c) withholding food, medication, fluids and/or health services; and
- d) failure to provide access to physician services as indicated in the Resident Personalized Support Plan or required for an existing condition.

A. PREVENTION OF ELDER ABUSE/NEGLECTThe Community Program requirements for preventing abuse and neglect include:

- 1) Proper Team Member and Volunteer Selection;*
- 2) Team Member/Volunteer Education;*
- 3) Resident Education; and,*
- 4) Appropriate Staffing for Level of Resident Care.*

B. INVESTIGATING AND RESPONDING TO ALLEGED/SUSPECTED ABUSE OR NEGLECT

The 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.

There may also be a requirement to report to the applicable regulatory authority.

CONTACTING POLICE:

The General Manager (GM)/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.

NOTIFICATION:

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 residence 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 residence 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.

D. REGULATORY REPORTING OBLIGATIONS

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.

Regional Health Authority

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.

C) Concern/Complaint and Compliment Policy

PURPOSE

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

- 1) 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 of the following member of Beechwood Village's Leadership Team. Alternatively, you may contact the Regional Director of Operations at 250-478-2912
- 2) In Writing: There are feedback forms titled, "Tell Us How We Are Doing" throughout Amica at Beechwood Village (e.g. Lobby, 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.
- 3) Online: Concerns, complaints and/or compliments can also be submitted online by going to: <http://feedback.baybridgeseniorliving.com>
- 4) 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

If you do not get a satisfactory resolution using our internal complaint channels identified above or by talking to a health authority case manager (where involved), you can make a complaint to:

Patient Care and Quality Office
Suite 202, 601 W. Broadway
Vancouver BC, V4Z 4C2

Phone (toll-free): 1-888-875-3256

Email: pcqo@phsa.ca

AND/OR:

Assisted Living Registry

Ministry of Health

PO Box 9638 Stn. Prov Govt

Victoria, B.C. V8W 9P1

Phone (toll-free): 1-866-714-3378

AND/OR:

Medical Health Officer

Dr. Richard Stanwick – 250-519-3406

Suite 430-1900 Richmond Avenue, Victoria BC V8R 4R2

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 at Beechwood Village is strongly committed to maintaining an environment in which all stakeholders are respected and free to voice a concern or report a 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.

E) Use of Motorized Scooters and Wheelchairs Policy

PURPOSE

In an effort to balance the Resident's need for a motorized scooter or wheelchair with the safety of everyone else at Beechwood Village 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 designated parking area at Beechwood Village

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.

F) Electrical Appliances/Equipment

PURPOSE

Amica at Beechwood takes the safety of everyone very seriously in the residence. To ensure that resident's use of cooking and/or heating appliances is aligned to fire safety/protection principles this Policy has been established.

POLICY

All Suites include the following appliances:

- Small fridge

Residents wishing to bring their own cooking and/or heating appliances must consult with the Maintenance Coordinator to ensure these appliances are CSA approved, have automatic shut off and in good working order. Amica at Beechwood 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 not permitted include: toaster ovens, heating blankets, hot plates, deep fryers, Halogen lamps and lights, and space heaters of any kind (unless provided by Beechwood Village. Electric kettles and coffee makers 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.

SECTION 5: Emergency Preparedness

You have been provided with a pendant that is worn as a necklace. This pendant is waterproof and we always recommend it be worn. If you have 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 at 250-655-0849.

A \$250.00 deposit per pendant is required for loss or damage of the pendant. The deposit is required prior to moving into the community

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

Fire Safety

Please ensure that you are familiar with the location of fire extinguishers and your nearest emergency exit. 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, Beechwood 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 Beechwood. Please cooperate with the requests of team members during emergencies.

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

Emergency Response – Residents and Visitors

UPON HEARING FIRE ALARM

- Evacuation to the nearest exit.
- Use the nearest exit or exit stairway to leave building.

- In the event you are unable to use the stairway remain in the hall by the stairway and wait for assistance. Do not block stairway door.
- **REMAIN CALM**
- Proceed to one of the designated meetings places.
 - Front parking lot – North of building inside front gates
 - Henry Avenue parking lot – South of building left side of lot facing the street by the entrance. Do not block lot entrance.

IF YOU DISCOVER FIRE

- Leave the fire area.
- Pull fire alarm.
- Close Doors then evacuation to the nearest exit.
- Use the nearest exit or exit stairway to leave building.
- In the event you are unable to use the stairway remain in the hall by the stairway and wait for assistance. Do not block stairway door.
- **REMAIN CALM**
- Proceed to one of the designated meetings places.
 - Front parking lot – North of building inside front gates. Do not block entrance.
 - Henry Avenue parking lot – South of building left side of lot facing the street by the entrance. Do not block entrance.

Fire Safety – General Precautions

Daily, weekly and monthly inspections.

Fire Drills

Fire drills will be 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 at Beechwood Village 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 until the alarm sounds, then evacuate unless specified.

Every year, Amica at Beechwood works in partnership with the local fire department to complete a fire drill. It is likely that you will be required to participate in this drill.

SECTION 6: Infection Prevention

Infection Control is the practice by which Beechwood 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 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.

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 use the hand sanitizer on entering the residence and again on leaving. Family members and visitors cannot not visit when they have colds, fever or vomiting, diarrhea, or any symptoms that can be COVID-related.

As an added precaution, our team using enhanced cleaning measures during flu season (traditionally, Oct to April) as well as ongoing education throughout the year.

SECTION 7: Social Activities and Volunteering

Amica at Beechwood offers extensive Life Enrichment programs. You can stay informed about activities and events by reviewing the calendar of activities posted throughout the residence. Newsletters will be distributed, special event notices posted, or you can contact the Concierge for more specifics.

Our regular “in-house” programs are free of charge. Occasionally, theatre outings, trips and other major events are planned, and some fees may apply. To avoid disappointment, please sign up early for outings.

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.

Exercise Classes

Exercise programs are held in the Fitness Room. 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, Yoga for Seniors 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 Wellness & Life Enrichment Coordinator for a tour of the Fitness Room and description of the program and its benefits to your health.

SECTION 8: Transportation

Amica at Beechwood has residence vehicle that supports a wide range of activities. In addition, the residence vehicle does provide some transport to local areas. You can find out more about transportation through Concierge. Fees may apply for certain trips.

Public Transportation

Excellent public transportation is just a short distance from Beechwood. Contact Concierge to discuss your needs, or for family that may be coming in by public transportation.

Taxis

To avoid confusion when ordering a taxi to pick you up at Beechwood please give the dispatcher your name and address, including the actual name of the Community. The taxi will arrive within 10-15 minutes of your call. Please try to be in the lobby for its arrival.

SECTION 9: Housekeeping/Laundry Services

Housekeeping

Housekeeping Service is provided for you on a weekly basis; this includes the changing of your sheets, re-making bed and laundering your towels and linens. If you require additional Housekeeping Services, please check the a la carte menu or do not hesitate to contact the community operations manager for rates and/or further details.

Laundry

For personal laundry, washing machines and dryers are located at various locations throughout the community. If you require assistance, please contact housekeeping by calling the Concierge. You are required to provide your own laundry detergent. However, neither coins nor tokens are needed to operate the machines. Please note the washing and drying times – the cycles take approximately 25 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 9am to 9pm.

Dry Cleaning and Mending Services

A local dry cleaner will pick up your cleaning once a week. Please have all your articles in a bag and labeled with your name and suite number. The Dry Cleaner will pick up from your suite. If mending services are required, please ensure a note is included and you are aware of the costs. Payment would be the Resident's responsibility directly with the provider.

Garbage Collection and Recycling

Garbage and compost will be picked up by your housekeeper once a week on your cleaning day. At other times, you may place your recycling only in the container located in the laundry rooms.

Maintenance and Repairs

If anything in your suite requires repairs, or if you notice something is broken in the building, please call the Concierge.

We will do our best to assist you with the repairs as soon as possible. A nominal charge may apply for some repairs.

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 General Manager. Replacement window treatments must appear neutral or an off-white color 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 10: Culinary Services

Hours and Seating

Our Dining Room is open from 7:00 to 9:30 a.m. for Breakfast; 11:00 a.m. to 1:30 p.m. for Lunch; and Dinner from 4:00 to 6:30 p.m. There is no assigned seating, so you are free to choose where you would like to sit for each meal.

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.

Catering for Private Parties

The private dining room is the perfect setting for a special celebration for family or friends. Please contact the Concierge 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.

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 or Registered Dietician.

In-Suite Dining

If you are ill and require your meal brought to your suite please contact Concierge. There is no fee for tray service if your illness is of a contagious nature. If you require a tray for other reasons other than illness there will be a fee per delivery. Family members can dine in your suite.

Dining Room Guests

Guests are welcome at all meals in the private dining room, maximum six guests. It is recommended that a reservation be made with the Concierge in advance. If you wish to book the private dining room, please book at least a week in advance where possible. Guest meals may be paid by cash or charged to your account.

Café Bistro

Our self-serve café is open 9:30 – 3:30 to provide you 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 Director of Culinary Services for further details concerning our bar services.

SECTION 11: Wellness Services

Amica at Beechwood believes that its residents should have the ability to age in place. We have made available Wellness Packages that can be added to your accommodation choice to assist you in remaining at Beechwood. Suitable Wellness Package will be recommended 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 of care is determined based on your unique needs. 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 care you may require daily. 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 prior to move-in, at the end of the first 30 days and every six months thereafter, or as changes in your health status dictate.

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 leads 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 for falls increases.

We care about your safety and for this reason, have a comprehensive Fall 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 fall, while maintaining your independence. Please speak to your Director of Wellness for further information regarding this fall prevention.

Restraint-Free Community

Amica at Beechwood is committed to maintaining and respecting the dignity of each resident. For this reason, Amica at Beechwood is a restraint-free Community.

Infections and Illness

Please report any illness, infection, or diseases to a Wellness Team Member immediately upon experiencing symptoms. 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, 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 pneumonias. 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 Beechwood Village

Pneumococcal Vaccination

The Pneumococcal vaccination called “Pneumovax” is given to aid in the prevention of getting 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 would have 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 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.

Health Card

Whenever you receive a new health card please inform the Wellness Team so that your records stay up to date. We need this information for lab work, hospital visits, etc.

Cardiopulmonary Resuscitation (CPR)

One area that is of vital importance to you and to us, is your wish to receive 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 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. Discuss with your family because it is important that they also understand your wishes. **If you cannot come to a decision 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 were choking, we will always act immediately regardless of your CPR status. If you became ill with things such as pneumonia, other infections, were experiencing pain or flare ups of other medical issues, we will work with your 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.

LAB Services

For your convenience, a Lab Technician from Life Labs can come into the residence to do blood work for residents where it has been requisitioned by 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 per test and you will be billed directly from the lab service provider. Having blood work or tests performed at a local lab is of no cost to you. Please notify a Wellness Team Member if you will be having blood work in the residence or at a local lab to ensure appropriate measures are taken in account.

Pharmacy

Your pharmacy can deliver medications to you at Beechwood. If you are on medication services, it will be managed by the wellness team. Amica at Beechwood can order and receive medication through Medical Pharmacies. If you are using our pharmacy and 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. Medical Pharmacies will bill you directly as Beechwood does not take responsibility for any charges or balances owed.

Medication

All residents that are not on our medication reminders service by a Wellness Team Member, you are requested to provide the Department with a list of all current medications being taken and updates when there are medication changes. This information will allow us to keep your Resident Health File up to date.

Physiotherapy

Community Support Connections (CSC) through CCAC provides in-house physiotherapy as well as assessments and individual physiotherapy.

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.