

AMICA

SENIOR LIFESTYLES

**Amica Edgemont Village
3225 Highland Boulevard
North Vancouver, BC, V7R 0A3
(604) 929-6361**

**Resident Handbook
BC Assisted Living Registered
Suite (ALR)**

Dear Alois,

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

This BC Assisted Living Registry 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 Leaders at the Residence.

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

Sincerely,

Sarah McArthur
General Manager

Meet the Leadership Team

Sarah McArthur – General Manager

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

Clare Mendoza– Community Operations Manager

Clare is responsible for the day-to-day accounting duties, as well as overseeing the functions of the Concierge and Housekeeping Services. If you should have any questions regarding finances, concierge, housekeeping or operations in general, please speak to Clare.

Susan Hart – Community Relations Director

Angie Tayum – Community Relations Assistant

Susan and Angie 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.

Karl Pasag- Interim Director of Wellness

Lauren Mitchell – Resident Services Coordinator

Lauren and Karl are responsible for all aspects of Resident assessments, implementation and coordination of activities of daily living, assistance with medications and/or other assisted living services 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 wellness services, please speak to the nurse on duty or Lauren or another member of the Wellness Team.

Courtney Morgan – Life Enrichment Coordinator

Courtney 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 Courtney.

Timothy McMurray – Maintenance Coordinator**Rolland St. Mars – Maintenance Assistant**

Tim and Rolland are 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.

Shaughn Halls – Director of Culinary Services

Shaughn is responsible for all aspects of the food service here at Amica Edgemont Village. 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 Shaughn.

Minimum Staffing Levels

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

Amica Edgemont Village Team Members include Licensed Practical Nurses (LPN), Personal Support Workers, Dining Team Members, Life Enrichment Team Members, Community Relations Team Members, Concierge Team Members, and Maintenance and Housekeeping Team Members.

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 at the front entrance.

SECTION 1: General Information

Hours of Operation

Amica Edgemont Village is staffed 24 hours a day. For your security, the building is locked each evening at 7:00pm as well as equipped with exterior security cameras at main entrance/exit doors. During the Spring and Summer season, the building will be locked each evening at 8:00pm. 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 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 daily from 6:30am to 9:30pm. 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

For your security and safety, there is a sign out book located at the Concierge Desk and Parking Level. Please use this book to sign in and out when you are leaving and returning to Amica Edgemont Village. There is a separate sign in/out book for visitors, please ensure your visitors have signed in and out. If you are going to be absent from Amica Edgemont Village 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 Amica Edgemont Village, please notify the Concierge. We will record the information so that we can notify the rightful owner or return your lost item.

Smoking

We are a non-smoking environment. There is no smoking within Amica Edgemont Village, and there is no smoking within 9 metres of any entrance or exit door. This includes electronic smoking, vaping, and cannabis. Residents may possess, store, consume and dispose of cannabis in the same way they would alcohol consumables. Residents will follow the smoking policy restrictions for inhalation forms of cannabis. Residents may not grow cannabis or process cannabis on the premises.

Mail

Mail is delivered to your own individual mailbox in the mail room on the ground floor Monday to Friday by Canada Post. You will be given a mail key when you move in. Please check your mailbox on a regular basis. The mail usually arrives by 11:00am. Parcels too large for your mailbox will be left at the Concierge desk for pick up or delivery depending on size. Outgoing mail is required to be at Concierge by 10:00am 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. and /or Mrs. _____

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

Amica Edgemont Village

3225 Highland Boulevard, North Vancouver, BC

V7R 0A3

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.

Medication Delivery

Medication when not administered by Amica, please have the Pharmacy courier deliver directly to the resident. If the resident is away, it can be brought to the Nurses Station. Medications are not kept at the Concierge for security

Parcels

Parcels are kept at the Concierge and are not delivered directly to suites for security. Residents are to pick up the parcels from Concierge. It can be delivered if specifically requested by the Resident.

Languages

Amica Edgemont Village is operated in the following languages:

English only	X
French/English	X

Information Board

A Resident Information Board is in the Bistro. On this board 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 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.

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. Meetings are organized by the Amica Edgemont Village and held monthly. The date will be noted in your monthly newsletter.

Resident Council

Residents may (not required) 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. Members of the Residents' Council are posted on the Information Board. Please feel free to contact any of these members.

Parking

Amica Edgemont Village provides one parking space per suite for those Residents who specifically request one. The parking spots are reserved on a first come first serve basis. Amica Edgemont Village accepts no liability for damage or theft of your vehicle.

Telephone

Each suite is assigned a phone number. Your phone number will not appear in the phone book unless you choose for it to be. Amica Edgemont Village offers a long-distance calling package for North America. If you experience issues with your phone, please notify the Concierge to report your problem.

Television

Our Cable provider is Shaw/Rogers.

Keys and Fobs

You will be provided with your Suite key and fob on your move-in day. For your safety and security, Suite key and fob are not to be duplicated and the use of a key and fob 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 and will be billed directly by the publication. These can be delivered to the Concierge for delivery to the resident suite.

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 Amica Edgemont Village 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 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 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 her during normal business hours, Monday thru Friday.

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 day 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.

Rent Café

Rent Café is Amica's online resident and family billing administration portal.

Through this portal, you can:

- Manage contact information
- View balances
- Access support conveniently

Important Note: Only the primary payer can see the current balance and make online payments. For any further questions or assistance on getting set-up, please feel free to reach out to the Community Operations Manager at clare.mendoza@amica.ca.

Suite Accounts

In house charges for in-suite dining that is unrelated to illness, guest meals, personal laundry, extra housekeeping, activities of daily living and medication administration assisted living services through the Wellness Department will be billed to your monthly suite 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 automatically transferred to your new account.

Resident Files and Information Changes

Please notify 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. It is important that this information stay current in case of an emergency.

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

BC Assisted Living Statement of Rights

The BC Assisted Living Statement of Rights is displayed in a prominent place at the residence and included as an appendix in this handbook.

SECTION 2: Amenities

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

Patios, Balconies and Gardens

Our outdoor spaces are for your enjoyment. Patio furniture is available for use when weather permits. 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 one of our Life Enrichment Coordinators know that you would like to join our Gardening club.

Lounge Areas

Many comfortable sitting areas and lounges are located conveniently throughout the Community for your use. Use them for social events or for just a friendly game of cards with your friends.

Hair Salon

The Hair Salon is located on our Parkade level and is managed by a private operator. The Salon is now open, for the individual service please check with the Concierge. Please book your appointment with the Concierge.

Foot Care Nurse

A private business, owned and operated by a Registered Nurse, provides foot care to our Residents monthly. Appointments are booked through the Concierge. Please check our monthly calendar for dates.

Aesthetician

Manicures and pedicures are managed by a private operator and available to the Residents monthly. Please check our Calendar for dates and book your appointments through the salon or with the help of the Concierge.

Library

The Library is located in the Craft Kitchen. The library consists of hardcover books, paperbacks and a few current magazines. Residents are welcome to borrow any of the books and return them within 3 to 4 weeks. Computer operation tips will be available as part of our Education program. Please speak to one of our Life Enrichment Coordinators to access these services.

The Public Library also visits with Amica Edgemont Village on a regular basis. If you would like to listen to books on tape, read large print books, and/or prefer specific reading materials, let our Life Enrichment Coordinators know so that arrangements can be made with the Public Library.

Emergency Response System

You have been provided with a pendant that can be worn conveniently as a necklace or on your wrist. 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. After hours, it will be forwarded to the overnight Nurse on duty.

Activity Room

The Activity Rooms are located throughout the building.

Chapel

The chapel services are held in the Theatre. In the monthly calendar we publish a listing of service times.

Craft Kitchen

The Games Room is located on the ground floor, across from the Concierge desk.

Home Theatre

The Home Theatre is located on our Parkade level.

Wellness Hub

The Wellness Hub is located on the ground floor. Wellness Team Members may not be present in the Hub at all times due to the demand of their job duties. If you would like to speak to someone in the Department, please call the front desk and they would be glad to connect you. If it is an emergency and 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 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.

SECTION 4: Resident Policies

A) Visitor Policy

This Policy is posted at the Concierge Desk.

PURPOSE

Amica Edgemont Village 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, which 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.
- 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.
- This Community 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 and is posted by the elevator. Monthly emergency drills are scheduled in the residence and notice is posted in the calendar and in the elevators. 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 access modified.

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 Edgemont Village 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.

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 (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 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.

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.

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.

C) Concern and Complaint Policy

PURPOSE

Amica Edgemont 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 Edgemont Village'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 Edgemont Village 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 Sarah McArthur, General Manager at (604) 929-6361 or any member of the Amica Edgemont Village's Leadership Team. Alternatively, you may contact the Regional Director of Operations at (778) 838-2741.
2. In Writing: There are feedback forms titled, "Tell Us How We Are Doing" throughout Amica Edgemont Village (e.g. Near the main elevator, 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.
3. Online: Concerns, complaints and/or compliments can also be submitted online by going to:
<https://amicafeedback.freshdesk.com/support/tickets/new>
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

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

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 Edgemont 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 if 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

To balance the Resident's need for a motorized scooter or wheelchair with the safety of everyone else at Amica Edgemont 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 Resident's suite and/or the designated parking area at Amica Edgemont 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

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

Residents wishing to bring their own cooking and/or heating appliances must consult with the Maintenance Coordinator to ensure these appliances are CSA approved and in good working order. Amica Edgemont Village 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, heating blankets, hot plates, deep fryers, Halogen lamps and lights, and space heaters of any kind (unless provided by Amica Lions Gate). 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.

SECTION 5: Emergency Preparedness

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

You have been provided with a pendant that is worn as a necklace. This pendant is waterproof, and we recommend it be worn always. 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 or speak to one of the leadership team members.

A \$250 payment per pendant is required for loss or damage of the pendant. This charge will be invoiced to your Suite on your next statement.

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. 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 Edgemont Village 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 Edgemont Village. 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

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: 3225 Highland Blvd. North 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:
3225 Highland Blvd. North Vancouver, BC.
- 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.

FIRE PREVENTION

- Amica Edgemont Village 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.
- 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.
 - 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 Edgemont Village 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 Edgemont Village, your safety is our number one priority. Your building has been constructed with firewall separations and hallway fire doors dividing Amica Edgemont Village into safe compartments for our residents. Amica Edgemont Village 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

- 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 a 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
- 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

White Flap

The white flap outside the suite door is used during emergency drills or an actual evacuation to indicate that the resident's suite has been checked and accounted for, in addition to their name being marked off on the emergency list.

Horizontal Evacuation Procedure

For Residents 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 Edgemont Village, 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

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 Edgemont 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 unless specifically instructed otherwise.

Every year, Amica Edgemont Village 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 Amica Edgemont Village 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 Community and again on leaving. Family members and visitors should not visit when they have colds, fever or vomiting and diarrhea.

SECTION 7: Social Activities and Volunteering

Amica Edgemont Village offers extensive Life Enrichment programs. You can stay informed about activities and events by reviewing the calendar of activities posted throughout the Community. 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 Enrichment Coordinator for a tour of the Fitness Room and description of the program and its benefits to your health.

Spiritual Needs/Church Services

Church services will be held regularly at Amica Edgemont Village. In addition, bible study will be held weekly by Residents. Service times will be announced on our monthly calendar.

SECTION 8: Transportation

Amica Edgemont Village has a 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 Amica Edgemont Village. 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 Amica Edgemont Village, please give the dispatcher your name and address, including the actual name of the Residence. The taxi will arrive within 10-15 minutes of your call. Please try to be in the lobby for its arrival.

SECTION 9: Weekly Housekeeping/Laundry Services

Inclusions:

Bed making, changing of bed linens
Laundry of bed flat linens and towels
Cleaning of washroom (toilet, sink, shower, floor, mirror)
Light dusting of all surfaces (including windowsills, window frame, blinds, baseboards and closet door tracks)
Clean and disinfect contact switches, knobs, telephones and clocks
Vacuuming of carpet
Garbage removal
Spot clean on walls and carpet
Cleaning exterior of kitchen cabinets and fridge
Cleaning of microwave
Toilet paper replenishment

For any additional housekeeping services, please feel free to reach out to the Concierge or your housekeeper.

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 on the third and fourth floor or in your suite. 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 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 7:00am to 7:00pm.

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 labelled with your name and suite number and at the Concierge Desk by 7am the day of pick up. 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 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 container located in the garbage room on each floor.

Maintenance and Repairs

If anything in your Suite requires repairs, or if you notice something is broken in the building, please call the Concierge, or the Maintenance Coordinator directly. We will do our best to assist you in getting the repairs made as soon as possible. A nominal charge may apply for some repairs. Please note we only replace light bulbs that are a part of your Suite fixtures.

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 Rooms are open from 7:00 a.m. to 7:00 p.m. for your dining convenience. 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. Craft Kitchen can be booked through Concierge. If no catering is required, help with set up fee of \$75 applies.

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.

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 up to three days 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. Complimentary tray service is arranged when a resident is on isolation.

Dining Room Guests

Guests are welcome at all meals. 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, credit card, debit card or charged to your account.

Bistro

Our Bistro is open all day 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 Director of Culinary Services for further details concerning our bar services.

SECTION 11: Wellness Services

Amica Edgemont Village believes that a Residents should have the ability to age in place. We offer the following service types for residents meeting the suitability criteria of BC Assisted Living, and BC Long-term Care.

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 Edgemont Village. 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, the support needs, and hospitality service requests. 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 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. This Wellness Assessment will include a cognitive assessment.

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

TB Test

All Residents moving into Amica Edgemont Village are required to have a TB test. If you are experiencing symptoms such as cough accompanied by a fever, poor appetite and loss of weight, it is mandatory that you have the test done prior to

moving in. If you are not experiencing any of the symptoms mentioned, you can choose to either have the test done prior to 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 diseases 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, 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 attend our annual in-house vaccine clinic to receive their 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 Edgemont 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.

Cardiopulmonary Resuscitation (CPR)

One area that is of vital importance to you and to 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 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 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 become 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 Mobile Life Labs comes into the Community every week to draw blood work, collect specimens and perform ECGs for Residents where it has been set up by your family physician. These tests is

processed through Life Labs and the results are sent to your doctor's office. Having blood work or tests performed at a local lab is of no cost to you.

Pharmacy

Amica Edgemont Village orders and receives all medication through CareRx. Amica residents can use their Pharmacy of choice if they are self-administering their own medication. If you need to access our Medication Management program for ongoing medication administration, we ask that you switch to our in-house pharmacy, CareRX. The Wellness department will provide the CareRX Admission paperwork for you to complete. 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. If you are on the Medication Management program and receive a new prescription, please either have your physician fax it to our Wellness department or have your healthcare provider fax it directly to CareRX. CareRx will bill you directly as Amica Edgemont Village does not take responsibility for any charges or balances owed.

- Medication when not administered by Amica, please have the Pharmacy courier deliver directly to the resident. If the resident is away, it can be brought to the Nurses Station. Medications are not kept at the Concierge for security.

Doctor

If you require a new Doctor or Nurse Practitioner please contact the Wellness Department.

Physiotherapy

We are currently consulting on external physiotherapy services. Please contact our Wellness team if you require these 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.

Residents' Statement of Rights

For the BC Assisted Living Resident

Commitment to service

1. A resident has the right to a personal wellness 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. A resident 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. A resident has the right to participate in his or her own services 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 personal wellness plan;
 - (b) to have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
 - (c) to be informed as to how to make a complaint to an authority outside the facility;

Rights to transparency and accountability

4. A resident 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;

These rights are posted in the residence