

# Assisted Living Resident's Handbook

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11-501-6002 (WRD 09/18)



“Express yourself, Express your life, Express the Moment... Live the life.”  
(Jerril Thomas Abraham)



**northern health**  
the northern way of caring

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## INTRODUCTION

Welcome to your new home!

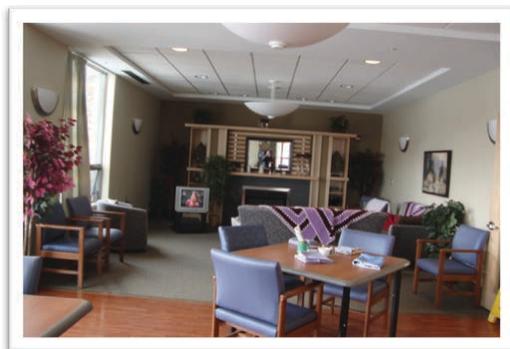
Assisted living offers affordable housing for seniors or people with disabilities; combining housing, hospitality services, personal supports and recreation programs intended to meet the individual needs and enrich the life of each resident. We sincerely hope you are happy and comfortable in your new surroundings.

The Northern Health Authority's ***Assisted Living Residents' Handbook*** has been prepared to provide individuals who are considering a move to assisted living or are currently living in one of our assisted living sites with a comprehensive overview and understanding of the program.

This handbook includes six sections:

- Section One: Preparing for Assisted Living
- Section Two: Moving into Assisted Living
- Section Three: The Assisted Living Program in BC
- Section Four: The Philosophy of Assisted Living
- Section Five: The Assisted Living Regulations
- Section Six: The Rights and Responsibilities of Residents and Staff

Read on and learn more about the Assisted Living Program.



## SECTION ONE: PRINCIPLES, GUIDELINES, RIGHTS AND RESPONSIBILITIES

Assisted living is a semi-independent form of housing. The philosophy of assisted living is to provide housing, with appropriate support and personal assistance services to enable residents to maintain an optimal level of independence.

As Assisted Living BC is a government-funded program, there are principles, guidelines, rights and responsibilities for staff, building operators and residents to follow to ensure a safe, secure and comfortable place for you to live. These components are fundamental and essential to the success of the assisted living program.

### Core Principles

The core principles of assisted living – ***choice, privacy, independence, individuality, dignity and respect*** are derived from recognition that adults, even when they need support and assistance in daily life, retain the ability and right to manage their own lives. Residents maintain their privacy by living independently in their own lockable, personal space and they maintain their dignity by making choices about their daily activities, based on their personal preferences and lifestyles.

As an assisted living operator, we must provide choice, respect, privacy and independence of residents. When requested, staff should provide assistance that support residents to live as independently as possible.

Perhaps the 3 most important principles underpinning the assisted living program are autonomy, self-determination and self-governance. These principles mean residents have the autonomy and right to self-determine and self-govern. Moreover, these principles clearly signify individuals not only have the capacity and freedom to make decisions about their life, but also have the ability and freedom to carry them out.

## Guidelines

### Safeguards

To protect your health and safety, the Government of British Columbia requires all assisted living residences be registered with the Assisted Living Registrar office, comply with common health and safety standards and have a complaint and dispute resolution process in place.

### Managed Risk

Managed risk in assisted living means you are free to live with risk but you must also consider the others you are living with and the people who are providing you with support. As your care is a **shared** responsibility, the risk you live with must be discussed with others who also share that responsibility.

In a situation where your decision may result in harm to you or another individual, a managed risk process will be used to solve the problem. If the risk is considered dangerous or too risky, a document called a **Managed Risk Agreement** will be negotiated with you. This agreement will include:

- the cause for concern
- the possible outcomes of your dangerous or risky behavior
- alternatives to your dangerous behavior
- a plan to reduce the risk
- your commitment to following the plan and
- a date to review the plan

## Resident rights, responsibilities, choices and other expectations

### Resident Rights

As a Resident of assisted living, you have the right to:

- Respect as an autonomous individual with unique needs, preferences, history and cultural background
- Participate in the assessment and reassessment of your needs and the development of a care plan that documents what assistance you require

- Considerate, continuous, humane and respectful treatment by those who provide services
- Freedom from discrimination based on race, colour, religion, gender, sexual orientation, beliefs and economic standing
- Make decisions about your life and the services you receive even when those decisions may put you at risk
- Receive the information necessary to understand any supports or services, except for those emergency situations when informed consent is not possible
- Form or join a Residents' Council to participate in decisions that affect the quality of life in your residence
- Accurate information in an understandable manner prior to moving into the residence about:
  - Services and arrangements
  - Fees and payment arrangements
  - Rules and regulations regarding client conduct and responsibilities
  - Entry and exit criteria
- Assisted Living Resident Occupancy Agreements
- Privacy with respect to space and personal care and information; information you provide will be kept confidential
- Direct the services you receive
- Live in a safe and secure environment
- Services provided by qualified staff
- Refuse support or medication to the extent permitted by law and to be informed of the medical consequences of your action
- Receive information concerning your condition or needs for support in terms you understand from a member of the support team
- Know the name of the personnel responsible for your personal care and the name and duties of any person providing you care and support
- Choose your own lifestyle and continue to pursue your own preferences

## **Resident Responsibilities**

As a resident you also have responsibilities. These include:

- Behaving in a socially appropriate manner
- Not placing other clients or staff at risk for physical or emotional harm
- Directing and participating in all decisions and activities of your daily life within the boundaries of your capacity to do so
- Participating with staff in planning for your care and support
- Respecting the rights, properties and privacy of other clients, families and staff without discrimination based on race, colour, religion, gender or sexual orientation
- Abiding by the rules of the residence
- Informing the Housing Coordinator of any changes to your emergency contacts (e.g. Lifeline responders)
- Informing care staff if you plan to be away from the residence for any extended period of time (vacation) or absent for a meal
- Asking questions if you do not understand any aspect of your care
- Maintaining harmonious relationships with your neighbours

## **Resident Choice**

Residents have the choice to participate in the events organized by staff and volunteers in the assisted living program.

## **Other Expectations**

You and/or your family are expected to:

- Provide your own personal care supplies
- Pay for required oxygen therapy equipment and supplies
- Provide snacks and other food for your personal use in your suite
- Manage your personal financial affairs
- Be responsible for your valuables
- Arrange transportation to your appointments
- Be responsible for your personal costs of living including rent, meals, telephone, clothing, products for personal use and enjoyment, BC Medical Services Plan payments, co-payment of pharmaceuticals and personal health care products.

## SECTION TWO: PREPARING FOR ASSISTED LIVING

The decision to move into an assisted living residence involves making some major changes to your life. For the transition to be successful, you, your family and/or your caregiver, your primary care nurse and the assisted living staff should work as a team. Below you will find information specific to the assisted living program in Prince George which we hope will answer some of your questions and concerns as you consider this important move.

### What is Assisted Living?

Assisted living is a semi-independent form of housing which offers appropriate support and personal assistance (e.g. bathing, meals, housekeeping, and social/recreational/therapeutic activities) services to enable residents to maintain an optimal level of independence. Ultimately subsidized assisted living is all about choice and maintaining your independence. In assisted living you continue to be responsible for making decisions and organizing your day-to-day activities such as making and attending visits to your doctor, making your own breakfast, going shopping and keeping contact with friends and family.

### Is Assisted Living appropriate for me?

A primary care nurse will assess whether you are **eligible** for the assisted living program. An individual suitable for assisted living has the ability to direct their own care but may require hospitality (i.e. meals) and personal care services (i.e. assistance with medication) on a daily basis. Assisted living provides an environment where an individual can receive the services they require and still maintain an independent lifestyle. If you do not have a primary care nurse please contact Community and Residential Services at 250.565.7322 for more information.

### What assistance is available to me?

In assisted living a Clinical Care Coordinator is on staff Monday to Friday with additional care staff available 24 hours a day, 7 days a week.

Staff will assist you with day-to-day activities such as medication, bathing and dressing. Assisted living is not a typical 24 hour care environment. Registered Nurses (RNs) and other professional health care workers (Occupational Therapists/Physical Therapist) are not on staff.

The assisted living program is responsible for maintaining the building/grounds and providing services such as meals (lunch/supper), light housekeeping and a 24-hour emergency response system (Lifeline).

### **How much does Assisted Living cost?**

Residents will be charged a monthly rate based on income level. The cost of residing in the assisted living program is equal to 70% of your most recent year's after-tax income. Assisted living rates are reviewed and adjusted annually based on the latest tax information available. Other costs are detailed in Section Four.

### **Preplanning Your Move into Assisted Living**

Your primary care nurse has conducted the assessment and determined you are eligible for assisted living. What are some of the next steps?

#### **1. Tour the sites**

There are two assisted living sites in Prince George; Laurier Manor and Gateway Lodge. Each site is unique in terms of physical layout and location in the community. It is important to tour the site, with family if possible, so you can let your primary care nurse know where you would like to live. The locations of the sites are listed below:

##### **a) Laurier Manor Assisted Living**

2175 – 9<sup>th</sup> Avenue, Prince George, V2M 5E3

3 story building with 32 one bedroom suites with full kitchen.

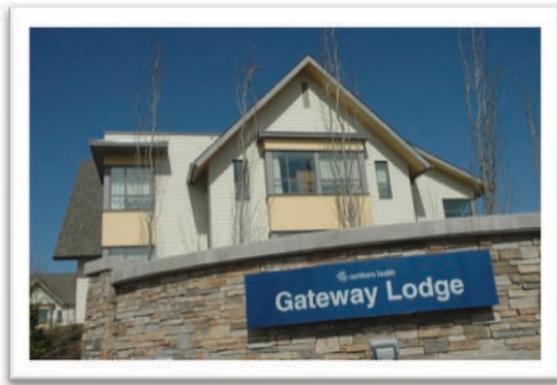


## **b) Gateway Lodge Assisted Living**

1462 – 20<sup>th</sup> Avenue, Prince George, V2L 0B3

3 story building with 50 bachelor/studio and 2 one bedroom suites with small fridge

On-site tours at Gateway are conducted the first Friday of every month.  
On-site tours at Laurier Manor are conducted the first Tuesday of the month.  
Please contact the Housing Coordinator (250-565-5574) for further information.



**Tours: For a virtual tour visit the NH website: [northernhealth.ca](http://northernhealth.ca)**

### **2. When you go for a tour ask lots of questions**

Some areas to consider or questions to ask are:

- 🍏 Can I easily move around the suite, through the building?
- 🍏 What personal belongings should I bring? How much space is available in the suite?
- 🍏 Do I like the neighborhood? Is it near friends and family?
- 🍏 Is it near services (e.g. medical, dental, pharmacy)
- 🍏 Is it near transportation (e.g. bus)?
- 🍏 Do I like the grounds? Are there sitting areas? Gardens?
- 🍏 What kind of storage is available?
- 🍏 How do I enter/exit the building?
- 🍏 Are menus posted? Do I have food choices?

- 🍏 What happens if I am ill and cannot come to the dining room for meals?
- 🍏 Can guests come and eat with me? Cost?
- 🍏 Are there on-site social and recreational events and religious services?
- 🍏 Are there regular tenant meetings? How are concerns addressed?
- 🍏 What is the emergency response system?
- 🍏 Where is the emergency fire plan displayed?
- 🍏 Are exterior building doors locked? How do guests get into the building?

### **3. Make a choice**

After touring the sites let your primary care nurse know your preference. Your primary care nurse will inform you about availability and estimated waiting period. When a suite becomes available the Housing Coordinator will contact you to review details.

#### ***What happens if I don't accept the suite?***

If you choose to not accept the suite at the time of offer, your name will be removed from the assisted living waitlist. Your primary care nurse will assist and support you as you consider other options.

### **4. Preparing to Move**

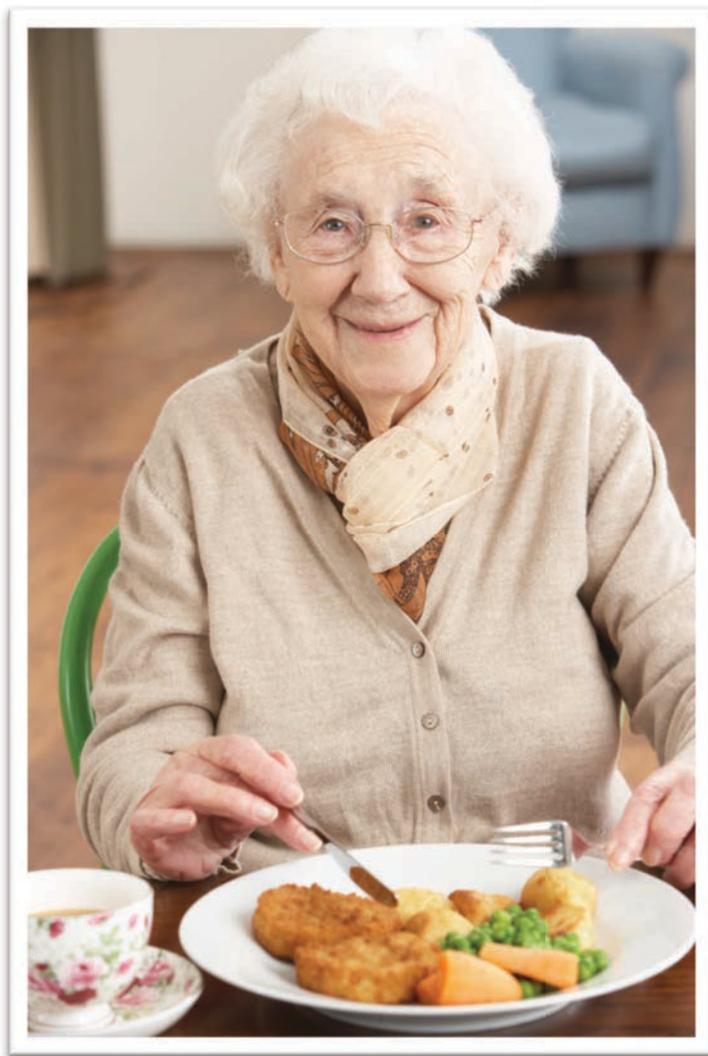
Whether you live in an apartment, condominium or house you should begin preparing to move as soon as your primary care nurse places you on the assisted living waitlist. Some of the ways you can begin to prepare are noted below:

- 🍏 Think about downsizing. Ask family to help you decide what to keep, give to family or donate.
- 🍏 Select the personal items you need that will make you feel at home.
- 🍏 Hydro, gas, cable, household insurance other services will need to be cancelled before you move.
- 🍏 Arrange for friends, family, moving company to help with packing, making the move and unpacking.
- 🍏 Arrange telephone service.
- 🍏 Arrange household insurance.
- 🍏 Change of address (e.g. Doctor, Dentist, Bank, Canada Pension, BC Medical)

## **5. Adjusting to your new environment**

For some, the move into assisted living can be an emotional transition. According to research, adjustment can take anywhere from 30 to 90 days until new residents feel at home. Four of the most important things you can do when you move into assisted living are:

- 1. Maintain your independence**
- 2. Get involved with activities; meet new friends**
- 3. Stay connected with friends and family**
- 4. Be honest with staff about your personal preferences**





## SECTION THREE: MOVING IN

### Entering Assisted Living

Before you move into assisted living, a primary care nurse has assessed you as eligible for the program. As part of the assessment process, your primary care nurse will prepare an individual **care plan** which will include your service (i.e. personal care, medication) requirements and your individual personal preferences (i.e. when you would prefer to have your services delivered). While the care staff will take every reasonable measure to meet all your personal preferences, there may be factors such as limited resources that may affect a personal preference from being realized. Your care plan will be reviewed annually or as needed. If at any time you or your family feel the service levels are not meeting your needs, please contact the clinical coordinator onsite to discuss in further detail.

### Exiting Assisted Living

If and when your care needs exceed the service delivery capacity of the assisted living program, or you are no longer able to make decisions on your own behalf, an exit plan will be developed in collaboration with your physician, family, supports and primary care nurse. Your primary care nurse will discuss options and assist with the exit plan which may include moving to a residential care facility.

If you decide to move out of your assisted living residence, we recommend you discuss moving with your primary care nurse.

When you move out of the assisted living residence you and your family are responsible for:

- Removing all of your belongings
- Cancelling telephone, cable, newspaper, hydro and other deliveries or services
- Returning all keys to residence staff (A replacement fee will be added to the final bill for any swipe cards not returned)

If you have been approved for and are waiting to move into a residential care facility while you wait you will be supported with:

- An increase in the availability of care and support
- A plan for emergencies
- Preparation and counselling for your move

### **Assisted Living Resident Occupancy Agreement**

The Assisted Living Resident Occupancy Agreement must be signed prior to moving in to your assisted living suite.

The Agreement includes: the expectations, rights and obligations of you, the assisted living resident, the assisted living service provider and will include details of the services you will receive including any associated charges.

Just before you move in you will want to arrange a meeting with the Housing Coordinator to review the occupancy agreement, the policies and procedures and the Lifeline application, as well as familiarize yourself with the layout of the building. In addition to the paperwork, the Housing Coordinator will:

- Provide you with a swipe card to the building and keys to your suite and mailbox
- Assign scooter and/or vehicle parking if applicable
- Obtain emergency contact information
- Review and demonstrate the Emergency Response System (Lifeline)
- Review the fire and emergency evacuation procedure
- Review the complaint and dispute resolution process
- Register your pet (if living at Laurier Manor) and review pet policy
- Tour the building with you (and family)

Prior to moving in the Housing Coordinator will conduct an inspection of your unit to assess the condition of your suite. This inspection is conducted yearly and when you move out.

## **Vacations and Other Absences**

You will continue to be charged for and pay the total monthly amount for assisted living while you are away from home for vacation, travel or hospitalization.



## SECTION FOUR: RESIDING IN ASSISTED LIVING

### Housing

The assisted living program in Northern Health offers apartment style buildings with independent suites. Each site provides “communal space” where residents are welcome to spend time in leisure, social and recreational activities independently or in a group.

### Services

**Cable** is available for a minimal fee. This fee will be added to your monthly rate.

**Hydro** costs are determined differently depending on where you live.

**Gateway Assisted Living:** Hydro is a set monthly fee. This amount will be added to your monthly rate.

**Laurier Manor Assisted Living:** Residents are required to have their personal hydro connected and are responsible for the monthly charges.

**Telephone** services are not included in your monthly fee. It is your responsibility to contact the local telephone to arrange service and payment.

**Parking** for your car or motorized scooter is arranged by the Housing Coordinator. All vehicles must be insured. Plug-in (winter parking) is available at each parking spot. There is a monthly charge for parking your car on site. Your motorized scooter will be parked inside and will be easily accessible.

You or your designated representative will be billed monthly for basic rent, hospitality and personal care services, plus any additional charges that may apply such as cable and parking. You will be required to pay your total monthly fee the **first day of each month**.

## Social and Recreational Programs

Social and recreational activities are provided by the Therapeutic Recreation staff. A calendar of events is prepared and distributed to residents every month and while you are not required to attend, all residents are encouraged to participate. If there are specific activities you would like to suggest, please speak to the Therapeutic Recreation Coordinator on site. Below is a sample of a Therapeutic Recreation monthly calendar:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	If at first you don't succeed; re-define success!	 family		How do you make a bandstand? Pull their chairs away!		1 Remember to test your Life Line, regularly each month!
2 Catholic Communion 10am Hymn Sing 6:30	3 Yahtzee 11:00 Bingo 1:30	4 Finish Decorating For Valentine's Day  Incredible Crafts 1:30	5 Exercise 6:30pm 	6 Blood Pressure Clinic 10-11:30 Piano With Gail 10:00am-Main Lounge	7 Sherry's Visits AM Afternoon Mystery Movie 1:30	8 
9 Catholic Communion 10am Hymn Sing 6:30	10 <b>FAMILY DAY</b> <b>STAT HOLIDAY</b>  Foot Care with Sandy 1 <sup>st</sup> floor: 9-12 pm 2 <sup>nd</sup> floor: 2-4pm	11 Creative Writing 11:00	12 Visit to Laurier Manor for Games & Tea 1:30-3:30 Exercise 6:30pm	13 Tri  via 11:00	14 Sherry's Visits AM Valentine Bingo 1:30	15 
16 Catholic Communion 10am Hymn Sing 6:30	17 Yahtzee 11:00 Bingo 1:30	18 Creative Writing 11:00 Medi Chair 1:30	19 Golden Age Social 1:30-4:00 Hosts: St. Andrews United Church Exercise 6:30pm	20 Trivia 11:00 Gentle Stories 1:30	21 Sherry's Visits AM Nature Film 1:30	22 
23 Catholic Communion 10am Hymn Sing 6:30	24 Yahtzee 11:00 Bingo 1:30	25 Creative Writing 11:00 Old Time Fiddlers 7:00pm	26 Luncheon Outing To Joey's Only 11:00-1:00	27 Trivia 11:00	28 Sherry's Visits AM Birthday Tea 1:30 With Doug	Notes: Join us March 17 <sup>th</sup> for our St. Patrick's Day Celebration!

## **Hospitality and Personal Care Services**

A number of hospitality and personal care services are included and part of the assisted living program. Each service is briefly described below:

### **Foot and Nail Care**

Foot and nail care services are available in your community. Please contact the care staff for further information. You are responsible for the cost of this service.

### **Hairdressing**

A hair salon is located at each assisted living site. Services are available on a weekly basis. To book an appointment, please contact the operator of the salon. You are responsible for paying for this service.

### **Housekeeping**

Light housekeeping services are provided once a week. Housekeepers will need to enter your room; you may stay in your room or choose to leave while the work is being completed. Housekeeping does not include washing dishes or removing garbage. Light housekeeping will include:

- Vacuuming and washing floors
- Cleaning the bathroom, kitchen surfaces and dusting cleared surfaces

### **Laundry**

Laundry services for your sheets, under pad, towels and kitchen towels are provided weekly (Please note we do not wash comforters, quilts and blankets). Your bedding will be changed every week. Washers and dryers are located on every floor and are available for you to launder your personal belongings. You are responsible for supplying your own laundry supplies.

## **Meals**

Two meals (lunch and dinner) are provided every day. You are responsible for your own breakfast. Meals are prepared on site and generally enjoyed in the dining rooms. Snacks are made available mid-morning, mid-afternoon. You will receive a brochure outlining further dining room information. You may purchase meal tickets for visitors; please speak to the care staff.

## **Medications**

Assisted living programs deliver medication services in accordance with medication services and in such a way as to promote the safety and independence of residents.

Staff may assist residents who are able to direct their own care when taking their medication (e.g. open medication packaging, place medications in resident's hand). If necessary, care staff will also remind residents to take their medication.

## **Personal Care Services**

Personal care services such as assistance with bathing, dressing, meals, personal hygiene and medication are provided by the care team in assisted living. The services you receive will be based on a care plan determined by your primary care nurse. Your care plan is reviewed regularly and updated as your needs change. If you have any questions or concerns about your personal care, please speak with the assisted living Clinical Coordinator.

## **Tenant Illness**

If your care needs change due to a serious illness, but you do not need to go to the hospital, the staff at your assisted living residence will try to meet your needs on a temporary basis. Your family may be asked to assist.

## **24 hour Emergency Response**

Lifeline™ is the emergency response system used in the assisted living program. Every tenant is required to have a Lifeline™ unit assigned and installed in their suite and every resident will be assigned a pendant or wrist **personal help button** (PHB) which can be pushed in case of an emergency. You will require a landline to operate Lifeline™. The Housing Coordinator will review the paperwork and procedures with you when you arrive.

For non-emergent issues please call the staff office.

## **Other Important Information**

### **Decorating Your Suite**

This is your home. You may hang artwork or other pictures on the walls. Residents are not permitted to paint or alter the structure of the suite. If you have any questions, please contact the Housing Coordinator.

### **Extension Cords**

Do not plug in more than two cords into a wall receptacle. We recommend a power bar to be used if additional outlets are required.

### **Evacuation**

*If an emergency requires evacuation of the assisted living residence, residents and staff will be moved to a safe site and staff will contact family members.*

### **Fire**

Fire drills are held on a regular basis throughout the year. You will not be notified in advance of a drill. As part of your orientation to the building please:

- Read the fire drill process posted on your suite's door.
- Note: Combustible or flammable products (e.g. gas canister) are not to be stored in your suite or storage area.
- Do not disconnect your smoke detector.

In the event of a fire, if you are not in your suite, proceed immediately to the designated muster station. If the fire alarm sounds and you are in your suite, remain inside with the door closed. The fire department will give you further directions.

### **Garbage**

Place all refuse in a plastic bag and dispose in containers provided.

### **Insurance**

Residents are encouraged to obtain sufficient insurance to protect against loss due to theft, fire and water damage.

### **Mail**

Mail is delivered daily Monday through Friday by Canada Post. You will receive a key from the Housing Coordinator. Cost to replace the mail key is \$5.00.

### **Pests**

Assisted living buildings are inspected monthly by a licensed pest control company.

### **Pets**

**Gateway Lodge:** Pets are not permitted.

**Laurier Manor:** Permission to have a pet must be received **prior** to moving into this building. Small dogs are allowed on the first floor at Laurier Manor. Cats are permitted on the second and third floor. Vaccination documentation is required prior to moving into building as well as emergency contact information in the event you are unable to care for your pet. All common areas, such as living and dining rooms, are pet-free zones.

### **Physical/Occupational Therapy and Dietitian**

Assisted living does not provide access to these services; services are available in the community. If you require more information, please contact the primary care nurse.

### **Power Mobility Device (PMD)**

Assisted living residents using power mobility devices (including power wheelchairs and scooters) must be assessed by a Northern Health Occupational Therapist before the equipment may be used on site. As part of this assessment the resident will be asked to read the Power Mobility Safety Guidelines and sign the Assisted Living Power Mobility Assessment Agreement. Every client operating a PMD will be assessed on a yearly basis (or as required) to determine their capability to continue to operate their PMD.

### **Repairs**

Repairs to the unit are managed by the maintenance team. If you require a repair, please contact the Housing Coordinator or Care Staff who will submit a work order.

### **Security**

Your assisted living building is secure with an intercom system and every suite has a lockable door. **Do not let strangers into the building.**

### **Smoking**

Assisted living buildings are smoke free; you are not permitted to smoke anywhere inside, including your suite. Smoking areas have been designated at both sites. Smoking anywhere inside the building may be cause for eviction.

### **Specialized Transit**

Residents who qualify for HandiDart or Carefree transit service can book this transportation service directly through the provider. The numbers are listed below:

**The Prince George Carefree Bus: 250.562.1394**

**The HandiDart Bus: 250.562.1394**

## **Storage**

Storage units are available for resident's use at Gateway only. Please speak to the Housing Coordinator for further information.

## **Transfer to a Different Suite**

Transfer to a different suite will be considered on a case by case basis. Please contact the Housing Coordinator for further information.

## **Visitors**

You may have visitors whenever you wish in your suite. Residents are welcome to have overnight guests up to 14 nights per year. Please advise a staff member of any overnight visitors. This is important in the event of an emergency to ensure everyone gets out safely. You are responsible for the actions of your guests.

Meal tickets can be purchased from the care staff for guests. Inform staff ahead of time that extra guest will be present for a meal.

## **SECTION FIVE: COMMENTS, CONCERNS AND CONTACT INFORMATION**

We welcome your feedback, comments or concerns you may have regarding the services we provide or the quality of care provided.

If you have questions or concerns about your care, please talk about it with the person who cared for you, their supervisor or the program manager. It is best to talk about your concerns at the time they happen.

If you are uncomfortable talking to a clinical coordinator, housing coordinator or program manager or if you are unhappy about how your concerns were handled you may speak with the Patient Care Quality Office or the Office of the Assisted Living Registrar.

## Contact List

1. *Housing concerns* contact Housing Coordinator: 250.565.5574
2. *Maintenance emergency (after hours)*: 250.565.5990
3. *Care concerns* contact staff on duty:
  - a. Gateway Lodge: 250.565.5572
  - b. Laurier Manor: 250.565.5642
4. *Unresolved concerns* contact Clinical Care Coordinator:
  - a. Gateway Lodge: 250.565.5579
  - b. Laurier Manor: 250-565.5627
5. *Assisted Living Program Manager*: 250.565.5566
6. *Therapeutic Recreation Office*:
  - a. Gateway Lodge: 250.565.5576
  - b. Laurier Manor: 250.565.5647
7. *Patient Care Quality Office*:
  - a. 1-877-677-7715
  - b. Fax: 250-565-2640
  - c. E-mail: [patientcarequalityoffice@northernhealth.ca](mailto:patientcarequalityoffice@northernhealth.ca)
  - d. 600- 299 Victoria Street,  
Prince George, BC V2L  
5B8
8. *Office of the Registrar Standards*
  - a. Toll Free 1-866-714-3378
  - b. [www.healthservices.gov.bc.ca/assisted](http://www.healthservices.gov.bc.ca/assisted)
9. *Office of Assisted Living Registry*
  - a. [www.health.gov.bc.ca/assisted/complaints.html](http://www.health.gov.bc.ca/assisted/complaints.html)

### **Acknowledgement**

Sections of this document were originally developed by the Vancouver Island Health Authority (VIHA), Vancouver Coastal Health Authority (VCH) and Summit Residences – Resident Handbook. Appreciation and thanks for their permission to adapt the information for use in Prince George, Northern Health.



## Other Relevant Information and Resources

***Northern Health  
Community &  
Residential Services***

Highland Health Centre  
250-565-7317

***General health  
Questions***

BC Health & Seniors Information Line  
Toll Free 1-800-465-4911

***Nurses address  
specific concerns***

BC NurseLine  
Toll Free 1-866-215-4700  
[www.bchealthguide.org](http://www.bchealthguide.org)

***Health information to  
seniors, caregivers  
& more***

Canadian Health Network –  
Seniors Health Centre  
[www.canadian-health-network.ca](http://www.canadian-health-network.ca)  
After Hours Palliative  
Toll Free: 1-877-800-8882  
Nursing Services  
9:00 p.m. to 8:00 a.m. (PST) 7 days/week

***Information on diet  
and nutrition***

Dial – A – Dietitian  
Toll Free 1-800-667-3438

***Information on  
prescription coverage***

Pension, Old Age Security, Guaranteed  
Income Supplement  
Toll Free 1-800-277-9914  
[www.hrhc-drhc.gc.ca](http://www.hrhc-drhc.gc.ca)

***Assisted Living  
Standards***

Office of the Assisted Living Registrar  
Toll Free 1-866-714-3378  
[www.healthservices.gov.bc.ca/assisted](http://www.healthservices.gov.bc.ca/assisted)

***Information on  
Veteran Benefits***

Veterans Affairs Canada  
Toll Free 1-866-522-2122 (English)  
Toll Free 1-866-522-2022 (French)

<b>Arthritis Society</b>	Toll Free 1-866-414-7766 <a href="http://www.arthritis.ca/bc">www.arthritis.ca/bc</a>
<b>BC Alcohol and Drug Information</b>	Toll Free 1-800-663-1441
<b>BC Centre for Elder Advocacy and Support (BC CEAS)</b>	Toll Free 1-866-437-1940
<b>Diabetic Center Outpatient Dietician</b>	UHNBC 250 – 565-2685
<b>Prince George Council of Seniors</b>	1055 - 5th Avenue, Prince George, BC 250-564-5888
<b>Seniors Information Line</b>	1055 - 5th Avenue, Prince George, BC

# Laurier Manor AL

