



Amica On The Gorge

994 Gorge Road West
Victoria BC, V9A0G8
250-220-8000

IL / ALR Resident Handbook

Updated: October 2025

A message from your General Manager:

I would like to take this opportunity to welcome you to Amica On The Gorge. 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 and amenities, and policies about your new home. If you have any questions, please do not hesitate to speak with myself or any of the other Managers at the Community.

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

Sincerely,

John Lioudakis
General Manager

Meet the Leadership Team

John Lioudakis – General Manager

John is responsible for the overall operations of the Amica On the Gorge. John is here to assist with any of your questions or concerns and welcomes any suggestions you may have to improve the services provided at Amica On the Gorge.

Davinder Lagah – Director of Wellness

Davinder 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 24 hours a day. If you have any health concerns or questions regarding your care, please speak to a Wellness Team Member.

Jennifer Kazeem - Community Operations Manager

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

Kunmi Ogunrinde – Wellness Coordinator

Kunmi is responsible for supporting and overseeing our team of Resident Care Partners who provide the daily care needs to our residents. She will be one point of contact for residents and families to assist them with any support or concerns they may have.

Ariene Castillo and Cristina DiMarzio – Resident Services Coordinators

Ari and Cristina are responsible for supporting and overseeing our team of Resident Care Partners who provide the daily care needs to our residents. They will be two other points of contact for residents and families to assist with any support or concerns they may have.

Jeremy McKinnon - Director of Culinary Services

Jeremy is responsible for all aspects of the food service here at Amica On the Gorge. 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

regarding the food service, including any dietary needs, please feel free to contact culinary.

Mark Trottier - Maintenance Coordinator

Mark is responsible for the repairs and maintenance of the building. If you require any services that pertain to this area, please ask the Concierge to fill out a Maintenance Request Form.

Nathely McSween and Jessica Gallegos - Life Enrichment Coordinators

Nathely and Jessica are 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.

René Negrich and Halle Macpherson – Community Relations Directors

René and Halle are responsible for providing information that will assist you 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.

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.

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SECTION 1: General Information

Hours of Operation

Amica On The Gorge is staffed 24 hours a day. For your security, the building will be locked each evening at 8:00 p.m. During the spring and summer season, the building will be locked each evening at 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 daily from 8:00 am through to when the door is locked. 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

There is a sign in/out area for visitors at Concierge. Please ensure your visitors have signed in and out. If you are going to be absent from Amica On The Gorge for several hours or days, please inform the Wellness Nurse of your absence, expected return, and contact person. If the Wellness Team is dispensing your medications, please allow for ample time to prepare your medication for your time away.

Lost and Found

If you have lost or found something in or around the Amica On the Gorge, 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 On the Gorge, and there is no smoking within 9 meters of any entrance or exit door. Residents who smoke and require assistance will have support needs outlined in their care plan.

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 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 can be given to the Concierge. 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 On the Gorge

994 Gorge Road West

Victoria, BC

V9A0G8

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 On The Gorge is operated in the following languages:

English only X

French/English

Information Board

There is a Resident Information Board where you will find information such as upcoming events and outings, the day's menu, and other important notices.

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 Amica On The Gorge and held monthly. The date will be noted in your monthly newsletter.

Resident/Family Council

Residents have a right to form a Residents' and/or Family Council. The Resident and/or Family Council is made up solely by residents and/or their representatives

as an avenue for you to discuss issues or concerns, which can then be brought to the attention of management. Members of the Council are posted on the Information Board. Please feel free to contact any of these members.

Currently there is no Residents' and/or Family Council at Amica On the Gorge, although regular meetings for Residents and their representatives are organized by Managers at the community. These meetings provide a forum to learn about upcoming events and raise any issues or concerns they wish.

Parking

Amica On The Gorge provides one parking space per suite for those Residents with cars. The parking spots are reserved on a first come first serve basis. Amica On The Gorge 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 On The Gorge is not responsible for any long-distance charges that may apply. These charges will be displayed on your monthly statement. If you experience issues with your phone, please notify the Concierge to report your problem. If you choose not to have a phone, there is a shared phone available in a quiet area for you to use. See one of the Team Members if you require assistance.

Television

Our Cable provider is Shaw/ Rogers.

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 and will be billed directly by the publication.

Insurance

Residents are responsible for maintaining at all times 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 On The Gorge 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 the Community Operations Manager.

Monthly occupancy fees are to be paid by Automatic Withdrawal, which allows 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 to issue a cheque monthly. You or your representative 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. 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.

Representation and/or Power Attorney

It is strongly recommended that Residents arrange to have legal representation for personal care and power of attorney for property at the time of Move-in. When completed please provide Amica On The Gorge with a copy.

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

SECTION 2: Amenities

Outdoor Activity Areas

Our outdoor spaces are for your enjoyment. Patio furniture will be 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 the Life Enrichment Coordinator know, and join the Gardening club.

Lounge Areas

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

Library

There is a selection of hard cover books, paperbacks, and a few current magazines on the shelves. Residents are welcome to borrow any of the books and return them within 3 to 4 weeks.

If you would like to listen to books on tape, read large print books, and/or prefer specific reading materials, let our Life Enrichment Coordinator know so that arrangements can be made with the Public Library.

Emergency Response System

You have been provided with a pendant that can be worn conveniently as a necklace or on your belt. If you require immediate assistance, press the pendant and 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. For other requests, if you are able, please telephone the Concierge.

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.

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

This Policy is posted at the Concierge Desk.

PURPOSE

Amica On The Gorge 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 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 always be supervised by an adult.
- 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. We do have a designated, outdoor smoking area, please ask the Concierge where it is appropriate to smoke.

EMERGENCY RESPONSE AWARENESS

All visitors should acquaint themselves with the Community's Floor Plan and emergency exits. This information is available at the Concierge and is posted by the elevator. 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

Amica On The Gorge 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 On The Gorge 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 On The Gorge 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, 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,

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 action or inaction that jeopardizes the health or safety of one or more Residents. Such behaviours 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/NEGLECT

The 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 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.

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

CONTACTING POLICE:

The General Manager (GM)/Designated 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
- ii) the Community becoming aware of any other alleged, suspected or witnessed incident of abuse or neglect; and
- iii) Immediately upon the conclusion of the investigation to report findings and actions taken where required.

c. 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.

Vancouver Island Health Authority offers licensed facilities the option to submit their required incident reports through the online incident reporting system.

Alternatively, you may call to report an allegation of suspected or witnessed abuse and/or neglect to

Vancouver Island Health Authority

Central Intake: 250-519-3401

#201-771 Vernon Avenue, Victoria BC V8X5A7

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 On The Gorge 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 On The Gorge 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 On The Gorge 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 Amica On the Gorge's Leadership Team. Alternatively, you may contact the Regional Director of Operations at 778-977-2990.
- 2) In Writing: There are feedback forms titled, "Tell Us How We Are Doing" throughout Amica On The Gorge (e.g. Dining Room, Concierge Desk). Please fill out a feedback form with your concern, complaint or compliment and insert the completed form in the box beside the forms.
- 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

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 anyone, a combination of, or all three:

<u>VIHA Authority</u>	<u>Patient Care and</u>	+1-877-977-5797 (toll-free)
Central Intake:	<u>Quality Office</u>	
250-519-3401	Royal Jubilee Hospital	Tel #: 250-370-8323
#201-771 Vernon	Memorial Pavillion	Fax: 250-370-8137
Avenue, Victoria BC	Watson Wing, Rm 315	patientcarequalityoffice@viha.ca
V8X5A7	1952 Bay Street	
	Victoria BC V8R1J8	

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 On The Gorge 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 Amica On the Gorge, 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 On The Gorge.

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 On The Gorge 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.

POLICY

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 On The Gorge 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, toasters, toaster ovens, heating blankets, hot plates, deep fryers, Halogen lamps and lights, and space heaters of any kind (unless provided by Amica On The Gorge). 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

You have been provided with a pendant that is worn as a necklace. This pendant is waterproof, and we recommend it be worn at all times. If you have an emergency, pressing the button on the pendent 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 press the cross symbol on your phone.

A deposit per pendant is required for loss or damage of the pendant. This charge will be invoiced to your Suite on your next statement and is refundable upon leaving Amica On the Gorge.

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 near each elevator. 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 On The Gorge 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 On The Gorge. 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: 994 Gorge Road West, Victoria BC V9A0G8.
- 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: 994 Gorge Road West, Victoria BC V9A0G8.
- 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.

Fire Drills

Fire drills will be run on a monthly basis 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 On The Gorge 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 On The Gorge 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 On The Gorge 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. In order 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 Community 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 On The Gorge 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 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 description of the program and its benefits to your health.

Spiritual Needs/Church Services

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

SECTION 8: Transportation

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

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

Residents living on the Long Term Care and Memory Care floors are provided Personal laundry service (up to two loads) weekly.

Daily Room Tidy with Garbage Collection and Recycling

Residents living on the Long Term Care and Memory Care Floors are provided a Daily Suite Tidy service including Garbage and recycling removal by the Resident Care Partners.

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 are able to 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.

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 Wellness or 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 Dietician.

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 or charged to your account.

SECTION 11: Wellness Services

Amica On The Gorge believes that its residents should have the ability to age in place, which is why we offer a full continuum of care. We offer an arrangement of health services which can be added to your Wellness Plan to assist you in remaining at Amica On The Gorge for as long as you desire. Amica On The Gorge's Assisted Living follows the Community Care and Assisted Living Act which outlines criteria for when a resident requires a higher level of support than what can be offered within the Assisted Living Registry (ALR).

The Wellness Assessment will review your physical, cognitive, safety, and social needs. Once the Wellness Assessment is completed, a level of care and suitable suite option is determined based on your unique needs.

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 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.

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

TB Test

All Residents moving into Amica On The Gorge 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 receive an annual flu shot. The flu shot will not only, help to protect you from contracting Influenza, but it will also minimize the risk of you possibly spreading the illness to others living and working at Amica On The Gorge.

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

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 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 such time as 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

Amica On The Gorge does not book or request lab work for Assisted Living Residents. Should you require blood work, some options may include visiting a local laboratory or looking into a mobile lab service, such as Life Labs MyVisit.

Pharmacy

Amica On The Gorge orders and receives all medication through CareRX 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. CareRX will bill you directly for the cost of the prescriptions as Amica On The Gorge does not take responsibility for any charges or balances owed.

Medication

All Residents that are not medicated by a Wellness Team Member are requested to provide the Wellness Department with up-to-date medication lists when there are medication changes. This information will allow us to keep your Resident Health File up to date.

Government Services

Our Wellness Team is happy to provide you with support with any care needs you 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.

SECTION 12: RESIDENTS' BILL OF RIGHTS



Residents' bill of rights

Commitment to care

1. An adult person in care has the right to a care plan developed:
 - (a) specifically for him or her, and
 - (b) on the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

Rights to health, safety and dignity

2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
 - (a) to be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity;
 - (b) to be protected from abuse and neglect;
 - (c) to have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
 - (d) to have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces;
 - (e) to receive visitors and to communicate with visitors in private;
 - (f)) to keep and display personal possessions, pictures and furnishings in his or her bedroom.

Rights to participation and freedom of expression

3. An adult person in care has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following:
 - (a) to participate in the development and implementation of his or her care plan;
 - (b) to establish and participate in a resident or family council to represent the interests of persons in care;
 - (c) to have his or her family or representative participate on a resident or family council on their own behalf;
 - (d) to have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
 - (e) to be informed as to how to make a complaint to an authority outside the facility;
 - (f)) to have his or her family or representative exercise the rights under this clause on his or her behalf.

Rights to transparency and accountability

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:
 - (a) to have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
 - (b) to have ready access to a copy of the most recent routine inspection record made under the Act;
 - (c) to be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;
 - (d) if any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;
 - (e) to have his or her family or representative informed of the matters described in this clause.

Scope of rights

5. The rights set out in clauses 2, 3 and 4 are subject to:
 - (a) what is reasonably practical given the physical, mental and emotional circumstances of the person in care;
 - (b) the need to protect and promote the health or safety of the person in care or another person in care, and
 - (c) the rights of other persons in care.

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

SECTION 13: Amica On The Gorge Capacity Exemption Renewal

Amica On The Gorge is renewing its exemption for capacity increase for our Long Term Care Private-Pay licensed capacity to support the housing of couples.

The current minimum standards allow for 3 shared rooms, Amica On The Gorge is requesting the renewal for this exemption. The request will continue to allow 3 sets of consenting adults that are spouses, common law couple, relatives, or close friends to reside within the same room.

The application is reviewed by the Vancouver Island Health Authority. The exemption renewal can only be approved by the MHO or a delegate if there is no increased risk to health and safety. Informing the residents residing on the Long Term Care floor is part of the application process, as well as the input obtained.

Within 30 days after a decision is made under Section 16 to grant an exemption, all exemption approvals are subject to appeal to the Community Care Assisted Living Board under Section 29(3) of the Community Care and Assisted Living Act by the following persons:

- (a) A person in care or the agent or personal representative of a person in care, or
- (b) A spouse, relative or friends of a person in care.

There is no right to appeal if the exemption is denied, or terms and conditions imposed by the decision maker.

Please let me know if you have any questions, concerns, or queries about the exemption to allow 3 consenting adults that are spouses, common law couple, relatives, or close friends to reside within the same room.

Warm Regards,

John Lioudakis
General Manager