

Resident and Family Orientation Handbook



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We acknowledge and respect the Lək̓ʷəŋən (Songhees and Esquimalt) Peoples on whose territory Luther Court stands, and the Lək̓ʷəŋən and WSÁNEĆ Peoples whose historical relationships with the land continue to this day.

Who We Are

Luther Court can trace its beginnings to members of the Lutheran Church of the Cross. As early as 1974, they completed a feasibility study for developing a complex that would help meet the physical and spiritual needs of citizens in the community. In June 1974, the Luther Court Society of BC was incorporated. The Society included representatives from the various Lutheran Churches of Greater Victoria and Lower Vancouver Island.

Luther Court was dedicated and officially opened on Sunday, June 3, 1979. Since that time Luther Court has consistently adapted to meet the changing needs of the community it serves.

Luther Court currently provides 57 low-cost, self-contained apartments, 30 of which support assisted living clients and 60 licensed rooms for residents with complex care needs. Luther Court also has an adult day program which serves 11 people from the community each day – Monday to Friday. Our premises are laid out so as to provide convenient access to all.

Regardless of the changing needs of residents, Luther Court has remained true to its founding values. Luther Court Society, as reflected in our Mission and Vision statements, strives to provide services to enrich the lives of our residents and tenants. At the same time as we prepare for changing community needs.

The Society, through its philosophy, promotes the safety and well being of those living here while meeting their physical, emotional and spiritual needs, as we seek to foster a community of care.

Luther Court seeks to integrate, as much as possible, meaningful activities and experiences to assist the residents to maintain a sense of dignity and purpose; thus enhancing their quality of life. To accomplish this we earnestly solicit community and family involvement.

On behalf of our Board of Directors and the Leadership of Luther Court, we extend a warm welcome to all residents and families.

Mission Statement

Luther Court is an inclusive caring community that nurtures excellence in health care, a sense of belonging, wellness and healing while sharing life's journey.



Vision Statement

Inspired by our mission and guided by our values, we plan for and respond to the future needs of our community through innovation while offering the gifts of accompaniment, empowerment and belonging.

Luther Court is dedicated to providing a spectrum of programs and services to enrich the physical, spiritual, intellectual and emotional lives of those we serve; thought anticipating and responding to the changing needs of the community.

Luther Court Model of Care

The Luther Court Society has implemented a model of care; a socially based model that contains a number of differences from more traditional medically based models.

Our model operates with the recognition that this is the person's home. This space welcomes and respects the individual's independence, autonomy, personal decisions and choices.

At Luther Court, individuals participate in all the day-to-day activities that are essential for life and those pursuits that impart particular meaning and purpose to their lives. All of this is lived within a community of care.

To accomplish the Luther Court Model of Care we are intentional about our:

Core Values

- We advocate for our community.
- We live our mission with integrity and respect for everyone.
- We are committed to transparency, accountability and innovation.
- We collaborate for quality health outcomes.
- We affirm the worth and dignity of all.
- Our community celebrates life's joys, and we comfort each other in times of sorrow.
- We are a faith-based organization, which honours and respects all people.
- We are committed to our ongoing work of reconciliation with Indigenous peoples.
- We embrace diversity, equity and inclusion.



Aspirations

Everyone has a Place at the Table

Whoever you are and wherever you are in your life, you are welcome at this table. This is a table for building friendships, a place to feel valued and included. This is a table where you matter, where you make a difference.

At Luther Court we live into our aspirations by:

Caring with Heart

In this place you will experience compassionate care in a caring community. Whether you attend the Community Health Centre or make this your home, you will find skilled and caring professionals and a community committed to your wellbeing.

Valuing Diversity

Everyone who receives our services is valued and respected for who they are. The care providers at Luther Court honour the rich diversity of people who come to us for support in meeting their unique physical, emotional, social, psychological and spiritual health needs.

Life Affirming Sanctuary

This sanctuary provides a safe environment which affirms and nurtures life. This is a place where you can find meaning, purpose, acceptance and supportive relationships. Here your contributions to the life and wellbeing of the community are welcomed.

Intentional Community

We are committed to life together by learning from each other, being challenged by one another and treating each other with compassion and respect even when there are differing viewpoints. All who participate in the life and services of this community help us to thrive. We are inspired by the wisdom and curiosity of the many generations involved in the life of Luther Court.

Luther Court Client Safety Statement

A commitment to client safety is central to the vision of Luther Court Society. The organization strives to improve the safety and quality of care provided to clients. Luther Court demonstrates its commitment to client safety through several initiatives including the following:

Culture

- A Culture of Safety exists throughout the organization

Communication

- Staff, clients and family members are engaged in discussions regarding Client safety including during meeting with clients & families, at Family Council Meetings and at Leadership and house meetings.

Medication Use

- Medication Reconciliation and safe administration are priorities. Medication reconciliation reduces preventable adverse medication events and improves client safety and care.
- Luther Court is committed to the safe reduction of the use of anti-psychotic medications amongst its clients and actively follows a protocol to achieve this end

Workforce/Worklife

- Worklife and the physical environment of Luther Court supports the delivery of the safe care and services
- Staff are particularly appointed to designated safety portfolios

Infection prevention and Control

- Infection prevention and control systems are in place and evaluated regularly

Risk Assessment

- Risks to client safety are identified and mitigated
- Specifically: a Falls Prevention Program is in place
- A Pressure Ulcer Prevention Strategy is in place
- Prospective Analysis processes are carried out annually and policies and procedures adopted as needed
- Preventative maintenance program is actively in place

An Ethical Framework

Each client has the right:

1. To be sheltered, cared for, and spoken to in a respectful manner as an adult.
2. To have choices and act upon them.
3. To be informed and listened to.
4. To manage one's own financial affairs.
5. To form friendships and relationships.
6. To know that one's records are confidential.
7. To pick up mail without interception or interference except when authorized.
8. To have one's privacy respected in matters of personal care and communications.
9. To be made aware of the various services provided by Luther Court and its policies.
10. To be able to keep possessions, photographs, and mementos as space allows.
11. To have the freedom to refuse participation in studies or surveys conducted at Luther Court.
12. To participate in the activities offered by Luther Court, and be provided with opportunities that stimulate one's intellect.
13. To have the freedom and support to pursue religious beliefs that contributes to one's spiritual health.

Each client has the responsibility:

1. To observe the rules and regulations of Luther Court Society that are in effect from the time of moving in, including updates.
2. To treat fellow residents and staff with courtesy and consideration.
3. To be aware of and participate in fire and disaster drills.
4. To report to care staff anything he/she/they feels needs attention, e.g. safety hazards, security, or anything one feels is not right.
5. To give members of the leadership team an opportunity to correct a complaint or grievance by speaking to them directly.

Person-Centered

Our model of care places the client at the centre. We try, as best we can, to honour client and family choice, and to build care and activity plans which uniquely fit the lifestyle and background of the individual.

What does this mean in practical terms?

- ✚ Flexibility in meal times – if you are an early bird or a late riser your breakfast can be adjusted accordingly
- ✚ Clients are given the opportunity to choose their dining partners
- ✚ The dining rooms are home-like and look, smell and feel like a place one would like to eat in
- ✚ Within the parameters of safety, clients are encouraged to bring in their own personal effects
- ✚ Ethnic, cultural and religious differences are recognized and, where possible, accommodations are made (e.g. a vegetarian diet, assisting client with religious observances, encouraging the family to bring in ethnic food that could be enjoyed by the client and his/her neighbours).
- ✚ Special occasions in the life of the client are celebrated (e.g. birthdays, anniversaries, holidays, etc.)
- ✚ Family pets are allowed to visit.
- ✚ Family involvement in many ways – from suggesting menu choices to their participation in programs, to joining the resident for a special meal

We encourage an open dialogue with families with regard to how we can make the person in care feel their needs and concerns have been heard and addressed to the best of our ability at Luther Court.

Teamwork

Delivery of care and services is a team effort. The function of each discipline is dependent on the other. All employees contribute to the client's wellbeing. The Leadership Team ensures the smooth operation of Luther Court.

Please don't hesitate to contact us if you have questions (250-477-724) and press extension:

- Kevin Harter: Chief Executive Officer Ext. #226
- Darrell Eng: Chief Financial Officer Ext. #222
- Carolyn Hoekstra: Director of Residential & Support Services Ext. #228
- Chelsea Wozniak: Director of CHC #300
- Robin Love: Manager of Access and Community Ext. #242
- Lisa Haagenon: Assisted Living Nurse/Home Support Supervisor Ext #224
- Peter Brennan: Manager Building Services Ext. #252
- Business Officer/Finances: Ext. #220
- Pastor Ed Chell: Chaplain Ext. #223
- Executive Administrator Ext. 239
- Reception Ext. #221 or Front Door Screeners Ext. #289
- Community Health Centre: 250-953-7628

Luther Court Interdisciplinary Care Team

The Interdisciplinary Care Team members work one on one with residents to ensure their best possible health and wellness outcomes.

Most Responsible Nurses (MRN)

All clients are assigned to one of four Registered Nurses who are supported to have specialty training in gerontological nursing. These RNs manage the personal care plans of their clients and monitor health issues. The MRNs are family liaisons and they work closely with all the Luther Court staff to provide integrated care.

LPN

Licensed Practical Nurses assist the clients with their care and health issues.

Health Care Assistant (HCA)

Certified care staff assist clients as necessary with their daily needs (ADL).

Nutritionist

A nutritionist visits weekly to supervise the nutritional needs and participate in the Care Plan Review.

Chaplain

The LCS Chaplain assists clients in nurturing their spiritual health – those things which bring hope, meaning, purpose, and creativity to their lives. We support our clients' varied backgrounds and help them to stay connected with their own faith communities and other groups which add to their sense of spiritual well-being.

Social Worker

A social worker assists with the admission process, gathers social histories, provides referrals to community services, and is a resource for families and residents to provide support and counselling services, and acts as a liaison with Family Council.

Activity Staff

Trained Activity Staff provide a variety of programs to meet creative, social and physical needs.

Pharmacist

The Pharmacist acts in an advisory capacity in the Care Plan Review and Drug review process.

Medical Coordinator

The Medical Coordinator is a family physician who oversees the care provided by the clients' physicians to ensure it meets the standards set by licensing.

Family

A client's family is an integral part of the Interdisciplinary care team. Family members or chosen support persons contribute to the enrichment of the residents' lifestyle in numerous ways.

Care Conferences

Care conferences are held for each resident, 10-12 weeks after admission and then on an annual basis, or as necessary. The pastor, social worker, nutritionist, pharmacist, Most Responsible Nurse, and other relevant care givers attend. The client and their family members are encouraged to attend.



Dear

Welcome to Luther Court. We hope you have had an opportunity to settle into your new surroundings and meet some of the people living in your new community.

Your new care facility offers programs and support to help you during this time of change. Please talk to the staff about your needs and concerns so that they can better support you.

This facility had the first appropriate bed available that would meet your needs. If is not your preferred facility, you are welcome to stay if you find it suits you. However if you wish to transfer to your preferred facility, you will need to:

1. Settle into this facility for the first two months. This will give you and your family and support people time to adjust and get comfortable with your new surroundings.
2. At the end of two months, you or your designate may make a formal transfer request. Please talk to your facility and they can tell you how to contact the Residential Access Case Manager attached to your facility. Your name will then be added to the transfer list for your preferred facility. You will have to wait for an appropriate bed in the preferred facility to become available.
3. If you have applied for a transfer, but decide to stay in your current facility, please contact your Residential Access Case Manager.

Your monthly fee has been calculated by your case manager. Residential care fees are standardized throughout British Columbia and are partially subsidized by the Health Authority. In order to keep receiving the subsidy, you must file your taxes on time each year. Your monthly fee will be adjusted annually based on your income and you will be notified of any change.

Your care providers in the facility will support you as you settle into your new home. Please do not hesitate to speak to them about questions or concerns you may have.

Sincerely,



Caitlin Davies,
Manager
Community Access

cc Yuko Horton— Case Manager

www.viha.ca/hcc

Welcome to Your New Home

Please keep in mind that you have the freedom to decorate your new space according to your preferences, within reasonable limits. The following recommendations aim to enhance your safety while allowing you to personalize your new home.

Helpful Items

- ❑ Decorations and mementos from home help personalize the room and make it more familiar for residents.
- ❑ Carpets and rugs are not permitted due to safety concerns.
- ❑ Photos, awards, commendations, etc. help staff members relate to residents, and provide a glimpse into their interests and backgrounds.
- ❑ In consultation with staff families are permitted to provide a favourite chair, television, or bedside table. Closets have organizers and eliminate the need for a dresser.
- ❑ The special beds provided must be used, but washable quilts and/or bedspreads, & pillows may be brought in to brighten the room & add comfort.
- ❑ A telephone with memory dialling, large push-button numbers, and, if needed, an amplified handset, are recommended where appropriate, as they aid in communicating with friends and relatives.
- ❑ A supply of post cards, greeting cards, and stamps helps the residents to keep in touch and gives them an opportunity to think about others.
- ❑ A television/VCR/DVD player with remote controls and earphones can be a helpful addition.
- ❑ A radio with plug-in earphones should be included for the hard of hearing and for residents who like to listen during the night when others are sleeping.
- ❑ A cassette and/or CD player, which can accommodate talking books, preferred music, relaxation tapes.
- ❑ All electrical equipment must be inspected by the Building Service Manager to ensure it meets CSA guidelines.
- ❑ Newspapers and magazines may be appreciated by some. A daily newspaper subscription can be arranged through the business office.
- ❑ A plant that requires little tending is a cheerful addition.
- ❑ A personal bulletin board is a great place for holiday decorations, notices of special events, greetings on birthdays and anniversaries, jokes, cartoons, catchy sayings, photos, and scheduled appointments.

Telephone Hook-up

For telephone hook-up please call the phone company of your choice (Rogers, Shaw or Telus) to make arrangements.

Cable TV

Currently our cable television provider is Shaw Cable. There is a monthly charge for cable.

Visiting

Visitors are welcome at any time. This includes family pets, provided they have a calm and social nature. Please clean up after your pet in the event they should have an accident. If visitors have cold, or flu symptoms they should refrain from visiting until 72 hours after the last symptoms have passed. They are welcome to call and enquire about their loved one.

Clothing

Families provide all ongoing clothing needs. Comfort, convenience and ease of laundering are essential in selecting clothing for clients. The clothing should be comfortable, easy to put on and take off and be sturdy enough to withstand frequent laundering, while maintaining the client's sense of individuality and taste. Female clients who need help to maintain their modesty do better in slacks than skirts. Our staff are able to suggest sources for specialty clothing.

It is a really good idea to label or mark in some fashion: glasses & watches.

Name labels must be affixed to all of a client's clothing to avoid misplacement. Labels are made on site and charged to the client's comfort account. There is a one-time fee for labelling of garments which includes the initial cost of the labels, as well as the ongoing labour costs of applying the labels.

Family's Role

Families are an integral part of a client's well being. Family members provide continuity, bringing together the past, present, and future. They are reminders of accomplishments and their involvement can greatly enhance the sense of meaning and purpose in a client's life. With family support clients feel a greater sense of optimism. This is apparent in the fact clients often define themselves through their relationships with their family as spouse, parent, aunt, uncle, grandparent or otherwise. Family visits take precedence over other activities, as family members are advocates and caregivers. They represent love, respect, security, and validation of the clients' values. Family members are an invaluable part of the care team. They make an essential difference to the lives of clients.

Adjustment Period

Allow for an adjustment period. Moving into a care home, like any major lifestyle change has the potential to be difficult. Help your loved one by acknowledging any specific grievances they may have and work with our staff to overcome them.

Most clients become more content with time as they settle into their new home. Also remember to care for yourself, acknowledging and talking about any feelings you might have, and take comfort in the fact that you have decided to move your relative into a caring environment that will best suit their present needs.

Self-Care

The role of a caregiver is extensive and can be challenging. Remember that self-care is an essential part of being an effective caregiver. Focus on what you can do and don't be afraid to ask for help. Please feel free to discuss concerns with you loved one's MRN (Most Responsible Nurse). We encourage you to visit as much as possible; but remember to take time for yourself as well. Although our staff can never replace a family's loving care they are able to attend to a wide array of your loved one's needs. Thus you are freed to respond to the needs which only a family member can provide.



Joining the Community

Comfort Account

It's recommended that residents keep about \$75 in a comfort account for hairdressing or other costs. This account may be accessed through the Receptionist between 9:00 am and 12:00 p.m. and 12:30 p.m. to 4:00 p.m. Monday to Friday.

Business Office and Reception

The Business office manages accounts, receipts, billing, and mail. Reception is open 8:30AM – 8:00PM, Monday to Friday.

HandyDART / Transportation

HandyDART transportation for appointments is recommended for persons who find regular cars difficult to get in and out of. An application for HandyDART registration is necessary. See the Social Worker for information. Taxi companies also have wheelchair accessible vehicles and subsidy programs.

Mail / Post box

Clients' mail is delivered to their room Monday through Friday. There is an outgoing post box in the reception area. Mail is posted every weekday afternoon. Stamps are for sale in the Gift shop.

Monthly newsletter

A monthly newsletter with an events calendar is circulated at the beginning of each month, and is also available at reception.

Library services

Shut-in library services are accessible monthly and delivered and picked up by volunteers. See the Activity Department to register. There is also a small in-house library on the main floor.

Paper delivery

Paper delivery is provided daily or weekly upon request. Phone 477- 7241 extension 28 for more information or to make arrangements.

Volunteer services

Volunteers serve in a variety of areas at Luther Court. Clients may request one-to-one visiting or an escort for doctor's appointments, if a family member is unable to assist.

Paid companions

The family may arrange for a privately paid companion to spend quality time with their loved one. This may enrich the quality of life for a client by facilitating accompanied outings, such as shopping, walking, or a car ride. If you wish to arrange for a paid companion please see the Director of Community and Support Services.

Dental Services

An oral hygienist visits regularly to see new admissions and other clients by appointment. The exam fee is included in monthly charges.

Physiotherapist / Occupational Therapist Services

Occupation and physiotherapy services are available as needed, and in general either/or assess client's needs on admission and ongoing in consultation with family.

Foot Care Services

Foot care is provided by certified foot care nurses. Please see your loved one's MRN to make these arrangements. There is a fee for these services.

Hairdressing Services

A hairdresser is available by appointment on Thursdays for a fee.

Smoking/Vaping

Following CRD Bylaws, we prohibit smoking/vaping in all residents and common areas, including Luther Court's garden space. Smoke detectors, heat alarms, and fire sprinklers have been installed.

Alcohol

Alcohol is permitted with the physician's approval. It is the policy that alcohol is kept secure in a nursing locked cupboard.

Medications

All medications are ordered by the physician. If family members wish to provide nutritional supplements they must be ordered by the physician and packaged by the pharmacy.

Activity Programs

The Activity Department plans and facilitates numerous daily, weekly, monthly and seasonal programs. A number of fun and interesting activities are available, birthday celebrations, cook outs etc. The activity staff carry out individual assessments to ensure that clients have choice in their activities.

Religious Services

A brief 15-minute time of prayer, song and meditation is offered each weekday morning at 9:30 a.m. in the Main Lounge. Morning Devotions are attended by an ecumenically diverse group of people and is a good way to begin the day!

The Lutheran Church of the Cross, broadcasts a Sunday church service via video-feed into the Main Lounge every Sunday morning at 10:00 am. They conduct communion services throughout the month and may arrange other services based on the faith community of clients. Moreover, Luther Court celebrates various festival and holy days with special services

VOLUNTEER OPPORTUNITIES

Volunteering at Luther Court is a much respected and valued opportunity. If you or any of your friends and family has the inclination to volunteer, please contact the volunteer coordinator in person during office hours or call 477-7241 ext. 28.

Donations










Luther Court is a registered, non-profit charitable society. Tax deductible donations may be made to enable the purchase of equipment, services, or programs not covered by our regular funding bodies. The business office will be happy to provide information on our various donation programs.

LUTHER COURT FAMILY COUNCIL

Family Council is a group of our clients' family members and friends.

The Council's mission is to enrich the quality of life for the clients. We do this by promoting an atmosphere of caring and support among the residents, their family and friends and our staff, volunteers and administration.

As Family Council we:

-  Welcome new clients and their families
-  Provide the clients with opportunities for socialization
-  Provide clients with mutual support through shared experiences
-  Hold educational sessions / seminars
-  Advocate on behalf of the clients
-  Promote effective communication
-  Problem solve
-  Utilize the many skills of family members and friends
-  Garner donations, host fundraising events

The Family Council invites you to join us and become involved in our 'Community of Care'. The Council meets once a month and is a wonderful way to get to know the clients, their family and friends, our staff, volunteers and the administration of Luther Court. These activities can actively contribute to the quality of life for all.

If you are interested in joining the Council, or volunteering with the coffee/tea social held each month please contact:

Robin Love
Manager of Access & Community
E-mail: RLove@luthercourt.org

Addressing Concerns with Clients and Families

Luther Court understands that living in community requires cooperation and participation from all involved – the staff and management of Luther Court, the clients, and their families - all play a role in ensuring the health, safety and well-being of the person-in-care.

Sometimes clients or their families may have a concern about a matter pertaining to their care, or to an issue about the facility itself, or about another client. Problems are best resolved when they are brought forward without delay, and we encourage you to voice your concerns. There is most often a solution that satisfies everyone. Usually, a good place to start is with your Most Responsible Nurse. She is the one who oversees the client's care plan and is often the person who has the broad overview of the situation. When the resident is admitted, they are assigned an MRN, and you will be informed who the MRN is. If you are unsure of who the MRN is, please ask any staff member and they can let you know who that person is. However, you can also speak to any staff member about a concern. Luther Court has a complaints/issues form which you can get from any staff member, and they will ensure that it reaches the appropriate manager. The Executive Director reviews all complaints to ensure that the necessary follow-up has occurred and that resolution has been reached. The Executive Director or designate will meet with any client or family member should an issue be problematic to resolve. It is our wish to work with families to ensure the best possible outcomes for our clients. We accomplish this by working together.

Should you feel that your concern has not been addressed to your satisfaction, you have two further bodies to which you can take your concern forward.

As Luther Court is an affiliate of the Vancouver Island Health Authority, you can lodge a complaint with the VIHA Patient Care Quality Office. They can be reached by calling 250-370-8323 or <http://www.viha.ca/patientcarequalityoffice/>

Or, as Luther Court is a licensed facility under the Community Care and Assisted Living Act, you may lodge a complaint with the Community Care Facilities Licensing Program by calling 250-475-2235 or <http://www.health.gov.bc.ca/ccf/complaints.html>

As a caring community, working together - staff, client and family - keeping the best interests of the client at the centre, enables us to work at achieving a place that provides a feeling of safety, security and well-being that we associate with home. We hope you will be at home at Luther Court.

Electronic Links & other Resources

www.seniorsservingseniors.bc.ca

Vancouver Island Health Authority - www.viha.ca

Home and Community Care:

General Enquiries Line: 1-888-533-2273

Family Caregivers Network Society – www.fcns-caregiving.org

Victoria Epilepsy & Parkinson's Centre – www.vepc.bc.ca

Canadian Diabetes Association – www.diabetes.ca

Alzheimer Resource Centre – www.alzheimerbc.org

For additional information about life at Luther Court please review the materials listed below (which you will receive with this brochure)

Luther Court Family Council Bookmark

Luther Court Society Policies:

Restraints	#CL-013
Complaints/Issues	#LD-217
Client Abuse	#CL-012



Residents' Bill of Rights

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, and 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 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.

These rights are posted pursuant to section 7 (1)(c.1)(ii) of the Community Care and Assisted Living Act

POLICY AND PROCEDURE MANUAL

SECTION: Leadership Subsection: Risk Management Page: 1 of 2	SUBJECT: Complaint/Issues from Patients, Clients, Visitors or Family
Approved by: Chief Executive Officer	Dimension: Appropriateness
Effective Date: January 1997 Reviewed/Revised: June 2005; May 2008; October 2009; July 2012; June 2014; July 2015; February 2017; January 2018; June 2019; May 2020; June 2021; May 2022; May 2023	Subject #: LD.217

POLICY:

Patients, clients, visitors, or family have the right to voice complaints/issues and a process is in place to facilitate such complaints.

PROCEDURE:
Internal Complaints:

1. Employee receiving the complaints/issues shall ask the person to document it on the complaints/issues form.
2. Employee shall notify their manager of the complaint.
3. The manager shall circulate complaints/issues or share it directly with the person(s) concerned re the complaint/issue.
4. The manager shall investigate a complaint and attempt to resolve it. The resolution process shall be documented on the complaint/compliment form, which shall be forwarded to the Chief Executive Officer.
5. If the complaint cannot be resolved by the manager, it shall be forwarded to the Chief Executive Officer for further investigation.
6. Patients, clients, visitors or family may contact the Chief Executive Officer directly if their concern has not been addressed to their satisfaction.

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7. The Chief Executive Officer will work with the family to reach a mutually agreeable resolution to the issue.
8. All complaints will be acknowledged and investigated.

External Complaints:

If the issue in question cannot be resolved to the satisfaction of the patient, client, visitor or family member they have the right to seek redress in one of the following ways:

1. Lodging a complaint with the Medical Health Officer, through the Community Care Facilities Licensing Program. Information about this process can be found at: <https://www.islandhealth.ca/our-services/community-care-facilities-licensing/complaints-faqs>
2. Lodging a complaint with the Island Health Patient Care Quality Review Office. Information about this process can be found at: <https://www.islandhealth.ca/patients-visitors/patient-care-quality-office>
3. Lodging a complaint with the BC College of Physicians and Surgeons. Information about this process can be found at: <https://www.cpsbc.ca/files/pdf/Complaint-Form.pdf>
4. Lodging a complaint with the BC College of Nurses & Midwives. Information about this process can be found at: https://www.bccnm.ca/Public/complaints/Pages/make_a_complaint.aspx
5. Lodging a complaint with the Assisted Living Registrar. Information about this process can be found at: <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/assisted-living-registrar/assisted-living-residences/making-a-complaint-about-an-assisted-living-residence>

Luther Court will cooperate with the above-mentioned bodies, to reach resolution on an issue that cannot be resolved internally.

COMPLAINT FORM

COMPLAINT/ISSUE:

SUGGESTIONS:

Name _____ Date: _____

SUMMARY OF INVESTIGATION:

ACTION TAKEN and/or RECOMMENDATIONS:

Signature/Position Date: _____

Forwarded to Director of Care and Community: _____ Date: _____

Luther Court Community of Care Phone Directory

If you are calling about the Luther Court Community Health Centre please call 250 953-7628.

If you are calling about Luther Court services including long-term care, assisted and independent living or the adult day centre please call 250-477-7241 followed by the extension.

- General enquiries: 221
- Nurses Office: 243
- 2nd floor East: 229
- 2nd floor West: 230
- 3rd floor East: 240
- 3rd floor West: 241
- Director of Residential & Support Services: Carolyn Hoekstra 228
- Manager of Access & Community Services: Robin Love 242
- Assisted living Nurse Supervisor: 224
- Chief Financial Officer: Darrell Eng 222
- Business Officer: Fiona Schandl 220
- Chief Executive Officer: Kevin Harter 226
- Executive Administrator: Carmen Scott 239
- Director of the CHC & Clinical Services: Chelsea Wozniak 300
- Chaplain: Ed Chell 223
- Activities & Adult Day Centre: 319
- Manager of Building Services: Peter Brennan 232
- Supervisor Food Services: Avril McLeod 225