

# PURDY RESIDENCE

*Resident and Family Handbook*

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## Quick Reference

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**Address:** Purdy Pavilion  
UBC Hospital  
2221 Wesbrook Mall  
Vancouver, BC V6T 2B5

**Your Room Number:** \_\_\_\_\_

**Your Doctor:** \_\_\_\_\_

**Key Contact Numbers: Resident Services Manager,**  
**604-822-7289**

**FLOOR 1**

**Telephone: 604-822-7518**

**Resident care coordinator, 604-827-0185**

**FLOOR 2**

**Telephone: 604-822-7519**

**Resident care coordinator, 604-822-0393**

**FLOOR 3**

**Telephone: 604-822-7161**

**Resident care coordinator, 604-827-1900**

**FLOOR 4**

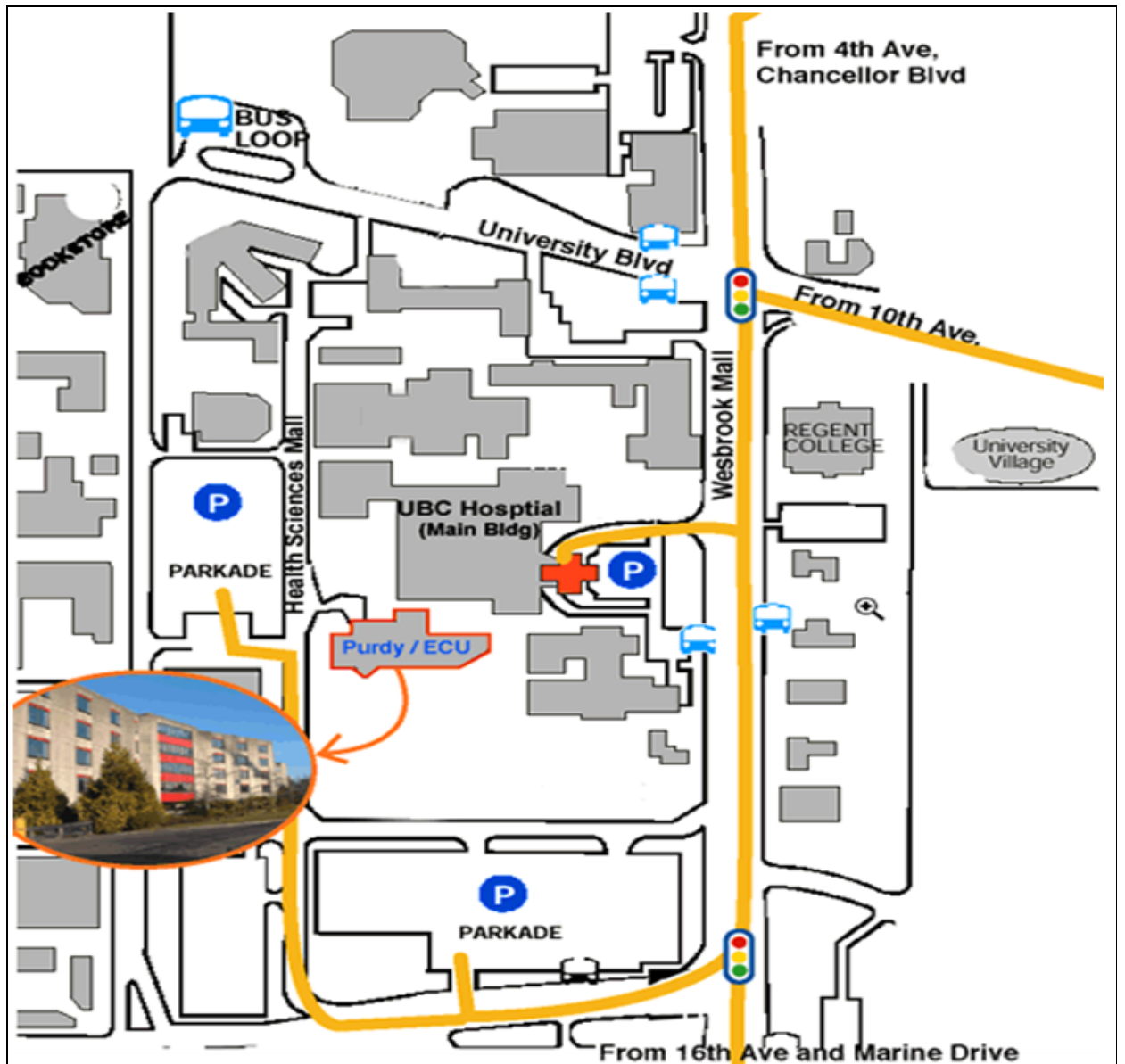
**Telephone: 604-822-7521**

**Resident care coordinator, 604-822-7959**

**Social worker, 604-822-7316**

**If you have any questions, concerns or comments, please contact the resident care coordinator, nurse on duty, social worker or resident services manager.**

# Map of UBC and Purdy Pavilion



For more detailed maps follow this link: <http://www.maps.ubc.ca>

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# *W*elcome to the Purdy Community

We look forward to having you as a resident at the Purdy Residence. Our community is culturally diverse with staff and residents originally coming from many different countries. Special ethnic and spiritual days are celebrated, reflecting our Canadian mosaic. Whether you are here on a permanent basis or waiting for your preferred care home, we wish to welcome you to our community.

This location offers both residents and visitors a number of amenities unique to its setting, including a wealth of volunteers from the University of British Columbia's (UBC) student population.

Special features of Purdy include a large recreational area, chapel, family lounges and activity rooms. It also has a library and garden patio.

We acknowledge that relocation to a facility is a stressful time for both the new resident and their family, and it requires a period of adjustment. In keeping with our philosophy, we hold that the dignity of an individual is respected and that the losses experienced at this stage of life are recognized. This handbook is designed to help new residents and their families during this transitional period.

The Purdy Residence is situated in the Purdy Pavilion on the beautiful campus of UBC next to UBC Hospital. The 199 extended care residents live on four floors.

We are operated by Vancouver Coastal Health, licensed under the Community Care Facilities Act and accredited by the Canadian Hospital Association.



# ur Vision, Role, Values and Commitment

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## **Our Vision**

We are committed to supporting healthy lives in healthy communities with our partners through care, education and research.

## **Our Role**

We are responsible for providing quality health care services to the people and communities we serve.

## **Our Values**

Our commitment to our patients, clients and residents; to our people; and our partners means that we will:

- ✧ Provide outstanding service and respond to needs in a timely and innovative manner;
- ✧ Serve openly and honestly in a caring and compassionate environment of trust and respect;
- ✧ Focus on effectiveness, efficiency, best practices and health outcomes, holding ourselves accountable for results.

## **Our Commitment**

To support healthy lives in healthy communities means that we are focused on the people we serve. Our strategies will:

- ✧ Increase longevity and quality of life for all;
- ✧ Provide a positive experience for people using our health care system;
- ✧ Promote informed choice, involvement and support self-responsibility.



# Your Rights and Responsibilities

Residents, families and staff have worked together to define the basic rights and responsibilities described below. In addition to these rights, you have the right to make a complaint if you are unhappy with any care or service provided by Purdy Residence. Your complaint can be verbal or in writing. The resident/family complaint process has a form for you to complete for a written complaint. Please see When Purdy's management team receives your complaint, they will begin to address your concerns immediately. They will provide ongoing communication to you and your family on the progress towards finding a solution. Please speak to the resident care coordinator or the social worker for more information. A pamphlet for in regards to the Patient Care Quality Office is enclosed in your welcome package.

## **Residents have the right to:**

- ☞ Be treated with dignity and respect.
- ☞ Make personal choices about the way they lead their lives.
- ☞ Receive safe care from qualified staff.
- ☞ Make their own health care decisions, while receiving the support and direction they need.
- ☞ Maintain the privacy of both their personal lives and their medical information.
- ☞ Live in a safe and secure environment – free from all harms, abuse or neglect.
- ☞ Live free from discrimination and with all the rights of a Canadian citizen.
- ☞ Speak up about problems within the facility and to have those problems dealt with quickly and effectively.

## **Residents have the responsibility to:**

- ☞ Respect the choices, diversity, property, workspace and privacy of other residents, families, visitors and staff.
- ☞ Communicate respectfully with other residents, families, visitors and staff.
- ☞ Advise staff about their wishes, preferences and decisions regarding their care, treatment and lifestyle.
- ☞ Accept responsibility for their own decisions and the results of those decisions.
- ☞ Bring concerns to staff in a clear and timely manner, and participate in solutions to their concerns.



## *Your Room and Personal Belongings*

This is your home and we want it to be as comfortable as possible for you. While your room has basic furnishings, we invite you to bring items from your home, such as a comforter or bedspread, pictures, portable television and small radio (with earphones for the television and radio). Before you bring in any furniture, please discuss it with us first as it has to allow for safe mobility and staff access. Unfortunately, we do not have the space to store larger items for you. For a more complete list of items that you can bring with you, please see the Move-In Checklist available in your welcome package.

### **Clothing**

Clothing should be comfortable and machine washable. Ease of getting dressed and undressed is also important. Adaptive clothing (dresses and jogging suits, polyester/cotton blends) are highly recommended. Speak to your occupational therapist for other specialist clothing possibilities. The hospital laundry labels all clothing within the first few days of moving in and new items are labelled as they are acquired. Please see insert if in need of adaptive clothing.

### **Dentures and Eyeglasses**

We recommend having your glasses and dentures marked so that they can be easily identified if lost.

### **Electrical Equipment**

All electrical equipment must be CSA approved usually means three pronged plugs and checked by the hospital electrical staff before use. This includes radios, televisions, electric clocks, shavers, etc. The nurse will make arrangements for the inspection. For safety reasons, heating pads, electric blankets, humidifiers and **EXTENSION CORDS** are not permitted.

### **Food in the Rooms**

We ask that you do not keep food in your room as it attracts insects and rodents. Exceptions can be made for a small, well-sealed container with food that will not spoil, such as cookies.

### **Toiletries**

You are responsible for personal toiletries, such as a toothbrush, toothpaste, brush, comb, deodorant, powder, denture care products and electric razor. **Please label these with your name.**

### **Valuables**

While we make every effort to assist you in caring for your belongings, we cannot assume responsibility for missing valuables. Although each room has a bedside table with a drawer that locks, we recommend that items of monetary or sentimental value be left in safekeeping with your family.





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## **Common Areas In and Around Purdy Residence**

Purdy Residence offers plenty of space for social time with other residents, as well as quiet time when you prefer to be alone.

### **Activity Room**

There is an activity room located on each floor. It is available for individuals for private visits or for family gatherings, when not in use for group activities. To book the room for special occasions, please contact the Unit Clerk or Activity Worker for your floor.

### **Chapel**

The chapel is located on the ground floor. This sacred space is available for prayer, meditation and quiet reflection 24 hours everyday. It is open to all faith traditions.

### **Dining Room/Kitchen**

The dining room is also used as an activity room. The kitchen on the left-hand side is available for families to make tea or coffee, or to warm up food for themselves or the resident.

### **Garden Room**

The Garden Room is on the ground floor and hosts many drop-in activities, and can be booked for private functions. Please contact the Purdy Secretary in the Admin. office - room 116 located on Purdy floor 1.

### **Library**

The library is located on the ground floor close to the Garden Room. A variety of books, magazines and puzzles, including large print books are available for loan on the honour system.

### **Purdy Garden**

Access is through the Garden Room on the ground floor.

### **Waterfall Garden**

The Waterfall Garden is located to the west of the Koerner Pavilion. Access is from the covered walkway between the Koerner Pavilion, and the parkade.

### **UBC Campus**

The UBC campus is a beautiful setting for outings. The Botanical Gardens, Nitobe Garden, the Museum of Anthropology and the Chan Centre are examples of places to visit. The University Village is a marketplace with shops, restaurants and fresh produce.



## *Your* Health Care Team

Many professionals make up your health care team and we all work together to ensure that you receive the best care. We encourage you and your family to speak with us if you have any questions.

While you can meet with us anytime, we do hold a special meeting called a **care conference** within six to eight weeks of your admission, and then on an annual basis. During the care conference, we monitor your progress and discuss any health or other issues that affect you. You and your family/friends are encouraged to attend and will be notified in advance of the date and time.

The care planning process also involves discussing your specific requests for treatment, such as end of life care. Other important issues, such as identifying someone who can speak on your behalf if you are unable to do so, will also be discussed in further detail with you and your family. More information relating to these issues is included in your welcome package.

### **Physicians**

Purdy has staff doctors to provide medical care. The doctor for each floor gathers a medical history and does an examination soon after admission. As a member of the care team, the doctor attends resident rounds, resident care conferences and pharmacy rounds. In the event of a medical problem, the doctor may refer the resident to a specialist and/or arrange for a transfer to a hospital. There is a 24x7 on-call schedule should an urgent health problem arise.

### **Nursing**

Upon arrival, a registered nurse (RN) will do an assessment so that your needs will be met through an individual plan of care. The RN is the team leader for the delivery of nursing care that allows each resident to attain and maintain the highest physical, mental and psychosocial well-being. The team leader directs the activities of the licensed practical nurses (LPN) and resident care aides.

LPNs work under in collaboration with the RN. They are trained to administer medications, plan and evaluate your condition, and document the care given.



# *Your* Health Care Team

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## **Dietitian**

The dietitian ensures that your nutritional needs are met, monitors any medical conditions that may have an impact on your nutrition and attends care conferences.

## **Foot Doctor (Podiatry)**

The services of a podiatrist are available on a regular basis. For most residents, a standard fee is charged.

## **Occupational Therapist**

The occupational therapist assesses and recommends the equipment you may require to maximize your independence.

## **Optometry**

A private optometrist visits Purdy. The frequency of visits depends on the number of residents requiring this service.

## **Pharmacy**

The pharmacist reviews the medication profiles for all the residents on a regular basis and attends care conferences.

## **Physiotherapist**

The physiotherapist assesses mobility, including strength and flexibility, balance and walking, ability to move in bed, ability to get in and out of bed/ chair, exercise tolerance, and pain. A plan of care is then set up to keep the resident as mobile and comfortable as possible—the focus is on maintaining abilities.



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# *Your* Health Care Team

## **Activity Workers**

Recreation staff provides a regular schedule of programs and special events.

## **Resident Care Aides**

Resident care aides, under direction, will assist you with activities that you are not able to do alone, such as bathing, toileting and dressing.

## **Resident Care Coordinator**

The resident care coordinator is a RN responsible for overseeing the care of you and your family; providing clinical support, leadership and education to the staff; and being available to answer your questions and concerns.

## **Resident Services Manager**

The resident services manager is responsible for overseeing the administration of the building, the budgets and direct staff supervision; is available to answer questions regarding the administration of Purdy; and deals with complaints or concerns from residents and their families. The manager is the liaison with the community and Vancouver Coastal Health.

## **Social Worker**

The social worker assists you with personal counselling and financial matters; helps you liaise with government agencies, community resources, advocacy groups, etc.; and attends care conferences.

## **Spiritual Care**

Purdy has a chaplain who visits weekly and holds monthly services, which includes a memorial for residents who have passed away. Clergy from various religious denominations visit regularly and a spiritual leader of your choice is welcome to visit.



## *S*ervices Available to You

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Purdy Residence offers a number of services to support you. You may also choose to pay for private services or therapies, such as private caregivers, acupuncture, private physiotherapy or companions. Before bringing in these services, please speak with the resident care coordinator.

### **Cleaning Services**

A contracted service is responsible for housekeeping and maintenance.

### **Food Services**

A contracted service is responsible for preparing and serving nutritious meals three times per day and snacks three times per day at scheduled times. A rotation menu is available and may change. Alternative entrees are available at most meals.

### **Hairdresser/Barber**

The hair salon is located on the ground floor. Appointments are made directly with the hairdresser at 604-822-7126. Your unit coordinator can provide assistance. Payment may be made directly to the hairdresser or charged to your trust account.

### **Laundry**

All laundry is done in-house. Clothes are picked up, laundered and returned to your room. The resident/family are responsible for any clothing that needs dry cleaning or ironing.

### **Mail**

Mail is delivered to UBC Hospital and then distributed to Purdy Pavilion via the hospital mail service. Please use the mailing address located on page 2 along with your floor number. For outgoing mail, the unit nursing assistant will post it for you.



## *S*ervices Available to You

### **Mobility Aids**

Purdy provides walkers and wheelchairs to residents who require them. If you have your own equipment, it will be assessed and labelled with your name. With regards to power wheelchairs/scooters, the resident's ability to safely manage the equipment will be assessed before use in Purdy or outside. While Purdy maintains its own wheelchairs and provides some general maintenance to personally-owned wheelchairs, the cost of repairs to your own equipment is your responsibility. The facility will help find a technician if one is required.

### **Reading Material—Newspapers, Magazines, Newsletters**

If you are interested, you or your family can arrange delivery of the newspaper or magazines—please notify the RN. There is also a resident newsletter that provides updates on residents, events and activities in Purdy.

### **Recreation and Activity Services**

There is a regular schedule of programs designed to meet the different social and recreational needs and interests of residents. The daily and monthly schedules are posted throughout the facility. We encourage you to participate in these programs as it is a good way to meet other residents. Please let the staff know about your interests so that they can better tailor programs for you.

Regular pub times are held and alcoholic beverages are served for a nominal charge to those residents who have their physician's approval to drink alcohol.

### **Telephones and Cell Phones**

Residents may use a telephone in the main lounge to make local calls at no charge. You can also arrange to have a private telephone in your room if there is an existing telephone jack. You will be responsible for connection and ongoing charges.

### **Television and Internet**

There is a television in the main dining room/activity room for residents' use. You can also have a television in your room, provided it is a flat screen, no larger than 36 inches and has a grounded plug. (3 prong) Basic cable can be arranged through Purdy. Internet services are available monthly through Telus dial-up.

Wireless access through eg. WIND mobility air card.

### **Transportation**

The Recreation Department arranges bus trips for group outings. For outside appointments, staff or family members can arrange for HandyDART, taxi or Special Needs (SN) transport. Telephone numbers are provided in your folder. TransLink also has a number of bus lines to UBC—please contact them for fare and schedule information.



# *F*inancial Information

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## **Residential Care Rate**

The rate is a monthly co-payment rate based on up to 80% of your annual after tax income reported on your tax return, subject to minimum and maximum rates. You must file a tax return annually to be eligible for the subsidized rate.

The residential care rate should be paid in advance on the first or each month. If there is a concern with the daily fee, please speak with the Social Worker.

## **Trust Account**

A trust account ensures that you have money for day-to-day wants or needs without having to carry money with you. It also allows Purdy to pay certain bills, such as hairdressing or cablevision on your behalf. We encourage you to use this service as it reduces the possibility of losing or misplacing your money. This can be set up through the Cashiers Office in Koerner Pavilion. Hours of operation are Mondays - Friday 10:00am - 2pm.

## **Temporary Absences and Hospitalization**

Sometimes opportunities may arise for the resident to visit family in their own home for an extended period of time. The Home and Community Care Program allows residents to be absent for a cumulative total of 30 days in a calendar year. This does not include absences of less than three days. A resident who wishes a trial period at home can use these days and not lose their accommodation. Alternatively, a resident may be in a situation where they are hospitalized for a period of time. In this situation, their bed will normally be held as long as the resident needs it.

In each of these situations, you will continue to be responsible for the daily fee while you are away. Please speak with the resident care coordinator or social worker for more details.



# *Your* Safety and Security

Ensuring the safety of our residents, visitors and health care team is a responsibility that we take very seriously. While we support our residents' right to make personal choices about the way they lead their lives, we have to balance this with the right of residents to live in a safe and secure environment. We will support your choices, but ask that you respect the health and safety of the other residents living in your community at Purdy Residence.

## **Alcohol**

Alcohol is permitted when approved by the physician. All alcoholic beverages will be stored at the nursing station. For safety reasons, including possible interactions with medications, residents are not allowed to supply alcohol to other residents.

## **Call Bells**

There are call bells in all residents' rooms, in all washrooms and bathing areas in order for residents to call for assistance when required.

## **Fire Safety**

As part of our safety program, fire drills are held on a regular basis. Residents and visitors may be asked to cooperate and participate in fire drills and evacuation exercises.

## **Hand Cleaning**

Please protect yourself and others from getting infections by using good hand cleaning habits: it is very important that you clean your hands often and completely. Wash your hands after using the washroom and before eating. You may use the alcohol-based liquid or foam hand sanitizers available in Purdy. You can also ask caregivers if they have cleaned their hands before providing you with care. *Please do not visit if you or family members are unwell.*





# *Your* Safety and Security

## **Medication Safety**

All medications used by residents, including over-the-counter drugs such as aspirin, are ordered by the physician and given by nursing staff. Any prescriptions you receive during a visit to a specialist or your doctor from outside Purdy should be given to the nurse. If you have any questions about your medications, please ask your physician or nurse.

For your own safety and that of others, residents are not permitted to keep medications in their room. This includes herbal supplements, naturopathic medicines or non-prescription medicine. Exceptions may be made if ordered by the physician or approved by Purdy.

## **Outings**

We encourage families and friends to take you out whenever possible, but want to ensure that you are safe. Please sign out in the binder on the desk in the lobby entrance and leave a telephone number where you can be reached, if possible. Please sign in again when you return to Purdy.

If you are going out, we also ask that you notify staff in advance so that they can package up your medication with instructions to go with you.

## **Security**

Purdy has an automatic front door and one on the side, which opens with a push of the button. There is a bell to call someone to open the door after hours.

## **Smoking**

All Vancouver Coastal Health sites are smoke-free. The most current policies relating to smoking are provided in the welcome package. Residents who smoke are welcome to ask for information on smoking cessation programs and products available to them.

## **Staff Identification**

There will be many people involved in caring for you. Everyone who works for Purdy wears a name tag and will be able to answer your questions about what they do.



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## *I*nformation for Your Family and Friends

We encourage your family and friends to visit often and remain involved in your life.

### **Visiting Hours**

Your family and friends are invited to visit throughout the day. While there are no set visiting hours, the best time to visit is between 9:00 am and 9:00 pm. If visiting outside of these hours, please speak with the nurse in charge. We also ask that visitors respect the privacy of the other residents and use one of the small family rooms if visiting after 9:00 pm.

### **Family Absences**

If your primary contact is going away, please have them notify us and provide a secondary contact.

### **Food and Guest Meals**

Visitors are requested to check with the nurse in charge before taking or leaving food for you. They are welcome to join you for tea or coffee during the afternoon or evening snack times at no charge, and for a meal any day of the week for a fee. Please ask the unit coordinator or dietitian for information.

### **Infection Control**

Visitors who are not feeling well (for example, have a cold or flu), have been near someone else who is ill or even have cold sores should not visit. Ask visitors to wash their hands before and after they visit, or to use the available alcohol-based liquid/foam hand sanitizers.

### **Parking**

Parking is available in the "B" Lot south of the hospital, parking lot in front of the hospital and Parkade, which is just west of the hospital. Parking vouchers for the Parkade are available at the front desk on each floor. The UBC bookstore has a variety of day passess available for purchase.

### **Pets**

Visitors are encouraged to bring family pets who are clean and healthy with updated vaccinations to visit. When the pets are outside the resident's room, please keep them in a cage or on a leash and under control as many residents are frail and could be accidentally injured by the pet.



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## ***G***etting Involved in the Purdy Community

### **Residents' Council**

The Residents' Council consists of representatives from each floor, the social worker, an occupational therapist and the resident services manager of Purdy. Its purpose is to enhance the environment by bringing forward concerns and suggestions for improvements. It provides a link not only to Purdy management, but also to the broader community and Vancouver Coastal Health. The Residents' Council meets on a monthly basis.

### **Quality Improvement**

Purdy Residence actively solicits feedback from residents and their families regarding the care and service they receive. If you wish to provide feedback, please contact the RN, resident services manager or one of the resident care coordinators.

### **Volunteers**

Volunteers are an active and important part of the resident support program. They assist staff in a variety of program areas, such as physiotherapy, occupational therapy, music therapy, social and recreational activities. One-to-one visitation is an important part of our volunteer program. A large number of the volunteers are university students whose youthful enthusiasm adds an extra dimension to the Purdy Pavilion environment. Anyone interested in becoming a volunteer can contact the volunteer coordinator at 604-822-7528.

### **Donations**

The VGH/UBC Hospital Foundation raises money to help support resident/patient care, research and education. Purdy has an account with the Foundation. These monies are used to fund projects or items that will enhance the care provided, and physical and social environment of our residents. If you would like to find out how to make a donation, please contact the Foundation office at 604-875-4676.

