

# Menno Place

## Resident and Family Handbook



# *Welcome to MENNO PLACE*

## Apartment Independent Living Tenant Handbook

### Your New Address:

Primrose Gardens  
2099 Primrose Street  
Abbotsford, BC V2S 0E1  
604.851.4000

Terrace East – Assisted Living  
2021 Primrose St.  
Abbotsford, BC V2S 2Y9  
604.851.4004  
Fax: 604.851.4015

Terrace West  
32979 Marshall Rd  
Abbotsford, BC V2S 8H4  
604.851.4004  
Fax: 604.851.4015

Pavilion  
32943 Marshall Rd  
Abbotsford, BC V2S 1J8  
604.851.4004  
Fax: 604.851.4015

Suite Number: \_\_\_\_\_

Building: \_\_\_\_\_

Phone Number: \_\_\_\_\_

We invite you and your family to stay connected. Check out [www.MennoPlacelife.com](http://www.MennoPlacelife.com)  
for the latest news and information.

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# WORDS OF WELCOME

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## *Letter from the C.E.O.*

On behalf of all the staff, leaders and the Board, I would like to extend a warm welcome to you, your family members, and your visitors. I would like to assure you that we will do our best to provide you with compassionate, quality care, a quality life, and excellent service while you live here in your new home.

We do not know your personal story of how you have come to Menno Place to entrust us with your care, but we do understand that moving to a new home may be an exciting change for some people but for others it may be difficult and stressful at times.

Our sincere hope is that you will have peace of mind knowing that we are dedicated to ensuring that you are treated with respect, kindness, and dignity within our Christian environment. You will find a summary of your rights within your new home in this booklet. If you feel those rights have not been honoured please bring it to our immediate attention. We will work hard to treat you the way you want to be treated by giving you choices, treating you as an individual and respecting your privacy within the limits of our resources. Our care is based on a team of people who work closely together to meet your needs including your mind, body and spirit.

We hope this booklet helps you and your family to become familiar with Menno Place. If you have any questions or concerns, please feel free to contact my office at [Karen.Biggs@MennoPlace.ca](mailto:Karen.Biggs@MennoPlace.ca) or 604-859-7631 ext. 222. I look forward to getting to know you. Welcome to our Campus of Care.

Sincerely,

Karen L. Biggs, RN, BScN, MHA, CHE, FCCHL  
Chief Executive Officer – Menno Place

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## *Vision, Mission and Values for Menno Place*

### Mennonite Benevolent Society

#### **Our Story:**

The Mennonite Benevolent Society (MBS) was formed in 1953 to provide housing and long-term healthcare for seniors. Since that time, visionary leadership from the Board, generous donations from Society members, and financial support from government have all contributed to ongoing development.

From operating a 26-bed “retirement home” in the early 1950s, Menno Place has grown to become one of the largest single campuses of care in BC with complex care, assisted living and housing on 11.5 acres. With the completion of Primrose Gardens in 2010, our care homes and apartment buildings serve about 700 residents with approximately 675 staff.

The next chapter of MBS history promises to be the most exciting yet as we dream about redeveloping our aging Home and Hospital.

We invite you to learn more at [www.mennoplace.ca/aboutus](http://www.mennoplace.ca/aboutus)

#### **Our Vision:**

To be a global leader in geriatric services by providing quality care and life in a compassionate, Christian environment.

#### **Our Mission:**

To reflect God’s love by providing facilities and services that express our commitment to excellent resident and family-centered care and enable residents to live with hope and dignity.

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## Our Values: SERVICE

### Stewardship

We are trustworthy managers of our resources for the benefit of our residents, families and staff and the long-term sustainability of our operations.

*Each of you should use whatever gift you have received to serve others, as faithful stewards of God's grace in its various forms. 1 Peter 4:10*

### Excellence

We apply ourselves to learning and continually improving to the highest standards.

*Whatever you do, work at it with all your heart, as working for the Lord, not for human masters. Colossians 3:23*

### Respect

We honor and dignify all who live, work or visit our community.

*Be devoted to one another in love. Honor one another above yourselves. Romans 12:10*

### Values-driven

We demonstrate our commitment to the sanctity of life through exceptional, holistic palliative care until natural death.

*Your eyes saw my unformed body; all my days written in Your book before one of them came to be. Psalm 139:16*

### Innovation

We open ourselves to inspiration through colleagues, partners and God's leading.

*Instruct the wise and they will be wiser still; teach the righteous and they will add to their learning. Proverbs 9:9*

### Compassion

We extend God's care through kindness, empathy and graciousness.

*Clothe yourselves with compassion, kindness, humility, gentleness and patience. Colossians 3:12b*

### Encouragement

We devote ourselves to instructing and building up one another, by recognizing and celebrating excellence, effort and success.

*Encourage one another and build each other up... warn those who are idle and disruptive, encourage the disheartened, help the weak, be patient with everyone...*

*1 Thessalonians 5:11-14*

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## *Our Philosophy of Care*

To support, honor, and celebrate the wisdom and diversity of our residents in a person focused, caring environment through...

### **Resident and Family Centered Care**

Our focus of care recognizes that people have individual values, cultural history and personal preferences, and that each person has an equal right to dignity, respect, and to direct their care. Specifically, it is an attitude, not a procedure. It involves advocacy, empowerment and respect for one's autonomy, voice, self-determination and participation in decision-making.

### **Our Definition of Resident and Family Centered Care (RFCC):**

"Providing resident and family centered care means working collaboratively with residents and their families to provide care and services that are respectful, compassionate, culturally safe, and competent, while being responsive to their needs, values, cultural backgrounds and beliefs, and preferences". (Accreditation Canada)

### **The four Core Concepts that support RFCC include:**

*Dignity and respect:* Listening to and honoring resident and family perspectives and choices. Resident and family knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.

*Information sharing:* Communicating and sharing complete and unbiased information with residents and families in ways that are affirming and useful. Residents and families receive timely, complete, and accurate information to effectively participate in care and decision-making.

*Partnership and participation:* Encouraging and supporting residents and families to participate in care and decision making to the extent that they wish.

*Collaboration:* Collaborating with residents and families in policy and program development, implementation and evaluation, facility design, professional education, and delivery of care.

*The RFCC philosophy focuses on the individual rather than on the condition, and on the person's strengths and abilities rather than losses.*

At Menno Place staff members respect the wishes, concerns, values, priorities, perspectives and strengths of the person and family. Value for human dignity is shown by caring for residents as whole and unique human beings, not as problems or diagnoses. To support the individual's personhood, the team provides RFCC with a focus on the person and the relationship; not the disease.



*What does RFCC look like in real life?* Speaking to you respectfully; engaging in social conversation; offering choices; greeting and expressing interest in you; discovering what makes life meaningful for you. RFCC is a 24/7 commitment.

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## *Introduction to the Life Enrichment Coordinator*

My name is **Leonard Klassen, and I am the Life Enrichment Coordinator (LEC) at the Menno Place Apartments**. The team at Menno Place, as well as your neighbors, want to welcome you as an important part of our community. We encourage you to get to know the people you live with and find out who they are and where they come from. Let us get to know you as well, as residents like yourself make Menno Place the one-of-a-kind environment that it is.

It is our sincere desire to support you and your family as you make this transition to your new home. We understand that moving homes can be a challenging time and we want to do whatever we can to make this change as seamless as possible.

As Life Enrichment Coordinator, alongside the Menno Place team, I am here to help facilitate RFCC and support you and your family through all the transitions from move-in to goodbye. I look forward to getting to know you and your family!

Making connections is always an important part of getting to know your new surroundings. We are pleased that you have chosen to make your new home with us. Our team has gone to great lengths to ensure your apartment provides comfort, convenience, safety, and privacy. This handbook will give you general contact numbers and information about the buildings here at the Apartments at Menno Place.

**Where to find me?** My office is down the hall from the Bistro on the 1<sup>st</sup> floor of the Terrace West building. My office telephone number is **604-851-4006** and my cell phone number is **604-835-9522**.

Alternatively, you may contact the Reception Office.

Terrace & Pavilion Reception Office – **604 851-4004**.

Primrose Gardens Reception Office – **604 851-4000**.

# MOVING IN

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## *Important Telephone Numbers and Contacts*

Life Enrichment Coordinator – 604-851-4006

Check our website, [www.MennoPlacelife.com](http://www.MennoPlacelife.com) to learn more about living at Menno Place

*Reception hours are Monday through Friday, 8:30 AM until 4:30 PM.*

*The office is closed on weekends and Statutory Holidays.*

Terrace Reception – 604 851-4004

Primrose Gardens Reception – 604 851-4000

**24-hour Building Emergency – 604 217-4418**

Fraser Health Authority - Home Health Team – 1 855-412-2121

Rexall Pharmacy at the Pavilion – 604 870-0171

Valley Lifeline Service – 604 854-5991

HandyDART – 604 855-0080

Abbotsford Taxi – 604 855-1111

Central Valley Taxi - 604 859-1111

Allwood Medical Clinic – 604-850-6839

Bakerview Medical Clinic – 604-853-9853

West Oaks Medical Clinic - 604-557-9938

Dahlstrom Medical Clinic – 604-853-6667

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## *Explaining the Levels of Support for Seniors*

### *Independent Living*

Where are you living? In your own home OR in an Independent Living apartment building (such as **Pavilion, Terrace West or Primrose Gardens**).

#### *What is life like for you?*

- Live on your own without risk to self and others
- You can express yourself
- Take care of your own home / apartment
- Arrange shopping and banking for yourself
- Walk with relative ease (may be using a walker or cane)
- Manage your own hygiene and medications and finances

You may be moving into an Independent Living apartment building at Menno Place. Your rent includes lunch, bistro, and recreation activities.

### *Independent Living with Fraser Health Home Support Services*

Where are you living? In your own home OR in an Independent Living apartment building at Menno Place.

#### *What is life like for you?*

You need help with:

- Personal hygiene
- Shower assistance
- Taking medications
- Compression stockings

#### *How do you get this type of care?*

You must qualify for subsidized home health support services from Fraser Health. Contact Fraser Health to set up an assessment of your needs – 1 855-412-2121. An assessment usually takes 90 days to observe and complete. Fraser Health oversees the standard of all subsidized care.

### *Private Pay Assisted Living*

Where are you living?

In Private Pay Assisted Living at **Menno Place Terrace East** building

### *What is life like for you?*

You need help with:

- Personal Care services
- Meals, Housekeeping & Recreational Activities
- Requires 24 hours response system

### *How do you get this type of care?*

You must qualify for Private Pay Assisted Living from Menno Place

Contact Menno Apartments at 604 851-4000 to book an Assessment.

### *Fraser Health Subsidized Assisted Living*

Where are you living?

In a Fraser Health Subsidized Assisted Living apartment at **Menno Place Terrace East** building.

### *What is life like for you?*

You need help with:

- Personal Care services
- Meals Housekeeping & Recreational Activities
- Requires 24 hours response system

### *How do I get this type of care?*

You must qualify for these services from Fraser Health.

Contact Fraser Health to set up an assessment for your needs – 1 855-412-2121.

Fraser Health Cost: 70% of after tax income.

### *Long-term Care*

Where are you living?

In a Long-term Complex Care building such as **Menno Home or Menno Hospital**

### *What is life like for you?*

You need:

- 24/7 care for dementia or physical assistance such as lifting, getting into bed, bathing, meals, housekeeping & recreational activities.

### *How do I get this type of care?*

You must qualify for these services from Fraser Health.

Contact Fraser Health to set up an assessment for your needs – 1 855-412-2121.

Fraser Health Cost: 70% of after tax income.

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## *What to Expect When Moving In*

By now, you have met with the Life Enrichment Coordinator. You have signed your Tenancy Agreements and completed all your paperwork to become a new resident at Menno Place. The following are a few of the key pieces of information that will help you settle in to your new home.

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### *Keys*

You have been given a set of keys for your building. These keys consist of a main entrance door key or FOB or Garage Door Opener, your suite key and your mailbox key. Please remember to always have your keys/FOB with you if you go through the stairwell, into the parkade, or out of the building. All these doors will lock behind you and you will need your main entrance key or FOB to open them. You are responsible for the replacement cost of lost keys/FOB and Garage Door Openers.

Extra sets of keys may be acquired through the Reception Office. There is a cost associated to obtain a secondary set. Please see reception for the cost of replacement or extra keys. Half of the deposit will be refunded when the keys are returned to Reception.

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### *Moving Day*

When arranging for your moving truck, please note the elevators are not available between 11:30am – 1:00pm, due to resident use during lunch hour.

While moving your furniture into the building, please be mindful of other residents in hallways or using the elevator. For security reasons, we ask that you do not prop open the front doors at any time and leave them unattended.

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### *Resident and Visitor Parking*

Underground parking is available for residents that drive. There is a monthly fee for using a parking space in the parkade. The Reception Office will assist you with assigning a parking stall and supplying the garage door opener.

Visitors can park on the Menno Place Campus side of Primrose Street and Brundige Street.

During weekdays, a Parking Pass is required for Primrose or Brundige Street Parking and is available at the Primrose Gardens or Terrace East Reception.

Visitor Paid Parking is also available around the Menno Place Campus in spots that are marked VISITOR.

Residents of the Pavilion, Terrace East and Terrace West may purchase a Monthly Visitor Parking Pass for the Menno Place Campus. This parking pass is available through Impark. See Reception Office for details.

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## *Garbage and Recycling*

The Menno Apartments have food compost bins, recycle bins, and separate bins for garbage. All the bins are well marked with large signs. Please do not put regular garbage in the recycle or food compost bins.

Please DO NOT put/flush any wipes/incontinence products, regular or flushable, items in/down the toilets.

**For the Pavilion**, the Garbage area is just outside the main front entrance at the west end of the parking lot. There are designated bins for garbage, recycling and organic waste or food compost.

**For the Terrace East & West**, there is a designated area for garbage, recycling, and food compost bins in the downstairs parkade.

**For the Primrose Gardens**, there are garbage, recycling, and food compost bins in the downstairs parkade. These bins are located directly to the right as you exit the main doors to the parkade, and are lined up against the west wall to the right of the parkade gate.

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## *Utilities*

**Billing:** Pre-authorized payments through automatic debit will be processed on the first of each month or the first business day after the first. Any additional charges incurred throughout the previous month will be included in the monthly debit and you will be issued a statement of account and a receipt.

**Hydro:** When you move in, an account must be set up with B.C. Hydro. The Apartments at Menno Place requires BC Hydro service to be in your name.

BC Hydro – Service Confirmation: Transfer of service and new accounts can be done via telephone or on-line with the computer. Call BC Hydro toll free at 1 (800) 224 9376 or go on-line at: [www.bchydro.com/getconnected](http://www.bchydro.com/getconnected)

You will be given a form with your Tenancy Agreement paperwork that provides you with easy instructions.

**This does not apply to Primrose Gardens, Private Pay Assisted Living or Fraser Health Subsidized Assisted Living, as hydro is included in the rental package.**

**Mail Service:** Each resident has access to a mailbox. The number on the mailbox is the same as your suite number. The mailboxes in all of the buildings are near the front entrance. Canada Post usually delivers the mail by noon Monday thru Friday.

An outgoing Canada Post mailbox is located at the entrance to Menno Hospital. Metered postage stamps are available for purchase at the Menno Hospital Reception during business hours.

**Internet:** Wi-Fi internet access is available in your suite. The network name is “Menno Place Residents” and the password is **2ApartmentsMenno2**.

**Cablevision:** The Apartments at Menno Place offers a Premium Package through Telus cable. The Telus cable equipment, including remote, will be hooked up and ready to go when you receive the keys to your suite. All you need to do is plug your TV in and turn it on. Instructions for how to program your Telus remote to your TV can be found at <https://www.telus.com/en/bc/support/article/program-slimline-remote>. Alternatively, you may ask the LEC for assistance if you require it.

To add channels to your Telus cable package, simply call the Telus Top-Up Support number at **1-855-233-8111**.

**Telephone:** For **Pavilion residents only:** Once you have selected your suite, you should contact Telus or Shaw to arrange for your telephone hookup. Each suite has been pre-wired. If your phone is to be connected before you move in and the technician requires access to your suite to complete the connection, kindly notify the reception office at Terrace East.

For **Terrace West, Terrace East, and Primrose Gardens** residents, the Life Enrichment Coordinator will assign and activate your telephone prior to your move-in date.

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## Telephone and Voice Messaging User Guide

TO MAKE A PHONE CALL YOU MUST **DIAL 7** THEN YOUR NUMBER

To call long distance you must dial 7 + 1 + Area Code + Number

All residents names and numbers are registered with both 411 Directory Assistance and 911 Emergency Operators.

**Set up a Voice Greeting** for your phone. Please ask a family member or friend to help you if you have any problems with setting up your greeting. To set up Voice Greeting, press \*98.

- If you are not home or you don't answer an incoming call it will forward to your phone mailbox after 6 rings.
- If you are on the phone and a caller leaves a message on your phone mailbox your phone will ring after you hang up to alert you to a new voicemail message.
- To retrieve your messages please dial \*98. A recorded voice will give you instructions. When you have listened to your message press '4' to delete it.
- To EXIT the system, simply hang up.

**Visitor Access to Your Building:** There is an Enterphone at the entrance of all buildings. Visitors can notify you by pressing your phone code on the touch pad when they arrive. When someone is at the door and buzzing your suite you will hear two quick rings. Lift your handset and find out who it is. If you know them tell them your suite # and then press 6 to allow entry and then hang up. If you choose to not let someone in simply hang up and do not press 6.

If you are on the phone and you get the two quick rings from the entry door, tell your caller to hold and then press the FLASH button on your phone. This puts your caller on hold and allows you to speak with the person at the door. After you have pressed 6 to open the main door, you will automatically be reconnected with your caller.

For the security of all, please do not allow anyone into the building that you do not know.

**Voicemail System Opt Out:** If you do not wish to use our Voicemail System please call Reception Desk.

Do not contact Telus directly if you have a problem with your telephone. Please put in a maintenance request at Reception to have your phone fixed.



# DAILY LIFE

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## *Your Neighbourhood*

We encourage you and your family to get to know your new neighbourhood. There are a number of areas you may want to discover and experience as you live here.

The [Bistros](#) in the [Pavilion](#), [Terrace West](#) and [Primrose](#) buildings are available for a beverage and snack. The Bistro is open daily from 8:30 am to 11am and 2:30 pm to 4:00 pm.

There are [Common Areas](#) throughout all of the Apartments at Menno Place. These areas are for residents to sit and visit or to participate in activities such as puzzles, ping pong, or billiards. Please check your daily calendar for specific activities and where they are located. Designated areas can be reserved for your Special Event. See Reception for details.

The [Terrace Wellness Centre](#) is located across from the dining room. You are welcome to use the exercise equipment and the blood pressure machine.

The [Primrose Gardens Exercise Centre](#) is located past the main entrance lounge in the East hallway. Stay active and enjoy the exercise equipment that is available for your use.

The [Pavilion Exercise Centre](#) is located on the third floor lounge.

Between the Menno Home & Hospital buildings, we have [The Courtyard](#). It is a secure, enclosed area that contains a vegetable garden, large trees, and planters with beautiful flowers, refreshing fountains, shady grass and covered areas. You are encouraged to enjoy the sun or shade and on occasion enjoy the guest musicians.

The [Living Waters Gardens](#) is a peaceful and beautiful oasis. You can enjoy the lovely flowers and be refreshed by the water feature as you sit in the shade, be reinvigorated by the breeze or delight in a sunny day.

The [Hospital Chapel](#) and the [Home Chapel](#) hosts many get-togethers, including: Concerts of Care, Sunday Worship Services, Prayer Circles, Catholic Mass, Educational Gatherings, Banquets, and Memorial Services.

If you and your family would like to go off-site for a walk, we have [Mill Lake Park](#) only three blocks north of the Menno Place Campus. Mill Lake has something to offer everyone. You'll find everything from lakeside benches, quiet picnic areas to an impressive spray park and playground area. It is great for a family gathering and still close to home.

There are four (4) [Guest Suites](#) available for the visiting guests of Menno Place residents. To book a Guest Suite, please contact the Reception Office.

The cost of a guest suite in the Pavilion or Terrace buildings is \$60.00 per night. The guest suite at Primrose Gardens is \$90.00 per night.

Check-in time is 3:00 PM and check-out time is 11:00 AM. We accept cash or cheques only for payment.

If you require coffee, tea or other sundries, please notify the office. Please note, the suites are not cleaned during a guests stay.

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## *Pharmacy*

[Rexall Drugs](#) has a Pharmacy on site at the [Pavilion](#). It is located on the main floor down the hallway just west of the main entrance. The hours are 10am to 5:30pm Monday to Friday. If you have a prescription to be filled, you may drop it in the drop box located in the Terrace Wellness Centre. They will fill the prescription and deliver it directly to you. You must set up an account with Rexall in order to be able to use this service. The Rexall phone number is [\(604\) 870 0171](#).

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## *Fireside Café*

The Fireside Café serves hot menu items and continental breakfast choices to you and your guests. It offers luncheon specials at very reasonable rates and provides hot and cold beverages.

Café hours of operation are Monday to Friday 8:30am to 3:30pm and 11:00am to 3:00pm on Saturday & Sunday. (Closed on statutory holidays).

You can enjoy the warmth of the big stone fireplace during the winter and the outdoor covered patio in the summer, both with comfortable seating and bistro-styled tables. The Fireside Café is located on "Main Street" in the Menno Hospital building.

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## *Fireside Treasures Gift Store*

Our gift store is located across from the Fireside Café. It features items created by talented artisans, such as jewellery, household products, craft projects, knitted items, and cards. These items make great gifts for family and friends who come and visit.

The Store is also stocked with a wide assortment of household items such as milk, toilet paper, paper towels, pop, candy, dry goods and an assortment of snacks. Please refer to your monthly activity calendar for the weekly schedule for fresh fruit & vegetable sales.

The Gift Store is staffed by a great group of volunteers from the community and we strive to be open 7 days/week (closed on statutory holidays).

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## *Meals*

Lunch is served in each of the dining rooms at 12 noon. Announcements and prayer are done prior to the meal so you should plan on being in the dining room by 11:50am.

The [Supper Meal](#) at the [Terraces](#) and [Primrose Gardens](#) is served at 5pm. This is offered as an [optional package](#) for Independent Living residents. If you are interested in purchasing this option inquire at the Reception Office.

The supper meal is [included](#) in the rental package for [Terrace East Assisted Living](#) residents, both Private Pay and Fraser Health residents.

If you are ill or will miss your meal due to a medical appointment you can request at Reception for your meal to be set aside for you to pick up on your return or have another resident bring it to your suite.

You may also choose to attend supper instead. Please note: choosing to eat supper instead of the lunch meal must be on the same day of the missed lunch meal.

The Manager of Dining Experience will meet with the residents from time to time so that you might have input into Menu choices and dining room services.

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## *Guest Meals*

Guest meals are offered to visitors at a cost of \$8.00 per meal at the [Terrace](#) and [Pavilion](#) and \$9.00 at Primrose Gardens. We do request 24-hour notice for a visitor.

There are a limited number of guest meal reservations available. Please put your request in early to avoid disappointment.

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## *Recreation Activities*

At the beginning of each month you will receive a “[Calendar of Events](#)” The calendar will show all the events that are scheduled for the month. The Calendar of Events is subject to change.

There are often un-scheduled events that take place at The Apartments at Menno Place. Information is posted in the buildings describing what will happen and where. The noon hour announcements will also give details of changes or additions to the Recreation Calendar.

### *Social and Recreational Programs*

Self-directed social and recreational programming is an important aspect of life at The Apartments at Menno Place lifestyle. Its purpose is to promote independence and life enrichment. The overall goals are:

- To promote and maintain lifetime interests
- To promote physical, psychological, spiritual, mental and social wellness through activities that stimulate and activate
- To promote self-esteem and a sense of accomplishment
- To promote a sense of community involvement, contribution and usefulness
- To promote choice and involvement in decision-making
- To promote independence

Activities include programs from the Recreation department, projects amongst residents and the involvement of groups from the community at large.

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## *Foot Care*

A Registered Foot Care Nurse is available for residents. Please see Reception or refer to your recreation calendar for times and location in your building. Payment is made directly to the Foot Care Nurse.

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## *Spiritual Care & Pastoral Care*

Menno Place is a Christian, faith-based organization that provides healthcare, housing and pastoral care to all residents and family members regardless of race, creed, religious preference or beliefs. In harmony with the Mission, Vision and Values of our organization, the Pastoral Care Department at Menno Place seeks to offer comfort, guidance, and support to residents, families and staff members.

As clinical providers of pastoral care, our Chaplains are trained to respond to a multitude of needs and to assist residents and families as they search for meaning throughout life's journey. Chaplains are an important members of our community. They have the training and experience to respond professionally and confidentially to people of all faiths.

Our chaplains provide:

- One on one visits with residents
- Support to care givers
- Spiritual assessments for initial and annual care conferences
- Opportunities for life review
- Mid-week chapel services
- Bible studies and devotionals
- Chapel services on Sundays at 9:30 am at Home Chapel and at 2 pm at Hospital Chapel
- First Wednesday of the month there is an Anglican service at 11:00 am which rotates between Home and Hospital Chapels
- 4th Friday of each month, Catholic Mass in Menno Hospital Chapel at 10:00 am.
- Annual memorial service with butterfly release, along with monthly memorials at Menno Home Chapel.
- Channel 398 live streaming of chaplain programs along with 24 hour programing
- Compassion fatigue seminars for staff and care givers
- Palliative support for residents and families including support from palliative volunteers, a passing quilt ritual and help with funeral planning

We have two chapels at Menno Place. One is located on the first floor of Menno Home West side and the second chapel is located on the second floor of Menno Hospital. In addition to our regular Sunday services at both chapels there are also mid-week programs for our residents and families in the various activity rooms in each building

Other unscheduled spiritual services may happen from time to time. These events will be posted in the elevators and announced at the noon hour announcements.

If you would like a Pastoral visit please inquire at the Reception Office.

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## *Apartment Housekeeping Service*

Weekly in-suite Housekeeping Service is [available for monthly fee](#). See the LEC for current rates. [The service includes:](#)

- Vacuuming and light dusting,
- Cleaning Kitchen & bathroom floors,
- Wiping countertops,
- Disinfecting toilet,
- Cleaning tub/shower and kitchen & bathroom sinks,
- Garbage removal on cleaning day.
- Weekly bed linen change,
- Weekly laundering of bed linens and towels.

[Laundry:](#) Pavilion Apartment residents may use the coin operated machines (\$1) located on the first floor. Primrose Gardens, Terrace East, and Terrace West have laundry complimentary machines centrally located for resident's use.

If needing help with laundry on a regular basis, a resident can sign up for \$75/month (w/ Housekeeping Package) or \$100/month (without Housekeeping Package). There will be a maximum of 2 loads per week with the Personal Laundry Package.

[Cleaning Schedule & Staffing:](#) You will be notified of the day and time your Housekeeping will be done. Staff members are scheduled based on a rotation and we do not guarantee the same person every week. There may be times when the schedule and staffing will change due to unforeseen circumstances. This will be communicated to you as soon as possible. Menno housekeeping personnel have criminal records checks and health clearance to work on our campus. Training is ongoing and staff performance is regularly reviewed.

[Cleaning Products:](#) Menno Place values the environment and uses Stabilized Aqueous Ozone instead of cleaning chemicals. It works as a natural, all-purpose cleaning and sanitizing agent for hours, after which point it turns back into water and oxygen. Aqueous ozone is nature's most effective cleaner; stain remover; deodorizer and germ killer. It eliminates pathogens, grime, grease, mold, mildew and more from any surface. It's also 50% more powerful than chlorine bleach and leaves no residues, reverting back to water and oxygen after heavy-duty cleaning.

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## *Doing Your Own Laundry*

The laundry rooms are open 24/7 and you may use the laundry rooms at any time as there is no schedule. Please remove your laundry in a timely manner so others can use the machines. Indicate on the white board your suite number when washing laundry. Please use appropriate laundry soap for the HE (high efficiency) machines.

**Pavilion:** The laundry room is located on the main floor at the very west end of the building near the elevator. There is a charge of \$1.00 to wash. There is no charge for drying.

**Terrace West:** The laundry room is located on the 2nd floor just around the corner from the elevator. The machines are free to operate.

**Terrace East:** There is a laundry room on every floor except the first floor. The rooms are located next to the centre elevator. The machines are free to operate.

**Primrose Gardens:** Laundry rooms are located on floors 1, 2, 4 and 6. Exit the elevator to the right and the laundry rooms are the first door on the right. The machines are free to operate.

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## *Hair Salons*

There is a Hair Salon in the **Terraces** and in the **Pavilion**. A phone number for the Hairdresser as well as the service rates are posted on the salon doors. Please call the hairdresser directly to make an appointment. Payment is made directly to the Hairdresser.

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## *Transportation Information*

**Public Transit:** Just outside on Marshall Rd there is a Bus Stop, giving you easy access to the community. <https://bctransit.com/central-fraser-valley>

**HandyDART** is a public transit service with special equipment for carrying passengers unable to use the regular transit system. Wheelchair taxis are specially-equipped cabs available for the same price as a regular taxi.

**Ambulance Charges:** Please note you are responsible for ambulance or alternative transfer charges incurred between the residence, the hospital and other care providers in the community. If you have premium assistance with Medical Services of BC, the charges may be waived.

# FINANCIAL INFORMATION

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## *Living at Menno Apartments*

We encourage you, your family or your designated person to continue managing your personal finances. The philosophy of Independent Living promotes participation in decisions that emphasize independence, autonomy, individuality, choice, dignity, privacy, shared responsibility, negotiated risk, in a homelike environment.

**Payment of Rent:** Your rent is payable on the first day of every month through the Pre-Authorized Payment plan. It is important to pay your rent on time as agreed in the tenancy agreement. If the rent is late, Menno Apartments may issue a notice-to-end the Agreement, which may take effect not earlier than 10 days after the date you have received the notice.

Late payments, returned, or non-sufficient funds (NSF) cheques are subject to an administrative fee of \$35.00 each, plus the amount of any service fees charged by a financial institution to Menno Apartments.

**Rent During Absences:** We encourage you to enjoy holidays and trips. Your rent will be collected even when you are absent from the suite or the building, including if you would be transferred temporarily to an outside health care facility. Meals are considered part of rent.

**Additional Services:** You may wish to purchase additional services. The cost of the Additional Services is set out in your tenancy agreement. The Additional Services are also payable on the first day of every month through the Pre-Authorized Payment plan.

If the Additional Services payment is late, Menno Apartments may issue a notice-to-end the Agreement, which may take effect not earlier than 10 days after the date the Tenant receives the notice.

The Apartments at Menno Place has the right to adjust all fees and will give a minimum of 3 months' notice for core apartment and accommodation fee changes and a minimum notice of 3 months for changes to miscellaneous program and services fees.



You may end the provision of Additional Services by giving Menno Apartments at least one clear calendar month's written notice.

**Damage Deposit:** Prior to Moving In you would have paid a Damage Deposit. The damage deposit will not exceed one half of the monthly Rent payable for the suite. Menno Apartments agrees to keep the damage deposit during the tenancy and to return the damage deposit, with interest, within 15 days of the ending of the Agreement, less any amounts for unpaid Rent and damages including cleaning costs. The interest rate will be provided on request. Menno Apartments may deduct arrears and damages from the damage deposit.

**Moving Out:** As a resident you may terminate your Agreement by giving Menno Apartments one month's clear notice (1st of the month to the 31st) in writing. A notice given the day before the Rent is due in a given month ends the tenancy at the end of the following month. [For example, if you want to move by May 31st, you must make sure Menno Place receives written notice on or before April 30th.]

If you are transferred permanently to a long term Care Home because you require a higher level of care, you may give notice immediately. Upon vacating the Suite, removing all your belongings and restoring the suite to its original state, the Tenancy agreement will terminate at the end of the calendar month in which you vacate the suite and removes all of your belongings.

# SAFETY AND SECURITY

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## *Campus Safety Tips:*

**EXAMPLE:** *a stranger on a bicycle followed a resident's car through the Primrose Garden's parkade gate. He managed to make his way into at least one car that was not secured, and took a few small items. This man spoke with more than one resident. He should not have been there. What do you do?*

In effort to keep everyone, and their belongings safe, we want to remind you of a few important safety tips for apartment buildings and parkades.

1. Feel free to report anything suspicious to a Menno Place staff member, if available. Staff will evaluate and decide if further investigation is needed. If you are witnessing someone who is actively trying to break in, or cause harm to Menno Place or resident property, you can call the police. Please do not engage with the perpetrator.
2. If there is a person(s) lurking or loitering on the campus that looks like they don't belong, please alert a staff member. "I'm waiting for my grandpa (or grandma)" is not an appropriate answer if they are in an area that is resident only, like a parkade.
3. If you park in the parkades on campus, please watch the gate close when entering and exiting the parkade. Often, a thief will wait till you turn the corner and drive on before they race down to get under the gate before it closes. If you witness this happening, phone the police from your car or a safe distance away from thief. Again, do not engage them.  
The same applies if you park on the black top outside and notice someone lurking around the cars or looks to be trying to break into a car. Please alert a staff person, or call the police if you witness this.
4. If you have someone buzz you on the enterphone front door buzzer, and you are not expecting anyone, DO NOT BUZZ THEM IN. Please come down to check the door on who it is, or leave it alone. If they say "Hi Grandma (or Grandpa)" without their name, this is not a sufficient answer and often a tactic unfriendly people will use to gain access to the building.
5. If you notice anything suspicious, note the date, time and area you saw it so that Menno Place staff can check security cameras or look for witnesses at the correct time. This is very helpful to get more evidence after the fact.

**A “suspicious person” could look like someone who is:**

- Covered in black or dark clothing
- Riding a bike
- Wearing a hood over their head
- Wearing sunglasses in the parkade
- Trying to hide their face from being identified and not answering your call out to them
- Anyone just loitering and “hanging around” an area that does not look right
- Makes excuses about visiting a grandparent but can’t tell you their full name or details about them

**MOST IMPORTANTLY:**

ALWAYS lock your suite door (whether inside your suite or away) and your patio door (especially ground floor suites)

ALWAYS lock your car, and make sure all windows are closed. DO NOT leave any valuables of any kind in your car like golf clubs, anything expensive looking, purses and wallets (even if empty), and loose change in the console.

DO NOT leave any valuables unsecured in the parkade scooter parking, in your parking stall in front of your car, outside your suite door on the ledge, or unlocked storage locker. Make sure you have a suitable lock on your storage locker that is actually locked.

**Emergency Numbers:**

**1. Menno Place Building Emergency (no immediate threat) – 604-217-4418**

**Example:** You notice damage done to the property or car like a broken exterior door, or smashed glass/window and there is no perpetrator in sight.

**2. Abbotsford Police Non-Emergency Line (no immediate threat) – 604-859-5225**

**Example:** There has been a confirmed theft but the perpetrator is not around any longer.

**3. Abbotsford Police Emergency – (there IS an immediate threat to your safety or safety of other residents/staff) – 9-1-1**

**Example:** There is a strange individual (possibly someone on drugs or with harmful intent) that is trying to gain access to a building or in the building already. Try to always notify staff as well, if anyone is around.

We have a security company patrolling the campus and parkades a few times every night as well, for added security.

Thank you for helping keep everyone and everything on the Menno Place campus safe and sound! Any questions? Please ask your nearest Reception Desk!

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## *In Case of Emergency*

Menno Apartments is committed to providing a wide range of programs and services as outlined in this Handbook and by nature of the Tenancy arrangements and the risks associated with living in private suites, the resident remains personally responsible for their own well-being and ultimate safety, within their reasonable control.

It is recommended that all Independent Residents use a “Life Line” like device for Medical Emergencies. Only the [Terrace East Assisted Living](#) area is staffed with a 24 hour person. All other buildings do not have staff present after regular business hours.

Tenant Services keeps a watchful eye out for everyone, and the resident also watch out for each other. Please note: the Care Staff on site are designated for [Terrace East Assisted & Private Assisted Living](#) only and are not available to check on resident in other buildings.

You are requested to contact your families or dial 911 for assistance with health related emergencies.

## **SAFETY & EMERGENCY PROCEDURES**

In case of emergency, Independent living residents should respond in the following order:

1. Subscribers to Life – Line press Pendant Button for assistance.
2. Call 911 for Fire, Police or Medical Emergencies
3. Call your Family.
4. For Building Emergencies call: 604 217-4418

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## *Maintenance Requests*

Please notify the Reception Office for Maintenance of electrical, plumbing or appliance related issues in your suite. You need to notify Reception and make a formal request to have the problem addressed. Please note the maintenance staff will not accept a verbal

request from residents. Every Maintenance service request must be made in writing or verbally to the Receptionist Office.

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## *Fire Procedures*

Each suite is equipped with a smoke detector and sprinklers. There are fire doors in the corridors that automatically close in the event of a fire alarm. There are smoke detectors and emergency lighting in all public areas.

The Apartments at Menno Place staff are trained in emergency procedures and conduct regular fire drills to ensure everyone knows what to do in event of an emergency. You may be asked to participate in fire drills from time to time so that you may be familiar with emergency procedures and feel safe in your home.

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## *Safety Procedures in your Suite*

If there is smoke in your suite, close all windows, leave your suite and close the door behind you. Do not lock the door. Activate the fire pull station nearest your suite. **DO NOT USE ELEVATOR**. Proceed to the nearest safe exit and leave the building OR nearest safe apartment. Do not re-enter the building until the Fire Department advises it is safe to do so.

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## *Power Failure*

If the power goes off in your suite, open the door to the hallway. There is emergency lighting in the halls. Be prepared! Keep flashlights handy in your suite for such emergencies. Do not use candles for emergency lighting.

Cordless phones do not work during power outages. We recommend that you have one corded phone in your suite.

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## *Living Independently*

It is important to remember that **Pavilion, Terrace West & Primrose Gardens** are not health care buildings, nor nursing homes. Independent living means you are not under constant supervision or observation and assistance is not always available. The

design of each building may entail some risks, not unlike experienced in any property where there is not constant supervision or observation.

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## *Personal Health Care Decisions*

As a capable adult, you make your own health care decisions. Talking with family, friends and your healthcare team about the care you want or do not want in the future will guide them if there comes a time when you are unable to make decisions for yourself.

Many people lose the ability to make decisions about their own care when a health crisis occurs. With good planning, you will appoint someone as a substitute decision maker to make decisions for you based on your previously expressed wishes. This substitute decision-maker may be a close friend or family member.

Substitute decision-makers have defined roles and responsibilities under the law; namely they must honor the previously expressed wishes of the capable adult. Please note that someone who has Power of Attorney (legal decisions) does not automatically assume decision-making powers for medical decisions.

British Columbia has adult guardianship laws which ensure people's rights and wishes are respected even when they are unable to communicate them. The adult guardianship legislation has specific criteria about who is able to make decisions on your behalf. For more information, for more information visit the following web site:

[http://www.fraserhealth.ca/your\\_care/planning\\_for\\_your\\_care/](http://www.fraserhealth.ca/your_care/planning_for_your_care/)

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## *Medical Orders of Scope of Treatment (MOST)*

The Medical Orders of Scope of Treatment (MOST) explores your values, goals and range of treatments available should you become ill. This helps care providers honor what is important to you. Only your Doctor can complete this document. We require it to be completed within 30 days of moving in and it should be reviewed yearly.

At Menno Place we encourage you, your families or the loved ones closest to you to be informed, participate in planning, choose the degree of intervention, and review your choices regarding the management of life-threatening events and final stage of life along with your doctor.

Some additional document you may wish to discuss and complete with your family are a “Power of Attorney,” for your financial responsibility and a “Representative Agreement” for your care needs decisions when you are unable to speak for yourself.

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## *Medical Assistance in Dying (MAiD)*

Canadian legislation permits Medical Assistance in Dying with guidelines that indicate the restrictions and qualifications around this process.

As a Christian organization, Menno Place would like our residents and families to be fully aware that we have a position of conscientious objection to Medical Assistance in Dying.

In the event that a Menno Place resident wishes to pursue Medical Assistance in Dying we will ensure they have access to information and will help facilitate a transfer in collaboration with the health authority at the appropriate time so that the resident’s wishes may be fulfilled. Physician assessments may be completed in the Menno Place residence prior to transfer.

Our Care Team, Chaplains and Social Workers provide palliative care for residents at Menno Place. This team not only encompasses the physical needs but also the emotional and spiritual needs of the resident. End of Life care affirms life and regards dying as a normal process.

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## *Smoking, Cannabis, & Alcohol*

Smoking tobacco or cannabis is not permitted in the building or on the balconies. Smoking is permitted outside in the designated smoking areas only. Growing cannabis in any location on campus is also prohibited. Non-compliance will result in the termination of your Tenancy Agreement. Use of alcohol in your suite is each resident’s personal choice.

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## *Pets*

Visiting Pets must be on a leash. You are responsible for any ‘accidents’ that may happen during pet visits. Please note that Pets are not allowed in the Dining Rooms or Bistros. Residents are permitted to have pets live with them in their suites only by completing an application and having it approved by Menno Apartments.

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## Visitors

There are no set “visiting hours” or restrictions on your activities. You, your family and friends may come and go as you please provided you do not disturb the quiet enjoyment of other residents. Your suite is your home, and you decide who enters your suite. Pressing the number 6 on your phone pad after you have spoken to the person at the front door will allow remote entry to the building.

**PLEASE DO NOT LET ANYONE INTO THE BUILDING IF YOU ARE NOT ABSOLUTELY SURE WHO THEY ARE!**

Fire regulations require that the Apartments at Menno Place staff are aware of how many people are in the building overnight. Please inform the office if you have overnight guests or if you will be away overnight.

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## Scents

Many individuals have allergies or medical conditions triggered by the smell of flowers, perfumes or after shaves, lotions, etc. Scented products can cause a variety of health problems such as sinus congestion, wheezing, or shortness of breath. Menno Place is committed to minimizing these risks. To ensure the health and wellbeing of all persons involved we maintain a scent-free environment and ask you to join us in limiting/eliminating the use of scented products.



# *GETTING INVOLVED*

We believe you are an integral part of this community and your contributions are very important to the life of this campus.

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## *Residents' Community Council*

At Menno Place our desire is to promote and provide support for participation in Community Councils in each of our buildings. We believe the Residents' Community Councils can help to improve communication between residents, families, staff and Menno Place leaders, by working together in the interest of the residents. Working with residents and families as partners helps create, support and deliver healthy living for all the residents.

The Residents' Community Council is a group of interested volunteer residents. They meet monthly to discuss issues related to life at [The Apartments](#). Meetings serve as a forum for decision-making regarding life at Menno Place. The meetings provides an opportunity for residents to raise issues and make suggestions regarding changes at Menno Place. Education is offered and residents are supported through sharing experiences with other residents. Residents' Community Councils are not sustainable without your participation. Make a difference.... Get involved.

If you would like more information about the Residents' Community Council, please speak with the LEC or Reception.

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## *Become a Volunteer*

A "volunteer" is a person who by their own free choice performs any assigned duties, receives no salary, and is registered as a volunteer for the purpose of engaging in volunteer service. Volunteers add a new dimension to the service they provide on Campus.

Volunteers apply and are selected for volunteer services through an application process managed and coordinated through the Recreation & Volunteer Manager (Menno Place).

Volunteers for Menno Place are required to provide TB screening and a Vulnerable Sector criminal record check (Ministry of Public Safety and Solicitor General).

Volunteers may provide their services in one or more of the following types of programs: Recreation/Activities Program, Resident Care Program, helping run the Fireside Gift Store, Visitation, Assisting in group activities, Assisting in outings in the community, Other – demonstrations/presentations of hobbies, entertaining, pet visits.

New volunteers receive a formal interview and an orientation to their area of service by the assigned service contact. We want to foster a close and positive relationship with you and your family during your stay. We encourage your suggestions to improve the quality of life of our residents.

Please share with us any suggestions, compliments or concerns with a member of our team here at Menno Place, or follow the process. Your feedback is important to us.

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## *Ideas, Compliments, Concerns*

We welcome your comments and concerns. For your convenience we have a Menno Place “Compliments & Concerns” form for this purpose. The forms are available from the Reception office.

Should you have a complaint, please ensure that you follow the complaint process so that corrective action may be taken.

For Independent Living, please use the Menno Place Compliments and Concerns form.

All concerns will be followed up and any actions taken in response to your concern will be discussed with you. Your feedback assists us in providing the best possible service for all Residents.

# CAMPUS MAP



**MENNO PLACE**

COMPASSIONATE CHRISTIAN CARE FOR ALL

- 01 - Pavilion
- 02 - Terrace West
- 03 - Terrace East
- 04 - MBS Boardroom
- 05 - Primrose Gardens
- 06 - Fireside Treasures
- 07 - FiresideCafe.ca
- 08 - Menno Hospital East
- 09 - Menno Hospital West
- 10 - Mennonite Benevolent Society
- 11 - Menno Home East
- 12 - Menno Home West
- 13 - Shipping + Receiving
- 14 - Hospital Chapel

- Information
- Entrance
- Bus Stop
- Restaurant



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