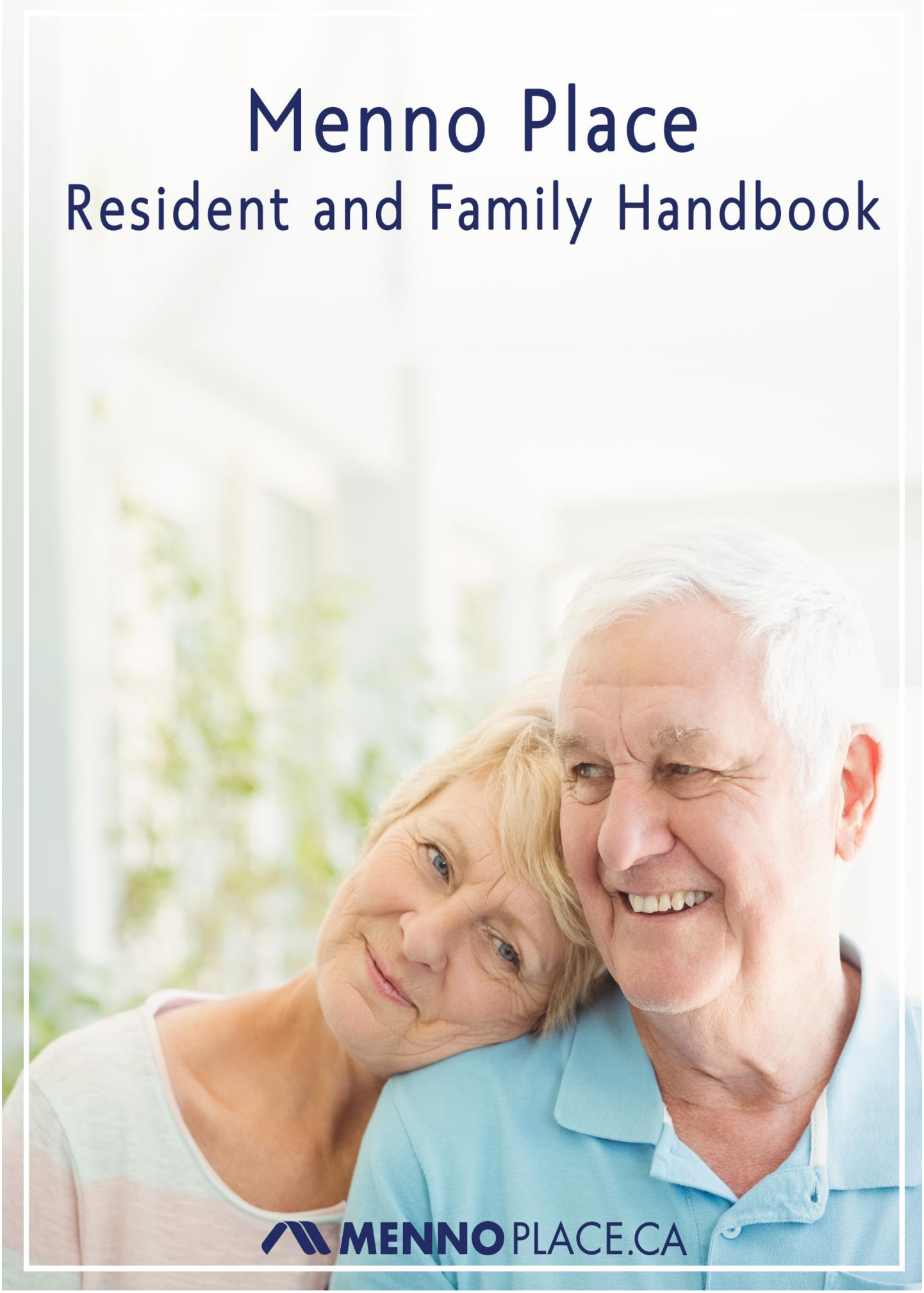
Menno Place

Resident and Family Handbook



MENNOPLACE.CA

Welcome to

MENNO PLACE

Resident Handbook

Your New Address is:

MENNO HOME - 32910 Brundige Ave. Abbotsford, BC V2S 1N2
Reception: 604.853.2411 Fax: 604.859.0751

MENNO HOSPITAL - 32945 Marshall Rd. Abbotsford, BC V2S 1K1
Reception: 604.859.7631 Fax: 604.859.6931

Your Room: _____

Your Neighborhood: _____

You may qualify for a DISABILITY TAX CREDIT, check it out.
https://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit/about-dtc.html
Or Google: *Disability Tax Credit T2201 form*

We invite you and your family to stay connected.

Check out www.MennoPlacelife.com for the latest news and information.

Sign-up for our: FAMILY & FRIENDS NEWSLETTER

Stay informed: RECREATION CALENDAR

Share your: COMPLIMENTS, CONCERNS & IDEAS

Table of Contents

This booklet provides you and your family with general information about living at Menno Place, including an introduction to the Care Team and services available to you. We hope this guide will answer your questions about moving in and creating a home here. For more information, please speak to a Care Team member.

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WORDS OF WELCOME

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. We will do our best to provide you with compassionate, quality care, and excellent service so that you can live your best life here in your new home.

We do not know the whole story of how you have come to Menno Place to entrust us with your care. However, we do understand that moving to a new home may be exciting for some and 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. Each member of our team follows our Resident and Family-Centred Care motto, "If it matters to you, it matters to me."

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 Sujata.Connors@MennoPlace.ca *or 604-859-7680 ext. 2222.*
I look forward to getting to know you. Welcome to our Campus of Care.

Sincerely,

Sujata Connors,
Chief Executive Officer, Menno Place
M.PA., R.N., B.N., B.Sc., Dip CN, EXTRA Fellow

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

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.

Our Values: S E R V I C E

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

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.

Introduction to the Life Enrichment Coordinator

My name is **Garry Janzen, Life Enrichment Coordinator (LEC) at Menno Place.** 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, who they are and where they come from. Let us get to know you as well, residents like you 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 your Care Team, I am here to help facilitate Resident and Family Centered Care (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. Here are a few phone numbers that may be helpful for you or your family:

Where to find me? My office is right beside the Fireside Café, 1st floor, Menno Hospital building. My phone number # is 604-851-1332.
My email is Garry.Janzen@MennoPlace.ca

Important Numbers and Contacts

To help your family connect with you by phone:

Menno Home Call 604.853.2411
Manager of Care – dial ext. 2454
W2 RCC ext. 2474 / W1 RCC ext. 2423
E2 RCC ext. 2462 / E1 RCC ext. 2446
W1 Nurse's Desk – dial ext. 2437
W2 Nurse's Desk – dial ext. 2459 or 2461
E1 Nurse's Desk – dial ext. 2424
E2 Nurse's Desk – dial ext. 2451

Menno Hospital Call 604.859.7631
Manager of Care – dial ext. 2227 or Nurse Manager - dial ext. 2228
E1 W2 RN ext. 2233, E2 RN ext. 2292
E1 Nurse's Desk – dial ext. 2243 or 2244
E2 Nurse's Desk - dial ext. 2245 or 2281
W2 Nurse's Desk – dial ext. 2250 or 2252

Chaplains
Menno Home – 604.835.9512
Menno Hospital – 604.835.9507

MOVING IN

What to Expect

On your Move-in day, please arrive at the Reception desk of the building you are moving into. We will meet you there at the pre-arranged time.

A complimentary parking pass will be available there for you to use during the Move-in week.

You will meet with a Registered Nurse (RN) and/or Nursing Care Supervisor and/or Licensed Practical Nurse (LPN) to discuss your care needs. Our Life Enrichment Coordinator (LEC) will discuss financial information with you and have you sign paperwork to start your stay. The Move-in process takes about 2 hours. We will need to ask about your medical history, food preferences and routines of your daily life, to start your plan of care.

Your Key Contact Information

Menno Place respects the important relationships in your life, including the people you choose to include in making decisions regarding your care. On move-in day, you and/or your family will be asked to provide contact information. Please update the Life Enrichment Coordinator of any changes in addresses/phone numbers as they develop. If significant changes occur in your health, one family member/friend needs to be identified as your medical contact. This person will relay appropriate information to others who you want informed.

Immunization Records

Upon Move-in, you will be asked to provide information regarding your immunization history.

Who to Bring

The support of family or friends plays an important part in your transition to your new home here at Menno. The people that need to join you on Move-in day would be those

whom you have established to help/make decisions for you, legal and financial, as you or they need to sign the Move-in paperwork. These people could be your Substitute Decision Maker or those you have designated as your Power of Attorney. For additional support we encourage family members to join in helping you move in and settle in here at Menno Place.

What to Bring

- Personal Health Number
- Extended Benefits card (if applicable)
- Veterans Identification (if applicable)
- Cheque Book – Please bring a VOID Cheque to set up Electronic Fund Transfers You may want to write 3 cheques, one for the current month's rent, a trust deposit (we suggest depositing $100) and one for a deposit on your parking pass (if requested)
- Copy of Power of Attorney (POA) or any representation agreement (if you have them)
- Name, phone number, address and email of all contacts
- Any advance care planning documents
- All medications – prescription, and non-prescription in original containers or blister pack with labels. Including over-the-counter nonprescription items
- Clothing as per sheet provided to you, outlined below
- Personal items for your room (for example: TV, radio, CD player)

Clothing and Personal Care Items

Your clothing will be clearly labelled by our laundry staff. Identification of clothing is important to guard against loss. Our laundry staff labels your clothing when you move in and as new clothing arrives.

We suggest that it be wash and wear fabric that does not need ironing. We do not hand-wash delicates. Over time, clothing may need to be adapted for ease of dressing and wear. Staff will assist you and /or family regarding special clothing needs as required. (See additional services)

Wardrobe space is limited; seasonally appropriate clothing is best. We suggest that alternate season clothing be assessed on a regular basis, if not being worn, please remove and keep off-site with the family.

Shoes should be comfortable, provide adequate support and have non-slip soles.

Special Care Fabrics

Dry cleaning of special care clothing such as silk or wool is a family responsibility.

Suggested Clothing

Men

- 6 pairs of washable pants and 8 washable shirts
- 2 washable sweaters
- 7 pairs of underwear
- 8 pairs socks
- 2 pairs of comfortable shoes (non-slip, comfortable, easy to put on; running shoes work well)
- 2 pairs washable, non-slip, comfortable slippers
- 4 pairs pajamas
- 1 house coat
- Miscellaneous: gloves, cap, sun hat, scarf and warm coat

Women

- 8 washable outfits: dresses or blouses and slacks
- 2 washable sweaters
- 4 bras (if usually worn) or 4 to 5 undershirts
- 7 sets of panties, slips (if worn)
- 8 pairs stockings and socks, support hose (if worn)
- 2 pair shoes (non-slip, comfortable, easy to put on; running shoes or flat walking shoes work well)
- 2 pairs washable, non-slip, comfortable slippers
- 4 pairs pajamas or night gowns
- 1 housecoat
- Miscellaneous: sun hat, gloves, scarf and jacket, coat

Toiletries

Remember to bring a hairbrush, toothbrush, toothpaste, razor, denture cup/tablets. Check with the RN or LPN during your Move-in to confirm what else may be needed.

Dentures, Eye Glasses and Hearing Aids

It is recommended that eye glasses and dentures are clearly marked with your name before you arrive; an optometrist and/or dentist office can do this for you. The repairs and/or replacement of these items is the responsibility of you and your family members. If you are unable to have this done please check with the nurse on your Move-in day to inquire about assistance.

Although we make every effort to safeguard these items we strongly recommend you obtain insurance to cover the cost of replacing these items due to loss or breakage. Menno Place assumes no responsibility for loss or damage of valuables or personal items.

Medication

When living in a care home all medication is provided by our pharmacy per Licensing Regulations. Prescriptions and over the counter medications will be provided by Abbotsford Regional Hospital or Apex Pharmacy. All medications are packaged in accordance with the requirements of the Long-term Care Regulations and Pharmacy bylaws.

Menno Place nurses do not administer medications that cannot be identified accurately by the Pharmacist or that are not ordered by your physician.

Medications are supplied in various forms – i.e. creams, ointments, liquids, drops, patches and pills.

You are asked to bring all medications you are taking with you when you move in. The care home has daily delivery from the Pharmacy. Medications are stored in locked medication rooms.

Medication includes over-the-counter non-prescription items. Examples of these are: Vicks VapoRub, cough syrup, laxatives, and creams to treat pain (Voltaren, A535), vitamins and any natural or homeopathic remedies.

When new prescriptions are ordered we will arrange for their delivery. We will notify you if your doctor prescribes medication not covered by PharmaCare; payment for these prescriptions may be your responsibility.

As people age, our bodies are not able to break down medications easily. Sometimes too many medications cause side effects and drug interactions that may cause more harm than good. That doesn't mean that all medications are bad or unnecessary or should be avoided. It does mean that anything you put into your body involves a balance between risk and benefit; the more medications involved, the more complex the balance is to figure out. Every 6 months, your doctor, pharmacist and nurse review the medications you take and make suggestions which will be discussed with you or your health care decision maker. Suggestions are made to reduce or replace medications with less problematic medications, while being monitored for results. Our ultimate goal is to enhance the safety and quality of your life at Menno Place.

Valuables

We advise you to keep jewelry, cash, credit cards or other valuables with a trusted family member, relative or friend. Menno Place assumes no responsibility for loss or damage of valuables or personal items as the result of negligence or theft; please consider this when bringing items of value. Please report missing valuables or personal items to a member of the Care Team immediately.

Do you need to carry cash on hand? No - If you feel you need cash available to you, Menno Place is happy to setup a Comfort Fund for incidental expenses you may choose. This fund will be arranged on Move-in Day.

Moving Out

When people move in to Menno Place Long Term Care, we understand that this may be their last home. When a residents time here changes, either through a transfer/discharge to another care provider or by death, the resident's belongings must be claimed and removed within two (2) days (including day of death). Items left after discharge will be subject to a disposal charge. The balance of the rent will be refunded less any outstanding trust charges. This process could take up to 45 days from discharge.

YOUR ROOM

Your room is your home. If you have moved into a room with roommates we will make every effort to ensure your comfort and compatibility. If a problem occurs please let a member of the Care Team know.

There may be an occasion where it is necessary to move you to a different room due to a medical priority. You may also request a transfer by asking the nurse or the Life Enrichment Coordinator.

Our transfer list is based on each resident's Move-in date. There is no charge for transfers from shared accommodation rooms to private rooms, except to move your telephone. Please be aware that infection control, medical, end of life or behavior concerns are given priority for a private room.

Feel free to bring your own radio, tape deck or CD player with earphones, and your favorite music or books. Bed throws or blankets, small pictures, and special mementos may help make you feel at home. It is also helpful to have an easy-to-read clock and calendar. You may consider bringing your own hobby materials, books and writing materials with you. Please ensure these items are marked clearly with your name. Please ask a nurse if you are unsure if items are suitable.

Most rooms are limited in space therefore we are unable to accommodate large pieces of furniture.

Personal Furnishings

At Menno Place, we ask that you only bring in a few pieces of furniture, as space and storage are limited, and to ensure a safe environment. Closets are equipped with shelves which provide an area to keep clothing. Some rooms may only accommodate one chair, such as a recliner. Chairs must be wipe able for cleaning such as pleather or leather with no cracks or breaks in the material. Other rooms may accommodate a small chair, small dresser/desk or side table, along with your television.

A washable comforter, pictures and photos from home all help give your new home a more personal touch. Please speak to a member of your Care Team before bringing additional furniture. We cannot assume responsibility for loss, damage, cleaning or repair of any personal belongings. We suggest you label all items.

Due to limited space, the amount of furniture, equipment or personal belongings in a room may need to be reduced if there is overcrowding. Staff must be able (when necessary) to safely use a portable lift or other equipment to assist a resident. They will advise you if/when the removal of items becomes necessary for safety reasons.

Menno Place does not accept the donation of resident's personal items, which includes clothing, furniture, recliners and paintings / wall art. There are rare occasions when an item may benefit another resident or the care home. If you feel the item you wish to donate fits in this category, please contact the Life Enrichment Coordinator to discuss this possibility.

Television

There are TVs located for resident and family use in common areas of the building. Basic cable is available in your room.
You are welcome to bring in your own television when you move in provided it meets the following guidelines:

- All TVs must be inspected by Maintenance prior to using.
- The maximum size of a wall mounted flat screen TV is 43 inches.
- The maximum size of a TV stored on a cabinet is 43 inches.
- The minimum size of a cabinet must be sized to fit TV safely.
- The cabinet must be on wheels so staff can move and clean as necessary.

- Menno Place has 32 inch LCD TVs available for Residents to rent for a monthly fee through the Specialty Equipment Program (when stock is available).
- Mounting brackets can be rented for a one-time fee. This includes Maintenance supplying the bracket and mounting the TV to the bracket.
- The mounting bracket is the property of Menno Place. If the bracket is removed and taken, a charge will apply.
- Mounting brackets cannot be supplied and installed by families, friends or visitors as this may present a liability issue.
- TVs will be installed free of charge if the resident transfers to a different room.
- All TVs must be removed from the wall by Maintenance. In some situations you may be asked to remove or replace your TV for safety reasons.
- To be respectful to your neighbors we may recommend the use of earphones when watching TV.
- Information on current rates and fees is available through Menno Place.

Menno Place offers Bell Satellite TV at a very reasonable cost. You may choose an independent cable provider. If you choose an independent cable provider you are responsible for paying for that service and have all billing sent to the person managing your financial affairs.

TV CHANNEL GUIDE

* Listings Subject to Change without Notice*

Channel	Network	Channel	Network
2	CBC HD	36	Love Nature HD
3	CTV HD	37	The Smithsonian Channel HD
4	Global HD	38	Travel + Escape
5	CityTV HD	39	The Shopping Channel
6	OMNI HD	40	MuchMusic HD
7	APTN HD	41	HGTV HD
8	Joy TV	42	W Network HD
9	Ici Radio Canada	43	Food Network Canada HD
10	TV5 HD	44	Magnolia Network HD
11	TVA - Ouest	45	Investigation Discovery HD
12	AMI TV	46	A&E HD
13	CPAC-E	47	Showcase HD
14	NBC HD	48	DTour HD
15	ABC HD	49	Game Show Network HD
16	CBS HD	50	CTV Drama
17	Fox HD	51	The Comedy Network HD
18	PBS HD	52	CTV SCI-FI
19	PeachTree TV HD	53	CTV News Channel HD
20	WGN HD	54	CBC News Network HD
21	CW 11 HD	55	BNN Bloomberg HD
22	AMC HD	56	CNN HD
23	Turner Classic Movies	57	*(TBA)*
24	Movie Time HD	58	TSN 1 HD
25	Adult Swim	59	Menno Channel
26	Silver Screen Classics	60	TSN 3 HD
27	The Paramount Network	61	Sportsnet - Pacific HD
28	H2 History	62	Sportsnet One HD
29	Deja View	63	Sportsnet 360 HD
30	Documentary Channel	64	The Golf Channel HD
31	Outdoor Life Network	65	The Weather Network
32	Discovery Channel HD	66	CPAC-F
33	TLC HD	67	BBC WORLD NEWS
34	History Television HD	68	TSN 2 HD
35	National Geographic HD	69 or 99	Program Guide

Updated March 19, 2021

Wi-Fi Services

Families and residents are welcome to bring in their own laptops, tablets and Smart TVs. Wi-Fi is provided free of charge in the lounge area of the Fireside Café, and in certain areas in the dining rooms of your neighborhood. This Wi-Fi connection is called “Menno Place Guest” and no password is required.

In some rooms there is also Wi-Fi called “Menno Place Resident”. A password is required and can be requested after your Move-in. There is not a cost for this service at this time.

If you choose an independent Wi-Fi provider you are responsible for arranging and paying for their service, as well as have all billing sent to the person managing your financial affairs.

Please contact the Life Enrichment Coordinator for further details.

Personal Equipment Aids

We strongly believe in providing you with the best quality and the safest care possible. Should the need arise, our Occupational Therapist is available to help you choose specialized equipment that best suit your needs. Basic wheelchairs are provided free of charge. Specialized equipment may be available for rent. Our OT will advise if equipment is suggested for purchase.

Menno Place stocks a limited supply of certain commonly used items, such as toilet seat risers and hip protectors. These are for sale at cost to the resident. Purchase costs are your responsibility. Our Social Worker can help determine your eligibility to access extended health or third party payer benefits.

We request that you have your personal assistive equipment (including electric wheelchairs) inspected and serviced regularly. For repairs you can choose a private company to do the repairs or request the Menno Place Maintenance Department for a quote to repair resident owned equipment. Menno Place is not responsible for the cost of maintenance, repair or replacement of these items.

If you have questions regarding our equipment rental program, please speak with our nursing staff and they will provide you with a brochure and direct you to the appropriate person.

Electrical Equipment

Please leave all personal electrical appliances at the nurses' desk for a safety check by our Maintenance Department staff prior to use in your room. All electrical equipment must be CSA approved and is checked and approved on a regular basis. For safety reasons, we do not permit the use of wall mounted furniture, fans, heating pads, electric blankets, electric kettles, extension cords or any item that may present a safety hazard to you or the staff. Replacement and repair of your electrical appliances is your responsibility.

Protection of People and Property

Your room and bathroom are equipped with emergency call bells if you need assistance. Please advise staff if your pull cord is not within easy reach.

DAILY LIFE

Your "Neighbourhood"

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

Between Menno Home & Hospital buildings we have The Courtyard. It is a secure, enclosed garden 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 enjoy the guest musicians, cars shows, barbeques and other events.

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, are invigorated by the breeze or delight in a sunny day. These gardens are located on the East side of the property near Primrose Street.

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, Parties and Memorial Services.

If you and your family would like to go off-site for a walk, Mill Lake Park is only one block north of the Menno Place Campus. Mill Lake has something to offer everyone. You'll find everything from a lakeside bench, quiet picnic areas to an impressive children's spray park and playground. Great for a family gathering and still close to home.

Fireside Café – Food Service is TEMPORARY CLOSED

The Fireside Café, located at the main entrance to Menno Hospital, serves hot and cold items for breakfast and lunch for you and your guests at very reasonable rates. It also has hot and cold beverages and Starbucks Coffee. The Café is open 5 days/week, M-F 8:30am-3:00pm (closed on weekends and statutory holidays). Menus are posted weekly at Menno Place website. 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. For your convenience as a resident simply charge your purchase to your Comfort Fund, or your family could sign-up for a pre-paid purchase account.

Meals

We take pleasure in providing meals and snacks of the highest quality. We attempt to make mealtimes relaxing and pleasurable. We serve three meals daily, and accommodate special diets whenever possible. Menus are posted on each unit. Please advise staff if you require an alternate meal. Our Dietician is available to review your nutritional needs and to discuss your questions and concerns. We encourage you to join us in the dining room for your meals.

Family and friends are welcome to bring food for you. We request that family and other visitors check with your Nurse to ensure your dietary needs are consistently met. All food products to be refrigerated must be dated and labelled with the resident's name. Unlabelled food is disposed of per Public Health Licensing requirements.

Housekeeping

Our housekeeping staff cleans your room regularly and on an as-needed basis. Housekeeping is responsible for maintaining and monitoring all cleaning and disinfecting functions of the building. Please advise staff of any spills immediately as we want to keep you and our staff safe from slips.

Laundry

We provide laundry service for your personal items. Our laundry staff picks up clothing items from special hampers, and washes and returns them to your room.

At Menno Place, the laundry department launders all bed linens, towels and personal laundry. Menno Place exercises all reasonable care of the residents clothing, but cannot be liable for lost or damaged clothing. It is important that these items are clearly marked, a one-time labelling fee is charged for this task. Labelling of personal clothing may take 1 – 3 days. Family members are responsible for dry cleaning, alterations and mending.

How do you know to whom the clothes belong? All personal clothes need to be labeled with first and last name. When you first arrive at Menno Home/Hospital:

1. Your personal clothing is brought with you or delivered by your family to your room.
2. A care aide/unit clerk will then place a label on the whole bag or bags, and have it picked up for individual labelling.
3. Our staff individually label every item so that once it is washed, we can assure its safe return to you.

4. Our care staff will temporarily label the clothes you are wearing when you arrive, then properly label them during their first wash.

Why do things go missing? It all boils down to the individualized labeling. Even the clothes you wore on your first day here are susceptible to loss, unless you have written your name or initials somewhere on the tags. Perhaps you received a gift of a new sweater. You may have put it directly on and then once it comes to the laundry room, we do not know to whom it belongs. Please label every item! Just put your name on the tag with a waterproof felt pen.

We hope this helps. If you have any other laundry concerns, contact the nursing staff on your unit.

SPA Rooms

Our care staff are happy to assist you with your bath or shower as needed. Basic hygiene products are supplied, but you are welcome to use your own grooming products if you prefer.

The Spa rooms are equipped with appropriate lifts and equipment to ensure a safe and enjoyable bathing experience.

Recreation

We offer a variety of individual and group programs and events. Our focus is on your strengths, abilities and interests. You are welcome to pursue your own hobbies such as reading, visiting, walking in the gardens or watching television. We encourage you to participate in our scheduled activities, to meet the people around you. A small fee may apply to special bus trips or events such as Lunch & Dinner Clubs, Coffee Outings to Fireside Café, Fireside Store or Tuck cart Purchases. We post monthly activity calendars showing upcoming events and activities. Friends and family are welcome to join in the activities at any time. Suggestions are welcome; please speak to a member of the Recreation staff. Copies of the activity calendars can also be found on our website at www.MennoPlaceLife.com

Transportation Information

HandiDart transportation is available by advance reservation (48 hours) and may be arranged by you or your family. Costs are your responsibility.

Ambulance: We will discuss your decision regarding emergency care with you and your family. When an ambulance is required we will call it for you. Even though the acute Hospital is across the street, the BC Ambulance Service charges for each trip and you or your family will be required to pay the ambulance charges. If you have premium assistance with Medical Services of BC, the charges may be waived.

Wheelchair taxis may be hired in collaboration with your family for appointments, outings, etc.

All costs for transportation are the responsibility of you and your family.

Menno Place has our own wheelchair accessible bus for Recreation outings and a smaller "people mover" for trips to Mill Lake.

Family and Visitor Parking

Pay parking on our campus is provided through Impark. An arrangement has been made to allow resident visitors to park with the use of a "Resident Visitor Parking Permit." This package presents parking options for visitors and a campus diagram showing available parking space alongside Parking Terms and Conditions. Menno Place parking is only to be used when visiting residents in our building.

Option 1 - Resident Visitor Parking Permits

Residents, or primary contacts of residents, of Menno Place Home and Hospital are eligible to apply for 1 permit without monthly charge (there is $25.00 non-refundable deposit) payable by cheque to MBS. Visitor permits are valid for parking in a "VISITORS" marked parking space at any time, or in a "FLEX" marked parking space on weekends (no parking Monday to Friday except on holidays.) Applications will be completed upon Move-in. Completed applications may be submitted: In person to the LEC during regular business hours (8:00 AM to 4:00 PM, Monday to Friday, not including holidays).

Option 2 - Temporary Parking

Temporary parking in "VISITORS" marked spaces (or "FLEX" on weekends and holidays) is available by purchasing a permit from Impark pay station which are located around the campus, usually near an entrance. There is an hourly fee for parking. NOTE: machines only take Credit Cards.

Option 3 - Additional Monthly Parking Permits

Menno Place visitors who wish to purchase additional monthly parking permits may apply with Impark. Current cost is $20.00 + taxes per month. Please see Reception for more information.

Resident Visitor Parking Permits Terms and Conditions

Parking Terms and Conditions:

The primary contact for each resident of Menno Home or Hospital is responsible to either apply for a Resident Visitor Parking Permit (permit), or designate another person to receive this responsibility. This is done on Move-in day.

The person who accepts this responsibility will be referred to as the permit administrator, and is responsible to agree to the terms and conditions listed here.

- The permit administrator accepts responsibility to administer the permit as, or on behalf of, the resident or tenant listed on the application form.
- Upon application, one (1) permit will be issued per resident of Menno Home & Menno Hospital.
- The permit is only valid when used on the Menno Place Campus parking lot, when used in parking stalls marked "VISITORS", and when displayed in a manner acceptable to Impark.
- Parking spaces are available on a first come, first served basis.
- Menno Place is not responsible for vehicles or vehicle contents while parked at the Menno Place Campus.
- A $25 fee will be required to take receipt of the permit. If the permit is lost, stolen or damaged, a replacement permit may be issued for an additional $25 fee.
- Permits that are used to park on the Menno Place Campus while attending off campus locations may be revoked. The permit administrator is responsible to ensure the permit is used only while visiting at Menno Place.
- Permit users are subject to the terms and conditions displayed on all signs on the Menno Place Campus.
- Permits are transferable, however the responsibility for transferring permits between vehicles parking on the Menno Place Campus rests with the permit administrator. Menno Place accepts no responsibility for transferring permits.
- The permit administrator is responsible to notify Menno Place in the event of any changes pertaining to permit status.
- The permit automatically expires within 21 days of the resident or tenant in the application no longer residing on the Menno Place Campus.
- Menno Place reserves the right to review and make changes to these terms and conditions at any time by providing 30 days' notice in writing to the permit administrator.

Resident Absence from Menno Place

We encourage you to spend time away with your family, with your doctor's approval. Please be sure to sign out when leaving and sign in when returning.

The Ministry of Health, Home Health Division, determines **leaves from Menno Place. Max LOA's per year totaling 30 non consecutive days per calendar year.** If you leave the unit the Resident's family/escort assumes responsibility for the Resident.

Social Outing: Family is asked to notify nursing staff of your plans. We also ask that you try and give the staff at least 24 hours' notice when planning to be out over a meal-time to allow cancellation of your meal service and to prepare any medications you may require.

We recommend you speak to your Nurse about your plans and carefully consider your dietary and other care requirements while you are away. Daily charges will continue to apply during any absence.

Upon leaving, resident will be given a wristband or business card with Menno Home/Hospital address. Upon return, Sign In and notify nursing. The Care Team can help plan for overnight visits away from your Residence and will help you make arrangements with the Pharmacy to prepare a supply of medication to take with you. Menno Place is not responsible for your well-being during this time.

Mail

Incoming personal mail is delivered to each neighborhood on a daily basis. You may leave outgoing mail in the red Postal Box at the Hospital Entrance. You are responsible for the postage costs. We do not sell stamps.

Newspaper

Personal delivery of the newspaper can be arranged. You/your family is responsible for arranging the delivery and for paying for the service.

Telephone

You can contact an independent outside service provider (Telus or Shaw) to have a private phone installed. All costs, including installation, are your responsibility. We ask that all bills for services be mailed directly to the family/friend handling your financial affairs.

Personal Visits

Visitors are welcome and encouraged to visit anytime. Our courtyards, gardens, Café and sun decks are designed to provide you and visitors with fresh air, beautiful flowers and greenery.

All buildings on the campus are secure. Doors are secured at night. To access the building after hours, the outdoor intercom system must be used. An access code is required and is available through the receptionist. We ask that all visitors be aware of those around you when leaving secured areas. Please help us keep people safe.

Visitors, family, and friends may come at any time. Please check with the nurse regarding bringing in food and special treats, re: specialized diet to ensure the safety of our residents. We encourage families and friends to visit regularly and join activities; we ask that small children be accompanied by an adult.

How to make visits special? Visitors can: Bring and read a book or newspaper aloud or listen to music with you. Bring in photographs or colorful pictures to look at. Go to a different area and play a game. Help with personal grooming (nails, shaving, or mend clothes together). Bring in grandchildren or pets. Take you outside on a nice day or for a short car ride or walk if you are able.

ADDITIONAL AMENITIES

Audiology (Hearing) Services

Hearing assessments and services are available at hearing clinics in the community. You need to make your own arrangements. Payment for these services is your responsibility.

Companion Aides

You may wish to hire the services of a trained Companion Aide through a local home support agency. Companions may visit, read, take you on outings, or do crafts with you. Services are available through a variety of companies in the community. Families are responsible to organize and arrange companion service on your behalf. Payment for companion service is your responsibility.

Dental Services

During your first 4 to 6 weeks, an on-site Dental Professional will assess your oral needs. In accordance with Fraser Health regulations we have a partnership with Silver Valet Dental Care to provide comprehensive on-site dental services. If Approval is given, the Dentist will screen you upon admission and annually thereafter. This assessment is to document the health of natural teeth and gum tissue. A daily oral care plan will then be created to assist the staff and yourself to ensure that your mouth, teeth and/or dentures are kept healthy and clean.

After your annual assessment you may be contacted by the dental professional if additional treatment is recommended. This might include: oral health exams and cleanings, x-rays, oral cancer screenings, fillings, crown, bridges and dentures. The services of the Dental Professional are optional. Treatment provided by the dental professionals will only proceed after authorization and agreement for payment has been received from you, your family or trustee. Any invoices for additional services will be sent to you or your family directly. If you choose to not accept the on-site dental services, you or your family will need to arrange dental services from an alternate source. Annual check-ups are recommended.

Denturist

A Denturist is available to come on-site with a referral. Please let your nurse know if you require this service. All costs associated with this are the responsibility of the resident/family.

Hairdressing Services

An on-site hairdresser is available. Appointments are made in advance or can be made on a regular basis. A price list will be given to you at the time of Move-in. Charges are billed to your Comfort Fund.

SERVICE	COST
Wash only	$12.00
Haircut (Ladies & men)	$28.00
Haircut in Broda	$35.00
Set only	$28.00
Shampoo & Set	$30.00
Set, Cut and Style	$42.00
Hair Colour (including set)	$90.00
Permanent (including cut & set)	$85.00
Beard Trim	$13.00

Prices include GST (Effective January 1, 2026) Note: Prices Subject to change

Optometry Services (Eye Care)

Eye care is available in the community. Costs of eye exams and glasses are partially funded under the BC Medical Services Plan. Payment for these services is your responsibility.

Foot and Hand Care Service

Our foot care nurse provides professional foot care on a regular basis. Hand care is also offered. Charges for these services are billed to your Comfort Fund. Please talk to the nurse for a referral.

Sewing Services

Seamstress services may be required when there are changes to your functional ability. Clothing may be altered to allow for easier dressing. All services provided by the seamstress are independent of Menno Place. Please contact your nurse for information regarding any alterations you may require. Pick up, delivery and payment is arranged between you and the seamstress.

YOUR CARE

What to Expect

Your care is developed to meet your personal needs. Our goal is to assist you (and your family) to develop an individualized plan of care that you choose.

Care Planning

Care Conferences are planned for you and your family to communicate your goals to the Care Team. An initial meeting is held six to eight weeks after Move-in, depending on your Doctors availability. Your Care Team will advise you of the date and time. We ask that if you have concerns that require additional time, please contact your nurse.

Following the initial meeting, we schedule Care Plan reviews annually. Your Care Team is present at the conferences to review all aspects of your care and to ensure we are meeting your specific needs. These meetings also provide an opportunity for you to voice concerns or questions you or your family may have.

Palliative Approach

Some residents are transferred to Emergency Rooms in acute care hospitals during an unanticipated crisis in their final stages of life. This can cause unnecessary suffering and distress and the care that a resident receives may not reflect their needs, values and preferences for care and treatment in their last phase of life. An example of suffering our residents may experience in the Emergency Room, is Delirium, a sudden onset of confusion due to the change in environment and staff, bright lights, excessive noise, unfamiliar medication administration, etc.

A 'Palliative Approach' is described as a person-centered approach to care guided by the understanding that the person is on a progressive life-limiting illness trajectory. Communication related to the resident and their family's evolving understanding, personal preferences, and goals of care is understood as essential. Therefore, a palliative approach acknowledges the likelihood of gradual transition, emphasizing quality of life considerations during the active treatment phase. It recognizes that treatment goals will evolve from seeking a cure, to control of disease and complications, maintaining physical comfort and quality of life, and ultimately to symptom control.

Evidence shows that persons who receive a palliative approach suffer less, are physically capable for longer; are better able to interact with others for longer, may survive 25% longer, and family members are less likely to experience depression after their loved one has died.

How does Menno Place incorporate the Palliative Approach in Providing Care?

Conversations begin during move-in, as to what the understanding of the current condition/disease process and how it might change over time. At care conferences, discussion occurs with families/residents to determine what the goals of care are, based on the "frailty scale" and what the resident would/could have preferred as treatment while their condition declines. Ongoing conversations occur between families and/or residents and the entire team (Chaplains, Nursing, Recreation, Social Workers, etc.) as their condition declines, regarding goals of care. Ultimately, the goal is to provide quality comfort and palliative care at Menno Place.

Palliative Care at Menno Place is excellent, supported by the entire team. Chaplains and their volunteers visit and remain vigil if this is what the families/resident prefer. The nursing team provides excellent care to ensure comfort remains the priority for you at this time.

Preventing Pressure Injuries

Pressure injuries can happen anywhere on the body where there is pressure or rubbing (commonly occurring over the bony area of the body. i.e. hips, buttocks, shoulders, elbows, knees …

What is a pressure injury? Pressure injuries are sometimes called bedsores or pressure ulcers. A pressure injury happens when you sit or lie on one spot too long. When you skin is pressed against bone the blood supply is cut off and damage to the skin and tissue occurs.

Who gets pressure injuries? You are at risk if you: Have already had a pressure injury. Sit in a wheelchair or lie in bed for a long time. Have lack of feeling from a spinal cord injury or stroke. Have poor circulation. Have problems with memory. Do not eat well. Do not change your sitting or lying position. Have fragile skin, swelling or bruising. Have wet skin from sweat, urine or stool. Are over or under weight.

What am I looking for? Check your skin every day. You may need a mirror or someone to help you. Look at areas where pressure injuries can form or where you have had a pressure injury. Look for areas that are red, bruised, blistered or open. Injured skin may feel hot, achy or itchy. Injured skin may feel swollen or tender. There may be fluid weeping from the injured skin.

What do I do if I think I have a pressure injury? The red, purple or maroon area, blister or break in the skin shows skin damage has occurred.

Do Not Ignore the injury, report it to your care team.

Try to stay off the area. Think about what may have caused the injury and fix or remove if possible.

Our Occupational Therapist is trained to help you with a plan to stop pressure injuries. They may: Show you special cushions, mattresses and other items you can use to decrease pressure. Hit make sure your wheel chair firs properly to decrease pressure points. They may even suggest better footwear.

Clinical Frailty Scale

Clinical Frailty Scale



1 Very Fit – People who are robust, active, energetic and motivated. These people commonly exercise regularly. They are among the fittest for their age.



2 Well – People who have no active disease symptoms but are less fit than category 1. Often, they exercise or are very active occasionally, e.g. seasonally.



3 Managing Well – People whose medical problems are well controlled, but are not regularly active beyond routine walking.



4 Vulnerable – While not dependent on others for daily help, often symptoms limit activities. A common complaint is being "slowed up", and/or being tired during the day.



5 Mildly Frail – These people often have more evident slowing, and need help in high order IADLs (finances, transportation, heavy housework, medications). Typically, mild frailty progressively impairs shopping and walking outside alone, meal preparation and housework.



6 Moderately Frail – People need help with all outside activities and with keeping house. Inside, they often have problems with stairs and need help with bathing and might need minimal assistance (cuing, standby) with dressing.



7 Severely Frail – Completely dependent for personal care, from whatever cause (physical or cognitive). Even so, they seem stable and not at high risk of dying (within ~ 6 months).



8 Very Severely Frail – Completely dependent, approaching the end of life. Typically, they could not recover even from a minor illness.



9 Terminally Ill – Approaching the end of life. This category applies to people with a life expectancy <6 months, who are not otherwise evidently frail.

Scoring frailty in people with dementia

The degree of frailty corresponds to the degree of dementia. Common **symptoms in mild dementia** include forgetting the details of a recent event, though still remembering the event itself, repeating the same question/story and social withdrawal.

In **moderate dementia,** recent memory is very impaired, even though they seemingly can remember their past life events well. They can do personal care with prompting.

In **severe dementia,** they cannot do personal care without help.

Personal Information / Confidentiality

We treat all your personal information collected for our records as confidential at all times. Menno Place complies with the Freedom of Information and Protection of Privacy legislation.

All employees must sign a Confidentiality Agreement when they are hired to understand that the information about residents at Menno Place is confidential. Access restrictions apply to all personal documentation such as medical records to protect the privacy of the individual.

Concerns: If you have concerns/worries about anything to do with your care please speak to your nurse.

Your Care Team

Members of the Care Team work together with you and your family to plan and review appropriate care and services. Each member offers their own particular expertise to benefit our residents. The Care Team may include the following:

Director of Care – Menno Home and Hospital (DOC) – Smitha Varghese
Provides leadership and direction for all direct resident care services. The DOC is responsible for administrative systems which manage the nursing department.

Managers of Care – Menno Hospital – Kahan Rekhia, Menno Home – Anitha Thomas
Provide operational leadership, applying quality improvement approaches to ensure safe, efficient, resident and family centered care under the direction of the DOC's.

Residential Care Coordinator (RCC)
Resident Care Coordinators are Registered Nurses who are responsible for the coordination and leadership on specific units during the day.

Registered Nurse (RN) Clinical Lead
Registered Nurses who provide direct care oversight and nursing care to the Home and Hospital on evening and night shifts.

Nursing Care Supervisor (LPN)
Licensed Practical Nurses who provide leadership to the team.

Licensed Practical Nurse (LPN)
LPNs provide direct care to residents regarding medications, physical & emotional needs, treatments, etc. LPNs report to the RN on their shift.

Heath Care Assistants (HCA)

HCAs provide direct resident care. They assist you with personal care, bathing, meals, and transferring to and from bed/chair/toilet. HCAs report to LPNs/RNs.

Unit Clerk (UC)

Our Unit Clerk is responsible for clerical resident focused tasks.

Occupational Therapist (OT)

The O.T. provides direction over equipment needs such as specialty mattresses, wheelchairs, etc.

Physician

All residents admitted are under the care of a local physician, who oversees their care. Our homes also have a Medical Director who is involved in medication reviews, care conferences, and oversees the physician teams.

Recreational Aide (RA)

The Recreation Department has a range of programs that provide mental, social, and physical stimulation. The recreational aides plan special events, birthday parties, small group activities and 1:1 interaction. The monthly calendar provides information on all recreation activities. Check the activity board for the monthly calendar. Please see the website at www.MennoPlacelife.com for further information.

Rehabilitation Assistant (REHAB)

We have a walking program, which operates on a weekly basis on each unit. The Rehab Assistant, under the direction of our Occupational Therapist, strives to maintain mobility. Please note there may be a waiting list for this program.

Music Therapist (MT)

A music therapist provides limited hours of music therapy. This a special “therapy” your loved one must meet a specific criteria to be included.

Social Worker (SW)

Our Social Worker is available to assist you and your family with a variety of services. Some of those include assistance with adjustment/transition to Long-term Care, referrals to community and government services, and communication between you, your family and staff.

Dietician

A registered Dietician ensures meals include the right nutrition and texture to accommodate swallowing needs. She will meet with you to discuss food preferences shortly after move-in.

Receptionist

We have an automated system to guide your calls. If you know the local/extension number of the person to whom you wish to speak, you may enter it immediately upon hearing the voice message.

Housekeeping

The housekeeping department is responsible for cleaning surfaces and floors and disinfecting equipment as part of our infection control program. All resident rooms are cleaned regularly.

Laundry

The laundry department launders all bed linens, towels and personal laundry. All pieces of personal laundry must be labelled with resident first and last name to ensure clothing is accurately returned to resident. A one-time labelling fee is charged for this task. Labelling of personal clothing may take 1 – 3 days.

Maintenance

The maintenance staff keep our residents, visitors and staff safe by servicing and maintaining the buildings and grounds on a regular basis and ensuring all equipment is working and hazard free.

Volunteers

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 services. The volunteer is not a replacement or substitute for paid staff, but may add new dimensions to the services provided.

Volunteers apply and are selected for volunteer services through an application process coordinated through the Menno Place Volunteer Coordinator. Contact information: call 604 851 1366 or email volunteer@mennoplace.ca New volunteers receive a formal interview and an orientation to their area of service.

Volunteers for Menno Place are required to provide proof of COVID vaccination, a Vulnerable Sector Criminal Record Check (no cost) and they are also responsible for logging their volunteer hours (training will be provided).

Volunteers may provide their services under the supervision of Recreation staff and/or Chaplains. The Recreation programs consists in, but is not limited to: visiting residents, giving manicures, reading to residents, sharing a talent and art and crafts. The Pastoral care program consists in, but is not limited to: leading small groups, music, 1:1 companionship or even journeying with are resident at end-of-life (palliative care).

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 guides them if there comes a time when you are unable to make decisions for yourself.

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

SDMs 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, please contact one of our Social Workers.

Medical Orders of Scope of Treatment (MOST)

We have a document your Doctor would be happy to discuss with you called the MOST. This stands for Medical Orders of Scope of Treatment. It explores your values, goals and the range of treatments available. It indicates your choice for treatment should you become ill. The MOST helps care providers honor what is important to you. Only your doctor can complete this document. The MOST is completed within 30 days of move-in and reviewed yearly.

At Menno Place we believe that you and your families should: 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 with a medical person. Consider a "Power of Attorney" for financial responsibility. Consider a "Representative Agreement" for care needs decisions.

Emergency Policy - As per the requirement of the Residential Care Regulations, we adhere to a policy whereby, if you develop an unexpected potentially life threatening problem that is unrelated to your diagnosis (e.g. fall with suspected injury/fracture), you will be transferred to Acute Care unless you direct us otherwise. This may disregard any degree of intervention previously signed.

Advanced Directives - MY VOICE is a planning booklet of advanced care plans that are instituted when people are capable adults. It gives healthcare choices that care

providers respect when the person comes into their care. The Ministry of Health Long-term Care Regulation mandates that advance directives be in place for each and every resident. Please contact the Social Worker/your nurse for more information about advanced care plans/MY VOICE.

Spiritual 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 Vision, Mission and Values of our organization, the Pastoral Care Chaplains seek to offer comfort, guidance, and support to residents, families and staff members.

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. 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
- Weekly all Campus Chapel services in the Hospital Chapel
- Fourth Friday of each month, Catholic Mass in Hospital Chapel at 10:00 am
- Annual memorial service with butterfly release, along with monthly memorials at Menno Home
- Channel 59 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 large chapel is located on the second floor of Menno Hospital in the center of our campus. In addition to our regular services at both chapels there are also mid-week programs for our residents and families.

Goodbyes: At the end of life, we know that there are many different ways people wish to say goodbye to their loved ones. If you have specific expectations or wishes that you would like us to know about, please talk with us about them. We will do what we can to honor you and your family. We have trained palliative volunteers who are available to be with your loved one when you cannot. They will sit with them, read to them, play music or say prayers, as is wished.

We have a parting ritual, the Passing Quilt – affectionately called the Butterfly quilt. We use this to cover the deceased when the funeral home arrives for the transfer. Whoever is present, whether family or staff, is welcome to join the short processional as we walk out with a word of farewell, or a prayer or song.

Menno Place holds regular memorial services as a way of saying goodbye and celebrating the lives of our residents. It is our way of thanking and honoring all, be they families, friends, or staff.

Medical Assistance in Dying

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 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.

Making Final Arrangements

After the death of a loved one, many emotions are experienced and grieving family members are confronted with dozens of decisions that often must be made quickly and under great emotional stress.

We recommend choosing a funeral home and making arrangements in advance when there is time to consult your family as well as your spiritual and financial advisors.

Local funeral homes and/or cremation providers listed below offer a wide selection of burial and disposition options, pricing and services. Funeral Homes require direct communication with family after the death of a loved one in order to transport people to the funeral home of choice.

The chaplains are available to discuss any concerns or questions you may have when making these important decisions for your loved one.

Local Funeral / Cremation Providers

• Wiebe & Jeske, Abbotsford, BC	604.859.5885
• Henderson's Funeral Home, Abbotsford, BC	604.854.5534
• Woodlawn Funeral Home, Abbotsford, BC	604.853.2643
• Fraser River Funeral Home, Abbotsford, BC	604.746.3040
• First Memorial Funeral Home, Aldergrove, BC	604.857.0111
• Alternatives Funeral/Cremation, Aldergrove, BC	604.857.5779
• A Simple Cremation, Maple Ridge, BC	604.809.2006
• Bakerview Community Crematorium, Mission, BC	604.820.8844
• Woodlawn Funeral Home, Mission, BC	604.826.9548
• Woodlawn Mt Cheam, Chilliwack, BC	604.793.4555

FINANCIAL INFORMATION

Managing Finances

We encourage you, your family or your designated person to continue managing your personal finances. If you need support, our Social Worker is happy to provide information about accessing financial options available to you, including the Office of the Public Guardian and Trustee. The Social Worker can also help you decide who your most financially responsible person should be, should the need arise.

Pre-authorized Payments (PAD) are set-up through direct debit from your bank account at time of Move-in. Prior to the first of the month, you will receive a statement by email indicating the withdrawal amount for the 1st of the month. The monthly email contains a password protected statement in PDF format**. To unlock the statement, use the residents name with a capital letter followed by the number found in the email's subject line.** If banking information needs to be changed, please notify us by mid-month to allow for processing time.

For questions about your billing statement call Accounts Receivable 604-851-4005.

Accommodation Rates

The Ministry of Health sets the guidelines for the accommodation rate. Fraser Health calculates the rate based on income information from your tax return. It is important each year to file taxes on time as rates may be adjusted to the maximum if taxes are not filed. Questions or concerns regarding your assessed rate should be directed to the Financial Administrator at Fraser Health.

Your Monthly Long-Term Care Rate

As per Fraser Health, the long-term care rates (the monthly amount paid to the long-term care home where you reside) are reassessed on January 1st of each year.

To be eligible for a publicly subsidized long-term care rate, the B.C. Ministry of Health requires income taxes to be filed with the Canada Revenue Agency (CRA). Income information from the most recent tax year's Notice of Assessment from CRA will be used to calculate the long-term care rate annually.

You, or your financial representative, are responsible to file the client's income tax return with Canada Revenue Agency. Filing deadline is by the end of April each year.

Example If the YEARLY income taxes are not filed on time with CRA, then you will be charged the maximum monthly rate for your long-term care services as of January 1 of the current year. The maximum monthly rate is more than $4100.00/month.

Also, please be aware that if you decide to split your pension income with your spouse for tax purposes or withdraw from a Registered Retirement Savings Plan (RRSP), Registered Retirement Income Fund (RRIF) or other investment(s), it will affect your monthly rate.

Should you have any questions regarding the long-term care rate, or if your current income is significantly different or lower than the income you had reported, or if your financial circumstances have changed, please contact your Financial Administrator, Arghwan Masood at 236-332-3813 to discuss a review.

Miscellaneous Fees

Include:

- Trust/Administration fee – Covers trust accounts, 3rd party billing, etc.
- Recreation – This service enables your loved one to participate in special activities such as:
    - Bus trips
    - Special Holiday celebrations
    - Music performances and more…
- Laundry labelling – one-time labelling fee (all pieces of personal laundry must be labelled)
- Dental Professional Service – This service includes annual screening (optional)

Comfort Fund/Trust Account

Your Comfort Fund is a trust account established by you/your family at the time of Move-in. Comfort Fund monies cover the cost of personal expenses such as hairdressing, haircuts, gift shop purchases, podiatry, etc.

For your convenience a Pre-authorized Payment schedule is set-up through direct debit from your bank account at time of Move-in. We suggest that your account is kept at a positive balance not to exceed $100.00, unless otherwise instructed. Monthly statements are emailed/mailed to your designated financially responsible person. For more information, please speak to our Life Enrichment Coordinator, Social Worker or directly with the Menno Place Finance team.

Menno Home and Menno Hospital statements contain two pages. The first page is the accommodation fee and the second is for the trust account. The trust account withdrawal may vary depending on what is spent each month.

Menno Apartments statements - Pavilion, Terrace West, Terrace East, and Primrose Gardens – contain one page for rent only.

Please be sure to add the accommodation fee and trust payment lines together for the total amount being withdrawn on the first of the month from the bank.

Additional Costs

You and/or your family members are responsible for the purchase, maintenance or repair costs of personal items such as specialized mobility equipment, hearing aids, eye glasses, dentures, razors, TV, radio, etc.

Charges would also apply to the following if you order them:

- Newspaper subscriptions
- Telephone and Cablevision Services
- Hairdressing services
- Bus trips (including restaurant meals)
- Transportation (ambulance, HandyDART)
- Items from the Fireside Treasures Gift Store or Fireside Café
- Podiatry and dental services

Additional services and costs will be reviewed at time of Move-in, your consent for services is required from you and will be discussed with the Life Enrichment Coordinator when you meet together.

Loss & Liability

Menno Place does not accept responsibility for loss, damage, or repair of personal belongings. Even with the best of care and attention, loss or damage to personal belongings can occur. We strongly recommend that you arrange for private insurance coverage for items of particular value such as hearing aids, etc. We advise you to limit valuables such as cash or jewelry. Breakable items or irreplaceable heirlooms are not suitable and should not be brought into your new home.

LIVING IN COMMUNITY

Alcohol

Menno Place believes that all residents have the right of self-determination and autonomy. The consumption of alcohol is a decision that a resident is entitled to make should they choose.

Your physician will be consulted, if concerns regarding your alcohol consumption arises.

If you wish to consume alcohol, it must be stored in a locked cupboard to prevent others from accessing. The locked cupboard for the storage of alcohol is the sole responsibility of the family and must be pre-approved for resident safety (i.e. no glass window, and size) by our Maintenance Department prior to installing in your room. There may be extenuating circumstances where staff may be required to store alcohol in the medication room.

Smoking

Municipal bylaws and Provincial Licensing require that there is NO SMOKING within the facility. Smoking is permitted only in the designated area outside the building. The resident must be able to get to and from the smoking area independently. Check with nursing staff for location.

Scent Safe

Many individuals have allergies or medical conditions triggered by the smell of flowers, perfumes or after shaves, lotions, etc. Scented products may 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 well-being of all persons, we maintain a scent-safe environment and ask you to join us in limiting/eliminating the use of scented products.

Pet Visits

At Menno Place, we understand the value that pets contribute to your health and well-being. Pets are welcome to accompany you while you visit your loved one. To ensure safety for all, clean and well-behaved pets are welcome visitors but must be

leashed and supervised by their owners at all times. No animals are allowed in the kitchen or dining areas except seeing-eye or assist dogs.

Weapons

Licensing regulations stipulate that no weapons are permitted on the premises (e.g. firearms, switch blades, etc.). [As per Criminal Code 84(1)]

GETTING INVOLVED

We believe that you are an integral part of your care team and that your contributions are very important in planning and in providing care.

At Menno Place our desire is to promote and provide support for participation in Resident and/or Family Councils. We believe that Resident and Family Councils can help to improve communication between residents, families, staff and care home leaders, by working together in the interest of the residents. Working with families as partners in care helps to support healthy living for residents. This is especially important when individuals living in Long-term Care are not able to speak for themselves.

Family Council provides an opportunity for family members to raise issues and make suggestions regarding changes at Menno Place. Education is offered and families are supported through sharing experiences with other families. Family Councils are not sustainable without family member participation. Make a difference…. Get involved.

Residents' Council

All residents are invited to attend Residents' Council. The group meets monthly to discuss issues related to life at Menno Place. Meetings serve as a forum to keep you informed of changes and to solicit concerns, suggestions, and recommendations from you. If you would like more information about the Residents' Council please see staff for details. Minutes for meetings are posted in each home area.

Family Council / Family & Friends Support Network

The purpose of Family Council meetings are to advance the quality of life for residents. Family Council meets every two months to discuss common interests, provide support, education, and a forum to voice concerns or issues. Membership can include family, friends, legal representatives and/or contact people of residents in the facility. You and your family members are encouraged to attend. Please see the Social Work Department or Life Enrichment Coordinator for further details on Family Council Meetings.

SAFETY AND SECURITY

Safe Movement

We encourage you to join us in supporting a safe resident environment. Self-mobility and independence are encouraged whenever practical staff are available to help if you need assistance. If issues related to your mobility should arise, the Occupational Therapist will conduct an assessment to determine appropriate assistive equipment and repositioning aids to help you, and your caregivers, move safely.

Least Restraint Policy

A restraint is anything that restricts a person's movement or access to his or her own body. (e.g., bed rails, seatbelts, tilted recliner chair). We have a practice of least restraint to promote autonomy and your rights for freedom of choice and movement while balancing the need for safety. An example of this could be a seat-belt used while in a wheelchair, or side-rails up while in bed.

Family & Staff Working Together. You and/or your family members will be invited to discuss safety issues with your health care provider. Information about past lifestyles and routines will help the care team understand and plan your care. Providing a safe environment with the greatest amount of freedom is an important goal. By working together we can minimize the risk of injuries and maximize dignity and independence.

How Does the Care Team Practice Least Restraint? The care team will help you promote dignity and independence and reduce the chance of injuries by:

- Assessing the risk of falling
- Providing a care plan to promote a safe environment to reduce the chance of injuries
- Discussing the best care to provide safety & comfort

What will be used to reduce injuries?

- Assistance in toileting
- Proper positioning for comfort
- Hip protectors/Lap belts/Table tops
- Bed in lowest position
- Hi-Low beds/Fall out mats
- Non-skid/non-slip socks

Falls

Supporting freedom of movement and independence presents a risk for falls. A member of the care team will assess your risk of falls and the potential for injury. The care team will discuss the assessment with you and may recommend a hip protector.

Hip protectors may prevent a devastating hip fracture as a result of a fall. You are responsible for the purchase of hip protectors if you choose to wear one. For more information, speak to a member of the rehabilitation team.

Resident Safety at Menno Place

At Menno Place, resident safety is number one. Resident safety includes:

- Report of anything unsafe (i.e. liquids on the floor, broken equipment)
- Ensure that you wash your hands regularly
- Avoid group activities if you have a cold or flu
- Wear hip protectors if you are at risk for falling
- Wear proper footwear, clothing, eyeglasses and hearing aids and use your walker
- Ensure your wheelchair or walker is operating correctly; have annual maintenance done
- If you require any assistance, please inform staff
- Keep learning about what helps you live safely

Family Safety at Menno Place

- Be an active member of the health care team by participating in Care Conference
- Inform the nurse of the resident's medication history
- Wash your hands
- Observe safety standards and policies
- Report hazards to management
- Some residents are at risk to exit the building on their own. Be vigilant when leaving the building, ensuring no one accompanies you

Infection Control

You are encouraged to have yearly flu shots. We also believe that "clean hands are caring hands" and ask that you and your family use the hand hygiene products (gels/foam) installed throughout the building.

We ask your family members and visitors to remain at home until symptom free for 48 hours if they have a cold or other acute respiratory illness, or are experiencing symptoms of diarrhea or vomiting related to a viral infection.

As in most care homes, you are more susceptible to illnesses due to compromised immune systems. At Menno Place, we strive to prevent outbreaks in the community from spreading throughout our care home. As visitors, we ask that you take the following precautions to help prevent the spread of illness:

- Wash hands diligently using soap and water for at least 15-20 seconds, immediately before and after resident contact.
- Use the hand sanitizer found on units upon entering the Home and upon leaving.
- If social distancing and/or masks are required, please follow current guidelines.
- Cough/sneeze into your sleeve, not into the air or hand.
- Do not visit if you or your family members are ill.
- Do not visit if you have a cold or flu.
- In the event of an influenza/gastroenteritis/Covid outbreak, please contact the nurse for visiting guidelines.
- If outbreak is in progress, adhere to signage/posters regarding PPE (Personal Protective Equipment) that may be required (visit only one resident).
- Get an annual flu shot.
- If you are unable to have a flu shot, a face mask must be worn and will be provided to you, at the entrance. This is only for flu season – Dec 1st – April 1st typically.
- Have a shot for pneumonia prevention and a booster once in 5 years.

Fire Safety

Fire safety regulations are closely adhered to in the annual inspection and testing of fire alarms, sprinklers, and other life safety systems. All our buildings are equipped with sprinklers and electronically-monitored heat and smoke detectors, fire extinguishers are also strategically positioned throughout the building. Open flames such as candles are not permitted in the building.

We schedule regular fire drills and staff training sessions to ensure the staff members know what to do. In the event of a fire drill or a fire, move away from any doorway and await instructions from staff.

If you discover a fire, please activate the nearest fire alarm pull station (there is an alarm at every exit) and report the location of the fire to a staff member. Visitors are asked to remain at the resident's side in the event of a fire alarm or drill. You will be advised of any other action including an orderly evacuation if needed.

Fraser Health

Welcome to Residential Services:

A Fraser Health Access, Care and Transitions (ACT) Coordinator is available to all residents and facilities in Fraser Health. The ACT Coordinator will work with the Director of Care at your residential care site to ensure quality care is provided to residents. At times, the ACT Coordinator will also be involved at the site to complete assessments and assist in ensuring the appropriate supports are in place for resident's care.

At Menno Place (Home or Hospital) your Director of Care is the first contact with any questions or concerns you may have regarding care. The ACT Coordinator is an additional resource to the Residential Leadership Team.

To directly contact an ACT Coordinator, speak with your Director of Care, or call 604.519.8500 and ask to speak with the ACT Coordinator in the community where you reside.

Sincerely,

Fraser Health Residential Services

Access, Care and Transitions Team

LTC/2026

Your Monthly Long-Term Care Rate

To assist you with any financial matters related to your long-term care rate, you have a Financial Administrator assigned to your care home. The Financial Administrator will be your primary point of contact for:

- Questions or concerns about your assessed long-term care rate
- Situations where your current income is significantly different or lower than your previously reported income
- Changes in your financial circumstances

We would like to take this opportunity to share some important information with you about your monthly long-term care rate. Please read this letter carefully, as it contains important information.

Every year on **January 1st**, we reassess the long-term care rates that you must pay. To be eligible for a publicly subsidized long-term care rate, you must file your income taxes with the **Canada Revenue Agency (CRA)**. We use income information from your most recent tax year's **Notice of Assessment** from CRA to calculate your long-term care rate annually. The long-term care rates set throughout the **2026** year are based on the **2024 income tax Notice of Assessment**.

It is your responsibility, or that of your financial representative, to file your 2025 income tax return with the Canada Revenue Agency by April 2026 (or as early as March 2026).

If you fail to file your 2025 income taxes on time with CRA, you *may* be charged the **maximum monthly rate** for your long-term care services as of **January 1, 2027**. The maximum monthly rate is more than $4,142.60/month.

Please note that any decisions you make regarding splitting your pension income with your spouse for tax purposes or withdrawing from a Registered Retirement Savings Plan (RRSP), Registered Retirement Income Fund (RRIF), or other investment(s) will affect your monthly rate.

If you have any questions about the long-term care rate, or if your current income is significantly different or lower than your reported income, or if your financial circumstances have changed, please contact me at 236-332-3813 or email me at Arghwan.masood@fraserhealth.ca to discuss a review.

Sincerely,



Arghwan Masood, Financial Administrator
Long-Term Care Contract Services
Fraser Health
2026

Ideas, Compliments, Concerns Process

If there are concerns or questions about the care you or your family members are receiving, please speak directly with a member of the Care Team.

At Menno Place, we have an open door policy and encourage communication of concerns or compliments as they arise. It may not always be easy to bring forth concerns. However, in doing so, you will be supported and heard without retaliation. We value your input on things we can improve.

We also appreciate hearing about what we are doing well, and this can be reflected in the compliment/complaint brochure. Compliment/complaint brochures are available at the reception areas. The formal complaint process is posted on the bulletin board at the main entrance of Menno Home/Hospital. Or visit www.mennoplacelife.com/compliments-concerns-ideas

The communication structure for families and residents follows:
Learning how to effectively voice a request or a need can be challenging in a large care home because there are many different leaders and staff members. The Communication Structure guides families in expressing issues or questions effectively and efficiently at Menno Home/Hospital. Here is an overview of that structure:

Step 1: Speak to those directly involved, LPN (Licensed Practical Nurse) / Health Care Aide (HCA)

Step 2: If issue persists, bring issue to Registered Nurse (RN) Lead / Nursing Care Supervisor / Residential Care Coordinator (RCC) or Life Enrichment Coordinator (L.E.C.)

Step 3: If issue continues, please contact the Life Enrichment Coordinator.

Step 4: If issue remains unresolved, address with Director of Care (DOC) / Chief Operating Officer (COO) / Chief Executive Officer (CEO). Simply arrange your appointment through Reception.

Step 5: If you or your family members are dissatisfied with the resolution of your concern, you may contact the Patient Care Quality Office (PCQO) of Fraser Health to register your complaint at:
Mail: 11762 Laity St., 4th Floor Maple Ridge, BC V2X 5A3
Phone: 1-877-880-8823 or Fax: 604-463-1888
Email: pcqoffice@fraserhealth.ca

Residents' Bill of Rights- Appendix 1

Commitment to care

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

Rights to health, safety and dignity

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

Rights to participation and freedom of expression

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

Rights to transparency and accountability

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:
   (a) to have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
   (b) to have ready access to a copy of the most recent routine inspection record made under the Act;
   (c) to be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;

(d) if any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;

(e) to have his or her family or representative informed of the matters described in this clause.

Scope of rights

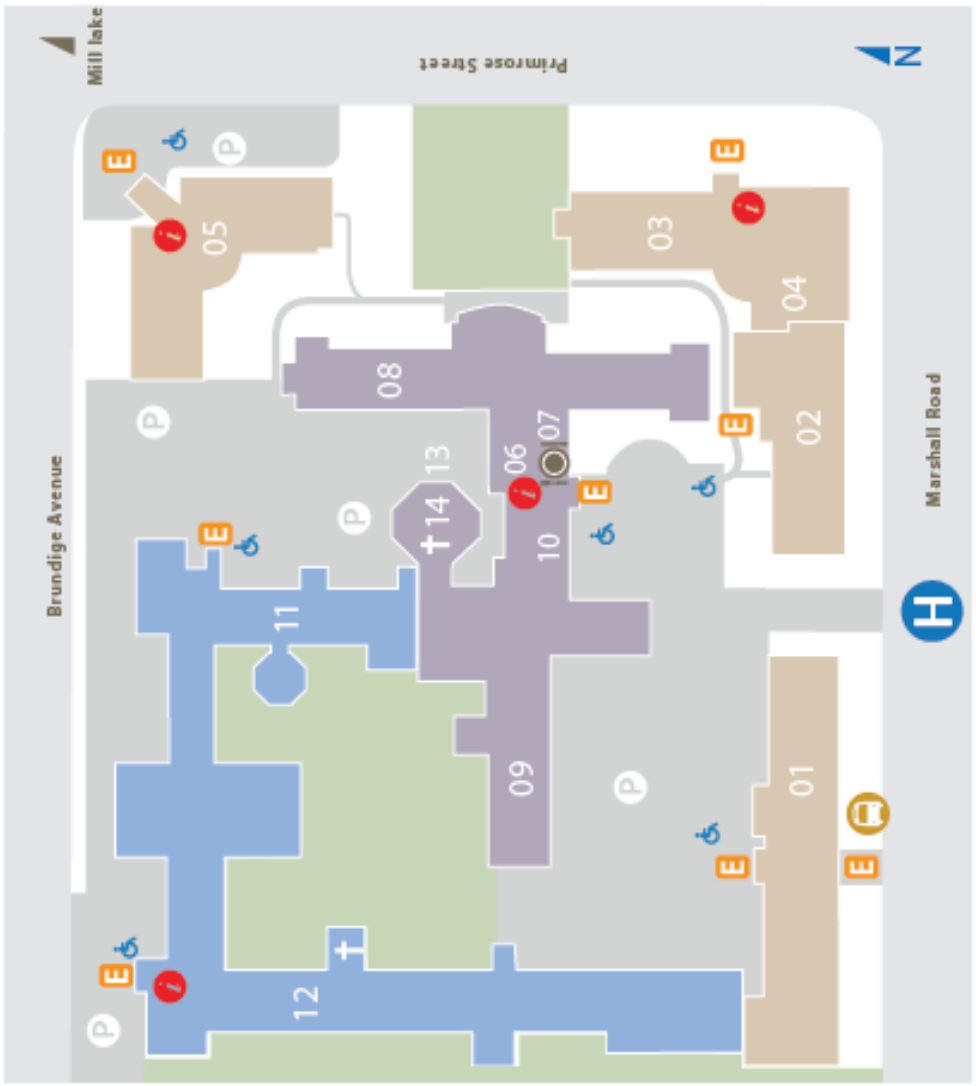
5. The rights set out in clauses 2, 3 and 4 are subject to:

(a) what is reasonably practical given the physical, mental and emotional circumstances of the person in care;

(b) the need to protect and promote the health or safety of the person in care or another person in care, and

(c) the rights of other persons in care**.**

Campus Map



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