

Fraser Health Funded Assisted Living Handbook



ACKNOWLEDGEMENTS

This document was originally developed by the Vancouver Island Health Authority (VIHA) for their Supportive Living tenants and adapted for Vancouver Coastal Health Assisted Living. Appreciation and thanks to VIHA and VCH for their permission to adapt the information for use within Fraser Health.

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Moving is a major life decision that requires full information before undertaking.

Our goal is to answer your questions about Fraser Health subsidized Assisted Living.

Market or Private Pay Assisted Living

Who is this handbook for?

This handbook is for people considering a move into funded Assisted Living settings within Fraser Health and for those people currently living in an Assisted Living community.

We hope this document will provide you with enough information to decide if this is the right choice for you.

What is Funded Assisted Living?

All Health Authorities in British Columbia offer a funded (or publicly funded) Assisted Living program. The Assisted Living program is a collaboration among Fraser Health, BC Housing, and private and non-profit housing providers. Access to funded Assisted Living is through Fraser Health.

Funded Assisted Living includes rental accommodations-a studio or one bedroom suite, "hospitality services", and personal care. Hospitality services include meals (two meals are included and some sites may include a third meal), weekly light cleaning and flat linen laundry service(cleaning and changing sheets and towels) as well as social/recreational activities and 24-hour emergency response.

Funded Assisted Living is primarily intended for seniors with low to moderate incomes who require assistance with personal care. It is a congregate living arrangement with shared meals and social activities.

There is also market or Private Assisted Living sites, where Fraser Health does not have any involvement in determining eligibility. You can contact these sites directly and may find a place that suits your personal needs and budget by checking the Assisted Living Registrar's website:

www.health.gov.bc.ca/assisted and click on "Find a Seniors Residence" or in the telephone book under "Retirement Communities" and "Homes".

Am I eligible for Assisted Living?

Eligibility for funded Assisted Living is determined by a Fraser Health Home Health Community Care Professional. He or she uses a standardized assessment form to determine if you may be eligible.

You may be a candidate for funded Assisted Living if you are:

- receiving home support services;
- unable to manage in your home with available services;
- able to direct your own care and make decisions about your daily activities and needs;
- able to live independently but require help with day-to-day activities;
- able to communicate and be understood by others;
- able to behave in ways that do not jeopardize the safety or well-being of other tenants or staff;
- able to take direction in an emergency and use an emergency response system;

If you think that funded Assisted Living is an option for you and you already have a Home Health Community Care Professional, contact her/him for further information. If you do not have a Home Health Community Care Professional, you can get more information about Assisted Living by phoning the Fraser Health Home Health Service Line at:

1-855-412-2121

for:

Burnaby, New Westminister, Coquitlam, Port Coquitlam, Port Moody, Maple Ridge, Surrey, Delta, Langley, White Rock, Abbotsford, Mission, Chilliwack, Agassiz and Hope.

Call the Home Health Service Line for all Fraser Health Communities

In deciding whether Assisted Living is right for you, you may want to consider the following:

- *Are you willing to live in a congregate setting where you will have meals with other tenants and be encouraged to participate in social activities?*
- *Are you able to abide by the "house rules"? (i.e. no smoking in your suite)*
- *Are you able to or do you want to adapt to a new environment and routine?*

Is Assisted Living right for me?

The decision to relocate is often encouraged by people who know and care about you. However, it is ultimately a personal decision and it is important that you feel comfortable with your choice. If you answer 'yes' to most of the following questions, then funded Assisted Living may be right for you.

Do you need help with things like bathing, dressing or other daily activities?

Do you have problems with the design of your current home? For example, with the stairs or bathroom?

Do you have trouble remembering to take your medications at the right time?

Are you having trouble preparing nutritious meals?

Are you afraid of being alone, falling, and not being found?

Do you sometimes feel lonely or isolated?

Ultimately, Assisted Living is all about choice and maintaining your independence. In Assisted Living, you continue to be responsible for making decisions and organizing your day-to-day activities such as making and attending doctor's visits, making your own breakfast, going to the store to purchase groceries and personal care items, and keeping in touch with friends and family.

What assistance is available to me?

In every funded Assisted Living site, there are personal care workers available to assist you with day-to-day activities such as bathing, dressing, and medication management as required.

As well, each site has a Licensed Practical Nurse on the site during the daytime to provide supervision and direction to the personal care workers as well as to provide nursing care. There is a personal care worker on overnight to assist with unscheduled care needs.

The amount of help you receive is authorized by your Assisted Living Community Care Professional. If your needs change, he/she will work with you and the Assisted Living Provider to determine if you need more or less assistance.

Professional health care workers (such as Registered Nurses, Occupational Therapists, Physical Therapists, Social Workers and Nutritionists) are arranged for and provided by the local Home Health office. Referrals to professional services can be made by yourself, your physician, a family member, your Assisted Living Community Care Professional or staff of the Assisted Living site.

Call the Fraser Health Home Health Service Line at: 1-855-412-2121 to make a referral.

The Assisted Living Provider is responsible for maintaining the building and providing services such as: meals (lunch and supper), weekly cleaning and laundry of bed linens, social activities, and 24-hour emergency response, as well as assistance with personal care, as authorized by your Assisted Living Community Care Professional.

You may hire a companion to visit and/or accompany you shopping or to activities inside or outside the Assisted Living site.

What does funded Assisted Living cost?

Monthly Rate

Funded Assisted Living is an affordable option for everyone. The cost for funded Assisted Living (rental accommodation, hospitality services, personal care, and emergency response) is equal to 70% of your most recent year's after-tax income and is paid directly to the Assisted Living Provider. People who are in receipt of Income Assistance or Persons with Disability Pension pay a flat rate. Couples who are living together in funded Assisted Living are charged 70% of their combined after-tax income. If your spouse moves out or you are not living together, then the rate is based on your after-tax income alone.

Extra Costs

Items not included as part of your monthly rate may include such things as breakfast supplies, medications, incontinence products, rental suite insurance, personal toiletries, hydro, telephone and cable/internet service. Other non-care services may be available for purchase from the Assisted Living provider (i.e. personal laundry, meals for guests, extra cleaning). Ask the Assisted Living provider for a full list of items and related costs that are not part of your monthly contribution.

Setting Your Monthly Rate

Assisted Living rates are reviewed and adjusted every year based on the latest tax information available on your Notice of Assessment from the Canadian Revenue Agency. You will be notified in October of any changes to your rate which will take effect January 1st of the following year.

If, during the year, your expenses change or there has been an increase or decrease in your income, contact your Assisted Living Community Care Professional.

It is important to note that withdrawals from a Registered Retirement Savings Plan (RRSP), Registered Income Fund (RRIF) or other investments which increase your yearly income will directly increase your Assisted Living rate.

Home Health
Service Line:
1-855-412-2121

How do I apply?

Contact the Fraser Health Home Health Service Line or your Home Health Community Care Professional.

Your Home Health Community Care Professional will:

- Complete an assessment and determine if you are eligible.
- Will provide you with information about Assisted Living sites (if you are eligible), including estimated wait times, in your preferred geographic area.
- Ensure that you choose one site to be waitlisted for
- Send a referral to the Access Department.

The Access Coordinator will:

- Confirm your eligibility and place your name on the waiting list for your preferred site as of the date your information is received by the Access Department.

It is important to note that final approval for Assisted Living does not occur until after the tour with the Assisted Living Provider.

What Happens After I am Placed on the Waiting List for an Assisted Living Site?

When your name gets to the top of the waiting list and a vacancy becomes available, you will be contacted by the Manager or designate of the Assisted Living site.

A tour of the site will be arranged within 7 days of the contact. You are encouraged to invite a family member or support person to the tour.

This tour will allow you to ask any outstanding questions that you may have. It will also allow the Assisted Living provider to ensure that your needs can be met at the particular site and within the suite that is vacant.

If you are eligible, a suite will be offered to you and you will be given two days to accept or decline the suite.

If you accept the suite, the Manager or designate will arrange a date for a pre-occupancy meeting within 7 days of you accepting the vacancy. At this meeting, you will sign the tenancy agreement and discuss rules of the site. Also, a personalised support plan will be developed for you with your input, along with input from both the Community Care Professional and Assisted Living provider. The Assisted Living Community Care Professional will confirm or re-calculate your monthly rate.

During the pre-occupancy meeting, you and the Manager will decide on a move-in date which should be within 14 days of the meeting.

If you refuse the suite, your name will be removed from the list or, if you wish to remain on the list, your name will be moved to the bottom of the list. When your name gets to the top of the list again and you refuse a suite the second time, your name will be removed from the list.

You can reapply in the future, if you remain eligible for Assisted Living. Your waitlist date will be the date your second application is received by the Access Department.

When choosing an Assisted Living site, you may want to consider:

- *What is truly important to you?*
- *Who or what do you want to be close to?*
- *Do you prefer a small or large setting?*
- *Do you prefer a setting that has a religious affiliation?*

Each Assisted Living site is unique. For an up-to-date listing and photos of existing sites, visit the FRASER HEALTH website at:

www.fraserhealth.ca

Where are Funded Assisted Living sites located?

Fraser Health has 31 Assisted Living sites throughout the region in the following areas:

Burnaby

- Nikkei Home
- Dania Manor
- Seton Villa
- Courtyard Terrace
- Swedish Canadian
- Liberty Place(young adults)
- Victoria Heights
- Residences at Belvedere
- Hawthorne Tower
- Royal Crescent Gardens
- Augustine House
- Kin Village
- Gateway
- Fleetwood Villa
- The Emerald at Elim Village
- PICS
- Freedom Place(young adults)

New Westminster TriCities

Maple Ridge Delta

Surrey

White Rock

Langley

Mission Abbotsford

Chilliwack

Agassiz Hope

- Evergreen Heights
- Rosemary Heights
- Morgan Heights
- Langley Senior's Village
- Langley Timbers
- The Cedars
- Menno Terrace East
- Tabor Court
- Hallmark on the Park
- Waverly Senior's Village
- Cascade Manor
- Sto:lo Elders Lodge
- Logan Manor
- Riverside Manor

What questions should I ask or consider when on a tour?

Costs and monthly charges

- How much is the damage deposit?
- What other expenses am I responsible for?
- What damages am I responsible for?
- What is included in light housekeeping?
- Do I need to supply my own cleaning equipment and supplies?

Living space and accommodations

- Can I easily move around in the suite and the building?
- Where is the outdoor designated smoking area in relation to my suite?
- What are the rules about decorating or altering my room or suite?
- Do I need rental suite insurance? If so, what type?
- May I have a pet? Can pets visit?
- May I have overnight guests?
- What kind of storage is available?
- Do I get my own parking spot? Cost?
- Is there guest parking available?

Dining and food services

- Are menus posted? Are there choices?
- Can I have a diet tailored to meet my health needs?
- What if I am ill and cannot get to the dining room?
- Can guests come to eat with me? Cost?

Location

- Do I like the neighbourhood?
- Is it near family and friends?
- Is it near services (e.g. medical, dental, pharmacy, shops, recreation and worship)?
- Is it close to transportation?

Electric mobility

- May I take my scooter or electric wheelchair inside the building, to the dining room or to my room?
- Where are scooters parked in relationship to my room?
- Can I easily get to my room from the scooter parking area?

Activities/recreation

- What on-site activities (including exercises), events and religious services are there?
- How often are community activities scheduled?
- Is transportation provided? Is it wheelchair accessible?
- Is there a volunteer program to support tenants?
- Are there tenant volunteer program opportunities?
- What services are available (e.g. hairdresser/barber, nails, foot care)?

Tenant rights and responsibilities

- Is there a Tenant Council with regular meetings?
- What are the suggestion, complaint or grievance procedures?
- How are family concerns addressed?

Safety and Emergency Services

- What is the site CPR policy?
- Are emergency fire plans displayed?
- What is the emergency response system? How is it answered?
- Are exterior building doors locked? When? How do guests get into the building?
- What security staff is available during evenings, weekends and holidays?

	<p>Assisted Living checklist – preparing to move in once a suite has been offered to you</p>
<p>What are my rights?</p> <p><i>To have choices and act on them.</i></p> <p><i>To be informed and listened to.</i></p> <p><i>To feel safe, secure and supported.</i></p> <p><i>To feel respected and treated with dignity.</i></p>	<p>Before the move</p> <ul style="list-style-type: none"> <input type="checkbox"/> Determine your ability to manage the move process. <input type="checkbox"/> Confirm day and time of move in with the Assisted Living provider. <input type="checkbox"/> Give notice to your current landlord if applicable. <input type="checkbox"/> Reserve elevator and final inspection if applicable. <input type="checkbox"/> Transfer or cancel telephone. <input type="checkbox"/> Cancel hydro, gas, cable. <input type="checkbox"/> Check with your Home Health Community Care Professional to see if you need to cancel SAFER (if you are receiving). <p>Packing up, moving and unpacking</p> <ul style="list-style-type: none"> <input type="checkbox"/> Get a floor plan and measurements of your new residence and decide on furniture needs. <input type="checkbox"/> Determine the personal items you will need that will make it feel like home. <input type="checkbox"/> Establish a timeline for getting ready to move. <input type="checkbox"/> Arrange for friends, family, volunteers, an agency or a moving company to help with packing and unpacking. <input type="checkbox"/> Arrange telephone/cable/internet installation. <input type="checkbox"/> Arrange rental suite insurance (highly recommended).

Submit your change of address:

- Doctor/dentist
- Post Office
- Bank and credit card(s)
- Canada Pension/Old Age Security 1-800-277-9914
- Canada Revenue Agency
- Magazines and newspapers, clubs and organizations
- Car insurance and driver's license
- BC Medical insurance
- Insurance and investment companies

Expected moving expenses:

- Movers
- Damage deposit
- Pet damage deposit (if applicable)
- Installation of phone/cable/internet

Examples of ongoing expenses:

- Monthly Assisted Living rate
- Household and personal supplies e.g. laundry soap, toilet paper, personal hygiene products
- Breakfast supplies
- Telephone
- Hydro
- Cable/internet
- Transportation - bus/taxi/Handidart

Your health may improve so much that you consider moving to a more independent setting.

By the same token, sometimes your health needs change and you need 24-hour professional care that is provided at residential care sites.

Moving out

If you have tried funded Assisted Living and decide that it is not for you, you will still be able to receive personal care assistance at home if needed.

Before you move out:

- Contact your Assisted Living Community Care Professional.
- Provide notice - confirm with your Assisted Living provider what the notice period is.
- Determine who will help with packing and unpacking.
- Cancel your telephone service and cable if applicable.
- Provide your change of address to the Post Office, Doctor's office, Bank and Credit Card Agency, Canada Revenue Agency, Service Canada.

There may be a time when your care needs cannot be met in Assisted Living. You will be required to move to an alternate care setting if you:

- Can no longer direct your own care;
- Exhibit behaviours that jeopardize your safety and well-being or the safety and well-being of other tenants or staff;
- Have care needs that can no longer be supported in Assisted Living.

Your Assisted Living Community Care Professional will work together with you to find an appropriate alternate setting.

How can I make Funded Assisted Living work for me?

Most Assisted Living tenants find that when the work of cooking and cleaning is done for them, they have more time and energy to create connections for new friendships and activities.

Remember to allow time to settle into your new home.

Here are a few ideas to maintain or even improve the quality of your life:

- ❑ Be honest with the staff about your personal preferences. Don't be afraid to ask for help!
- ❑ Bring the belongings that you most cherish to help make your new suite feel like home.
- ❑ Bring your hobby items so that you can continue enjoying your hobby, e.g. baking, sewing, music or painting.
- ❑ Stay in touch or reconnect with family and friends. Invite them to visit for tea or a meal, or go out to visit them.
- ❑ Maintain or re-establish your contacts with your religious or spiritual institution.
- ❑ Volunteer for, teach, or help with activities in your new home, such as exercise classes or your favourite hobby.
- ❑ Submit a suggestion of your favourite activity to the events co-ordinator.
- ❑ You will meet a variety of new acquaintances and friends-enjoy the new experiences!

Tips to maintain or improve your quality of life

*Your responsibilities
in Assisted Living*

What Are My Responsibilities When I Move in to Assisted Living?

Three of your most important responsibilities when you move into Assisted Living are to:

- Do as much for yourself for as long as you are able;
- Stay involved with your family and friends;
- Get involved with your new community.

Other responsibilities are to:

- Manage and maintain your own health and well-being.
- Participate in decisions about your care.
- Make your own appointments for medical and dental care.
- Manage your medications as long as you are able.
- Participate in the meal program.
- Accept personal care assistance that you have identified as beneficial in consultation with the Assisted Living Community Care Professional and the staff of the AL site.
- Meet with your Assisted Living Community Care Professional as needed and requested to ensure your needs are being safely met.
- Notify the staff if you are planning to be away for longer than one day.
- Abide by your tenancy agreement and the rules of the Assisted Living site.
- File an income tax return each year (You will be required to pay the maximum rate for your AL site if you do not file a tax return).
- Pay your monthly tenant rent on time. Failure to pay may result in eviction.
- Move to other accommodations if your care needs cannot be managed safely in AL or if you are no longer eligible for AL for any other reason.

Frequently asked questions

How long will I wait for a suite?

Your Community Care Professional will provide you with information about the different Assisted Living sites, including an approximate estimate of wait times. You will then choose one site that you are interested in. This is a decision that you will make based on such things as location, wait time, proximity to family, friends, or services.

Once you are on the waiting list for an Assisted Living site, the time it takes to move into your new home will vary based on the availability of a suite. The Assisted Living Site Manager or designate will contact you when a suite becomes available so that you can tour the site. You may bring a family member or friend with you. Final approval does not occur until after your tour with the Assisted Living Site Manager or designate.

What happens if I turn down a suite that is offered to me because I have decided I am not ready for Assisted Living yet?

By putting your name on the site list, you are indicating that you would like to move to the Assisted Living site. If a suite becomes available in the site you have chosen and you choose not to accept it at this time, you can choose to remain on the list but will be moved to the bottom of the list. If you refuse a suite a second time your name will be removed from the list.

If you no longer feel that Assisted Living is for you, your name will be removed from the list. You may re-apply at a later date if your situation changes and your wait list date for Assisted Living will be the date you re-apply.

What happens if I go to hospital when I am in Assisted Living?

You must continue to pay your usual monthly rent while in hospital.

What happens if I don't need Assisted Living Services and I just need the housing?

Assisted Living is for people who need personal care assistance as well as the hospitality services such as meals and social programming. If you don't require care services or choose not to accept these services then you may be required to move out of your funded unit. Your Community Care Professional will review your options with you.

Can I be evicted from my suite?

Upon move in you will sign a tenancy agreement with the Assisted Living Provider. As with any tenancy agreement you can be evicted for contravention of the tenancy agreement or the site rules. The most common reasons for eviction include not paying the monthly rent, smoking in the suite and behaviours that impact the safety or well-being of other tenants or staff. All sites have a written eviction policy and process.

When do I use my emergency response system?

Your system should be used when you have an emergency, e.g. if you fall, cannot get out of bed or are unwell or need immediate support or care.

What happens if my spouse was the person eligible for funded Assisted Living, and he or she is no longer able to live in the setting?

If you are not eligible for Assisted Living, you may be required to move out of your funded Assisted Living home within 6 months of your spouse leaving. Your Assisted Living Community Care Professional will assess your needs and work with you to understand your options.

If you are eligible for Assisted Living, your Assisted Living Community Care Professional will re-calculate your new monthly rate based on your after tax-income alone.

What happens if my needs change?

If your needs change, your Community Care Professional will meet with you and determine if changes in support and/or equipment adaptations are necessary and available within the limits of Assisted Living. She/he may also refer you to another professional health care worker to provide assistance or treatment. If it is determined that your needs can no longer be met in an Assisted Living setting and you need to move to Complex Care, your Assisted Living Community Care Professional will assist you through the process of identifying the appropriate setting to meet your needs and the transition to this new environment.

You cannot remain in Assisted Living if you are unable to make decisions on your own behalf; if you have behaviours that are a danger to yourself or impact the safety and well-being of other tenants or staff; or if you require more care than can be provided in Assisted Living. Your options are to move to a funded residential care bed or move to a private pay care bed or move to the community with funded or private supports.

What if I feel I need additional personal care?

Speak with your Assisted Living Community Care Professional. Additional care based on your care needs may be approved. You may purchase companion services if you choose.

Can I still attend my Fraser Health Day Program?

Assisted Living sites have recreational and social activities included in their programs so these would replace your participation in a Fraser Health day program.

What if I want to go on vacation or visit family out of town?

You may be absent for personal reasons for up to 30 days in a calendar year. As with any rental apartment, you will be required to pay your Assisted Living monthly rent while you are away. If you want to be away more than 30 days, you need to get prior approval from the Assisted Living Community Care Professional; otherwise you may be charged the full unfunded cost of your suite. Review your tenancy agreement for other information related to absences.

What if I have a complaint or I have a problem with the Assisted Living provider?

If you have a concern about your Assisted Living residence, you are encouraged to meet directly with the Assisted Living provider. If your complaint is not resolved or you feel uncomfortable approaching the Assisted Living provider directly, you can contact:

Your Assisted Living Community Care Professional

Or:

Fraser Health Patient Care Quality Office
11762 Laity Street
Maple Ridge, V2X 5A3
Phone: Toll Free: 1-877-880-8823
Email: pcqoffice@fraserhealth.ca.

If the issue is related to health and safety, you may also contact the:

Office of the Assisted Living Registrar of British Columbia, located in Victoria, B.C:
Toll free: 1-866-714-3378
Fax: 1 250-952-1119
Email: info@alregistrar.bc.ca

Other Relevant Information and Resources

General health questions

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

Nurses address specific concerns

BC NurseLine
811 www.bchealthguide.org

Health information to seniors, caregivers &

Canadian Health Network - Seniors Health Centre
www.canadian-health-network.ca

Information on diet and nutrition

Dial - A - Dietitian
Greater Vancouver: 604-732-9191 / Toll free 1-800-667-3438

Information on prescription coverage

Pharmacare (including Fair Pharmacare Plan)
Vancouver: 604-683-7151 / Toll free 1-800-663-7100

Information about finances

Pension, Old Age Security, Guaranteed Income Supplement
Toll Free 1-800-277-9914 / www.hrhc-drhc.gc.ca

Assisted Living standards/regulation

Office of the Assisted Living Registrar
Toll Free 1-866-714-3378
www.healthservices.gov.bc.ca/assisted/index.html

Other housing options for seniors

Seniors Services Society
604-520-6621 / www.seniorservicesociety.ca

Information on veteran benefits

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

Crisis Line

Crisis Line
Fraser Health Mental Health Crisis Line 604 951-8855
Toll Free 1 877 820-7444 (for those who live east of Abbotsford)

My Assisted Living information

Name: _____ Ph: _____

Address: _____

*Building, food,
activities*

Assisted Living Site Manager: _____ Ph: _____

*Change in care
hours, needs*

FRASER HEALTH Assisted Living
Community Care Professional: _____ Ph: _____

Doctor: _____ Ph: _____

Pharmacy: _____ Ph: _____

Home Health Nurse: _____ Ph: _____

OT/PT: _____ Ph: _____

Dietician/Nutritionist _____ Ph: _____

HandiDart: _____ Ph: _____

Other important numbers: _____
