

Little Mountain Place



RESIDENT & FAMILY HANDBOOK



LMRCHS Mission & Values

Mission

A home is where you feel safe, where you belong and connect with others. It is where you contribute and pursue things that matter the most to you. Our Society exists to support you in living this life.

Values

These four values guide our behaviour in delivering on our Mission

We put our residents first

Residents call our housing home, so when we make decisions we consider the impacts on their wellbeing. We take time to know our residents and their families so we can anticipate their needs and deliver personalized care and support.

We celebrate people

Whether people live, work, or visit with us, we want to know them. They are individuals with a lifetime of stories. We share our knowledge and experience and feel proud of the community we are building.

We strive to be better

Housing and healthcare are complex, but it is our job to make it simple for our residents and families. We ask, "How can we make this work?" instead of saying why it won't. We are eager to learn and grow from our own and others' experiences. We aren't afraid to try new things to make our community more than just a place to live.

We honour our commitments

Because our work affects those around us, we accept responsibility for our actions and reveal how we make decisions. Life is not predictable and neither is our work. So when things change or turn out differently than expected, we speak up and have the courage to try again.

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 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.

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

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We are pleased to welcome you to your new home! This book is designed to help residents and families become familiar with the programs and services available at Little Mountain Place.



We hope that many of the most commonly asked questions will be answered by reading the different sections of the handbook. Our goal is to ensure that each resident's transition to their new home is as smooth and worry free as possible.

It is normal to have many questions during this time of change. Please do not hesitate to ask staff for clarification or information that is not provided in this handbook. Our staff is our most important resource in ensuring the care and satisfaction of residents and families.

Our Organization and Facilities

Little Mountain Residential Care & Housing Society is a not-for-profit organization that was founded in 1983. We have two care homes – Little Mountain Place and Adanac Park Lodge and one apartment building – Little Mountain Court for seniors living independently.

Little Mountain Place opened in 1987 and is a 117-bed complex care home. It is located in the heart of Little Mountain in East Vancouver, close to the Main Street Corridor and Queen Elizabeth Park, with many restaurants and coffee shops in close vicinity. The second floor has a 26-bed Special Care Unit called “The Garden Terrace.” It is especially designed as a living environment for residents with behavioral disturbances related to dementia.

All of our residents are referred to us through the Vancouver Coastal Health Authority. The health authority manages the waitlist for all care homes.



Amenities

Rooms: All the bedrooms are private. Each room is furnished with a bed, a night stand, a built-in cupboard and has its own washroom.

Resident and Family Kitchen: There is a room on the main floor equipped with a full kitchen and dining room tables and chairs that residents and their families can reserve through reception free of charge. When the room is not used for a program or a resident/family private function, the room is left open for residents and families to use.

Gardens: There are two lovely gardens. One garden is located on the main floor and can be accessed through the Lounge or the dining room. The other garden is located in the “Garden Terrace” on the second floor. Both gardens are fenced and have a variety of plants, shrubs and seating areas.

Resident Library/Children’s Play Centre: There is a library/play centre located on the main floor. The room is available for residents and their family members to use. There is a resident computer with Skype availability as well as toys and books for children to use while visiting.



WIFI: There is free WIFI in the building for residents and family members to use.

The Nook: There is a volunteer-run tuck shop, called “The Nook” near the front entrance where residents and visitors can purchase various snacks during open hours.

The front entrance is the main entrance used by residents, staff and visitors. These doors are magnetically locked and require the entry of a code to open. For security reasons, there are cameras installed at different entry points to the facility.

Residents who wander and are not safe to go outside on their own will wear a wanderguard bracelet that triggers the front door to lock when they approach or sets off an alarm if the door is open when they are close to it. Please help keep our residents who wander safe by not letting residents exit the building with you unless you know they are safe to do so. If in doubt, please ask staff for assistance.

All rooms and bathrooms are equipped with a call bell and have a smoke detector attached to the fire alarm system. Staff are trained in emergency procedures such as fire and building evacuations. Drills are conducted regularly. Emergency instructions and maps are located by the elevators. These maps clearly identify all emergency exits, and fire pull stations, and the location of fire extinguishers. Please familiarize yourself with the exit routes. When the alarm sounds, residents and visitors are requested to remain where they are and not to use elevators or stairways. Stand clear of fire doors as these will automatically close once the alarm sounds. Please obey the instructions given by staff during an emergency situation.

NOTE: Visitors are not allowed to enter the building during an alarm situation.

Care Plans: An interdisciplinary care team works with residents and families to develop, maintain and update individualized care plans specific to each resident's needs. The team is dedicated to providing a supportive environment by maximizing resident strengths, providing choice, and encouraging independence whenever possible.

Nursing: Residents receive 24-hour care from a care department consisting of registered nurses (RNs), registered psychiatric nurses (RPNs), Licensed Practical Nurses (LPNs) and resident care aides (RCAs). The team is led by the Director of Care.

Medication Administration: Resident medications are administered by the professional nursing staff as prescribed by the residents' physicians. Please check with nursing staff before residents take any additional medications so that they may be approved by the physician and verified by pharmacy. This includes herbal drugs or remedies as they can interact with other prescribed medications.

Bathing: There are bathing rooms with tubs and showers on each floor that ensure privacy. Residents are scheduled to receive one full bath or shower per week. In addition to this, residents requiring assistance with daily hygiene care are assisted to wash in their rooms by care staff in the morning, evening, and as needed.

Social Work: The social worker is available 3 days a week. As part of the initial assessment, the social worker gathers information about the resident's background, financial situation, social support system, strengths and achievements. The social worker makes referrals to appropriate community agencies, provides education to residents, families, and advocates on behalf of residents and families. Counselling can be provided to assist with stress due to illness, bereavement or a change of home.

Exercise Care Aide: The exercise care aide works 4 days a week and runs different fitness programs that are delegated by the community physiotherapist for eligible residents. The exercise care aide can assist residents and families with information regarding supportive equipment such as hip protectors, walkers and wheelchairs.

Leisure Services: The Leisure Services Department provides a unique service that facilitates the development, maintenance, growth and expression of a satisfying and appropriate leisure lifestyle. Recreation experiences offer the opportunity for self-expression, wellness and social interaction. The Leisure Department includes two Recreation Programmers who are led by the Senior Operations Leader. Recreation programs are offered 6 days/week, Monday to Saturday. Within six weeks of arrival, a Recreation Programmer will meet with the Resident and/or family to provide a leisure assessment and then design, implement, and provide ongoing evaluation of an individualized leisure program.



The Leisure Services Department strives to be inclusive of all cultures and this is reflective in the programming offered. Some of the many programs offered are Exercise, Active Games, Carpet Bowling, Chinese Leisure Interests, Arts & Crafts, Bingo, Dim Sum Lunch, Baking, Lunch Outings, Scenic Drives, Birthday Parties, Special Events and Entertainment. The Recreation Programmers work in conjunction with the Volunteer Coordinator to provide further enhanced leisure opportunities such as Tzu Chi Lunch, Tzu Chi Sing Along, Chinese Missions, Vancouver Chinese Baptist Church, and Catholic Mass.

Reception: A receptionist is present to take and forward calls as well as welcome visitors Monday to Wednesday from 8:00 a.m. to 4:00 p.m. and on Thursday and Fridays from 8:30 a.m. to 1:30 p.m. S/he will help you find your way in the building, answer your questions or direct you to the staff member who can help you best. The receptionist also supports the Director of Care with administrative duties when a new resident settles at Little Mountain Place.

Support Services: Nutrition, Housekeeping and Laundry

Nutrition: Under the direction of the Manager, Support Services, the kitchen staff produces a variety of foods that meet the nutritional needs of our residents in accordance with the Canada's Food Guide. Three meals and two between-meal multi-cultural four week cycle seasonal menu planned by the Manager and the Dietitian.

Little Mountain Place strives to provide the highest quality food, and promote the enjoyment of food rather than imposing tight dietary restrictions. Resident's choices around food selection are respected. The nutritional care plan is developed by the Dietitian and takes into account the resident's medical therapeutic needs, texture modification, religious/personal beliefs, and social and environmental needs.

Families are encouraged to assist with their own family member to obtain preferred foods that are not readily available from the facility. Residents and families are welcome to contact the Dietitian for questions and concerns, or to provide input about their resident's nutritional care.

There are a total of four dining rooms, and each resident is assigned to a specific dining area, best suited for his/her needs. Residents are assisted to the dining areas as needed, and staff supervision is provided in the dining room. Alternative arrangements can be made with the nurse in advance to accommodate residents who need late meals or packed lunches.

Arrangements can also be made with the receptionist for families to purchase meals to dine with the resident.

Tray service is provided when a resident is sick. Residents are encouraged to eat in the dining areas to receive staff supervision and assistance, and also for socialization. Residents who need eating assistance will be assisted by the care staff. However, families are welcome to assist with feeding their resident.



There is a kitchenette on each floor stocked with beverages and general snacks for resident use. House-brand nutritional supplements are dispensed by staff if prescribed by the Dietitian to promote improved nutrition for the resident.

As nutrition plays a very important role in maintaining the residents' health and social well-being, the Nutrition Services highlights the season with the seasonal menu changes and special meals to celebrate occasions. There is an active volunteer Tzu chi group which provides weekly home-cooked vegetarian lunches for the residents who choose to participate.



Meal times are designated as follows:

Time	Meal/Snack
7:30 – 9:00 a.m.	Open breakfast on main floor dining area
8:30 – 9:30 a.m.	Tray service on 2 nd and 3 rd floors Hot cart breakfast in the Garden Terrace
10:15 – 10:45 a.m.	Morning snack on the floors
12:00 – 1:00 p.m.	Lunch
2:00 – 2:30 p.m.	Afternoon tea on the floors
5:00 – 6:00 p.m.	Supper
7:30 p.m.	Evening snack on the floors

Housekeeping: Each room receives a complete cleaning once a week with spot cleaning as needed on a daily basis. Janitorial service is scheduled later in the day to cover the cleaning of all the common areas of the building.

Laundry: In-house laundry service is set up for residents' personal laundry, linens and towels. All dry clean and hand wash only items are not recommended to be brought in for residents and must be managed by family.

Maintenance: There is maintenance coverage 7 days a week that work and support both Little Mountain Place and Little Mountain Court. The maintenance staff are led by the senior operations leader. Please report any room repairs to the nurse who will inform the maintenance staff. Please have maintenance check all electronic appliances prior to bringing them to the room.

Volunteer Resources: The Coordinator of Volunteer Resources works one day a week, managing the recruitment, screening, orientating, training and recognition of our many volunteers. Volunteers greatly enhance and positively impact our residents' quality of life, as well as support staff. Volunteers are appropriately placed in a variety of programs including those in recreation, physiotherapy, spiritual health, one to one visiting, pet therapy, the Nook, special events, unique requests like sewing and shopping, and special events, depending on their experience, skills and interests.

Services Provided by Those Not Employed by Little Mountain Place

Medical Services: We have several physicians and a nurse practitioner (house clinicians) that see our residents on a regular basis. Each of our house clinicians are on site at least weekly. Every new resident will be assigned a house clinician to be their primary caregiver. New residents can also continue to be seen by their family doctor in the community if they are wanting to do so.

Physical Therapy and Occupational Therapy: Physical and occupational therapy services are provided by Vancouver Coastal Health staff on a consultant basis.

Podiatry Services: A podiatrist visits on a monthly basis and a portion of the cost for the visit will be charged to the resident through the trust account. The amount is dependent on the resident's financial status regarding MSP. More information about the services as well as a form for authorization will be provided upon admission.

Laboratory Services: Laboratory services are ordered by physicians and are provided by an outside provider. These services are covered by MSP.

Pharmacy Services: Medications prescribed by the physician or nurse practitioner are provided by an external pharmacy provider. The pharmacist is available for consultation services if needed. The cost of most medications is covered by Pharmacare. Medications not covered by Pharmacare are billed to the individual responsible for the resident's finances.

Dental Services: The geriatric dental program at UBC can provide some services on site. The costs associated with these services are the responsibility of the resident/family. More information about the services as well as a form for authorization will be provided upon admission.

Optometry Services: An optometrist visits once every two months to assess residents' vision. More information about the services as well as a form for authorization will be provided upon admission.

Hairdressing: A hairdresser employed by an external company is available every other Wednesday. Rates are posted and appointments can be made by contacting the hairdresser, the receptionist, or the nurse on the floor. Hairdressing appointments must be paid for by residents through their trust account.

Transportation/Escorts: The resident and family are ultimately responsible for providing transportation and escorts to appointments. However, if needed we can help to arrange for transportation. If family is unable to accompany the resident, we can arrange for a paid companion through an external agency and for transportation using either Handidart, taxi or SNT.



Please speak to the nurse with as much notice as possible if this assistance is required. All costs are billed to the resident's trust account with the exception of SNT. SNT requires users to open an account with them and payment must be made at the time of booking. More information on trust accounts is available in the financial section of this handbook.

Resident/Family Forum

The forum is held on the fourth Wednesday of every month with residents, family members and the management team. This is an opportunity to share information, upcoming events, quality improvements projects and introduce new staff. Guest speakers are invited to discuss topics of interest for residents and family members. The forum provides an opportunity to work together collaboratively, discuss general problems or concerns and provide input and suggestions with the goal of improving the quality of life for our residents. It is a great way to meet other residents, family members and staff.

A family board is located on the main floor next to the elevator with information of upcoming events, community workshops and facility licensing reports.

FAQ's

(Frequently Asked Questions)

My family member is used to having trays in the room. Can we order tray service?

Room tray service is only provided for short-term illness or when residents are not able to go to the main floor for dining, and must be assessed by the nurse and/or the Dietitian. It is re-assessed on a daily basis. Supervision is needed for any resident on room tray service.

Longer-term tray service cannot be accommodated for residents' preference due to licensing requirements. Many residents in residential care have some swallowing difficulty and/or some need for feeding assistance.

Can the care home provide my family member with specific preferred specialty foods?

Due to a limited food budget, we can only provide what is available on the menu and allocated for snacks.

Can I bring in food for my family member?

We welcome families to bring in preferred foods for their resident. We ask that family and friends who bring food for residents ensure that the items are appropriate for the resident's diet and are properly stored. Perishable foods should be placed in the fridges on the floors and should not be more than a one meal supply. Please ensure that the resident name and date are on the container before putting anything in the fridge.

Can we dine with our family member?

There are designated dining areas available for families to dine with their resident. Bookings and payments for meals can be arranged with the reception in advance during reception hours.

Can I take my family member out to eat?

Yes, when residents are well, going out for a meal with family and friends is an important part of a resident's social life.

If I am taking my family member out, can I make alternate mealtime arrangements for meals?

When taking residents out, please advise the nursing staff of the resident's absence. Specify any need for meal changes (i.e. late or early meal). Please note that advance notification to the kitchen is required for packed meals to take with you, or for early meals.

What if I want nutritional supplements (such as Ensure or Boost) for my family member?

While we encourage residents to enjoy our home cooked meals, there are times that our dietitian may assess and prescribe our in-house nutritional supplements to residents who are unable to consume adequate food to maintain their weight or are lacking in specific nutrients.

My family member calls me at home and complains that he hasn't eaten all day. How do I know if my family member has eaten?

Many residents need reminders by staff to attend meals. Each resident has an assigned dining room seat and when residents are absent at meals times, dietary staff will work with care staff to ensure each resident receives their meal.

At any time if you have concerns about your family member's meal attendance, please discuss your concerns with the care staff.

Rent: Your rent is determined by the Ministry of Health based on your income and is adjusted yearly. When changes are made, the Ministry will send a letter to the resident or the resident's primary financial contact informing them of the change.

Payment of Rent: Monthly rents are paid through pre-authorized payments that are set up upon admission. A form will be provided for this purpose. This ensures that rent payments are made on time and that the money is removed automatically from your bank account.

Trust Accounts: We request that a comfort fund of \$250 be set up for each resident for expenses not covered by rent such as hairdressing, medications, podiatry, leisure outings involving meals, entrance fees, resident spending money, etc. Deposits into the trust account may be made by cheque.

Financial Issues: If you have questions about charges, please see or call the accounting clerk. If you are having trouble paying and want guidance as to how to apply for various government assistance programs, please speak to our social worker. Contact information is listed in the staff list section of the handbook.

Repayment: Any time there is a discharge or death of a resident, the accounts receivable clerk will immediately issue a cheque to the resident or resident's family on any remaining prepaid rent on a pro rata basis. Trust funds will be refunded after 30 days to ensure there are no outstanding invoices or expenses the resident incurred during the time of stay.

What to Bring

Furniture/personal items: Personalization of rooms is encouraged. Small items such as pictures, family photos, a favourite blanket, a small television or radio may help a resident settle into their new home. Residents may have a small fan in their room. Fans must be inspected and approved for use by Maintenance prior to putting them into the resident room. Please keep in mind that belongings need to allow the safe mobility of the resident and staff. This includes room for the movement of portable mechanical lifts if the resident requires the use of a lift in order to be able to transfer. Belongings must also allow for the room to be easily cleaned.

Clothing: Below is a brief list of clothing and quantities that residents should bring with them. If residents have difficulty dressing, standing, turning in bed, etc., adaptive clothing may be easier for both the resident and staff.

6 pairs of underwear	1 hat, scarf, and pair of gloves
6 pairs of socks	2 dressing gowns/robes
3 bras for female residents	5 pairs of pajamas
6 shirts	1 pair of non-slip slippers
4-6 pairs of trousers (jogging pants are often a good alternative)	1 coat for outings
3-4 sweaters	1 suit/dress/slacks and jacket special occasions
2 pairs comfortable and supportive walking shoes	

Labelling of clothes: All residents' clothes will be labeled by our staff at the time of admission. There is a one-time \$50 laundry charge for this service. Clothing purchased or brought into the care home after admission should be taken to the laundry department for labeling prior to being taken to the resident's room.

Labeling of other Items: Please make sure to label resident belongings prior to admission. In particular, labeling is important for glasses, hearing aids, dentures, and mobility equipment. Opticians, audiologists, and denturists are the best professionals to label glasses, hearing aids, and dentures. If residents' items go missing, it is much easier to determine who to return them to if they are labeled.

Toiletries: Residents need to purchase and bring their own comb or brush, toothbrush, denture care equipment, mouthwash, deodorant, electric shaver, make-up, cologne or after-shave (no scent), non-scented body lotion, tissues and other personal items. We provide liquid soap and shampoo.

Medical Equipment for Mobility: Basic walkers and wheelchairs and other medical equipment are provided by the care home. Residents and families are responsible for the purchase of specialized medical equipment needed for mobility such as a tilt and space wheelchair, etc. If a specialized wheelchair or walker is needed, the nurse will make a referral to the occupational or physical therapist to assess the resident and make recommendations for what is needed. The care home is responsible to clean all medical equipment and maintain/repair the equipment that belongs to the care home. The resident and family is responsible to maintain/repair their own equipment. Please see the Director of Care for more information.

Telephone/Cable: The cost of a telephone or television cable is the responsibility of the resident and family. Please contact Telus and/or Shaw to have these services connected in the resident's room. There is a free general telephone and televisions (including one with Chinese programming) for resident use in the main floor lounge. There are also common televisions in the lounge areas on each floor.

Items NOT to bring: For safety reasons, rugs, irons, cooking appliances (hotplates, microwaves, rice cookers, etc.), space heaters, heating pads and electric blankets are **NOT** allowed in the care home.

Responsibility for Valuables/Items: Residents are advised not to keep large amounts of cash, expensive jewelry or other items of value in their rooms. As noted in the admission agreement, the care home is **not** responsible for lost or stolen belongings or valuables including glasses, hearing aids, and dentures.

Keys: A room key and key to the locking drawer of the bedside table will be issued to the resident or family upon moving in. If keys go missing, staff will conduct a search. If the key is not found, a new one will be issued and a \$10.00 replacement fee will be charged to the resident's Trust account.

Visiting hours: While there are no formal visiting hours, we do ask people to visit during normal waking hours unless there is an urgent need. The front doors are locked from 10:00 PM to 7:00 AM. When the front door is locked, visitors can gain access to the building by pressing the intercom button which is located on the right side of the main entrance.

Extended Social leave and hospitalizations: All residents can be away for social leave from the care home. Please be sure to notify the nurse in advance so that your medications can be prepared for you. The Ministry of Health governs the length of time a resident may be away from the care home. A resident is entitled to 30-day vacation in one calendar year (January - December). Absences of 72 hours or less are not recorded as part of the 30-day vacation allowance. The resident is responsible for the room charges when on vacation or when the resident is in hospital.

Parking: Residents/visitors may be dropped off at the front door but visitors need to park on the street or in the few parking stalls by the front entrance. Please be careful to obey parking regulations and signs.

Pets: We have a cat who lives on the main floor named Gerry as well as an aquarium which is located in the main floor lounge. Pets of families and friends may visit as long as the pet is properly socialized and friendly towards strangers and is up to date on its vaccinations. Owners must be in full control of visiting pets at all times. Animals that can be on leashes (dogs, cats, etc.) should be leashed at all times. Pets are not allowed in dining areas or areas of food preparation.



Outbreak of illness: Visits should be avoided during an outbreak. If families and friends choose to visit during an outbreak, it is very important to follow the outbreak protocol in place, ensure good hand washing practices are followed and visit with your family member in his or her room. Please avoid wandering around the building.

Protecting the residents from illness: Residents have compromised immune systems and can easily become ill. Hand hygiene is critical to keeping residents healthy. When visiting, please be sure to wash your hands. Waterless hand sanitizer is available throughout the building and we encourage all visitors to use it often - particularly upon entering and leaving the care home. If visitors have recently had a communicable illness or are experiencing any symptoms of illness such as fever, chills, cough, runny nose, muscle aches and pains, sneezing, vomiting, severe fatigue, or diarrhea, please refrain from visiting.

Alcohol consumption: Pub night occurs every other week and residents may request to have alcohol served to them if they are authorized to have it. There is a charge for each drink. Residents are allowed to drink alcohol in the care home as long as the following is in place:

- a. The resident has a physician order that authorizes them to use alcohol.
- b. The alcohol is stored safely. If alcohol is consumed other than at Happy Hour, we prefer to store alcohol in the medication room where the resident can have it if they ask. This minimizes the risk of the alcohol being consumed by other residents with dementia.
- c. Residents consume alcohol safely and appropriately.

Smoking: Smoking is prohibited inside the care home. There is also a BC bylaw that prohibits smoking within 6 meters of any building.

Compliments or Concerns: We want to hear from you! We love to hear compliments for a job well done and we also want to hear if you have a concern. If you have a concern, please try to address it with front-line staff first. If staff do not have the information or expertise to address your concern, they will be able to refer you to someone who can. There is also a Compliments/Concerns form located on the Resident and Family board. This form can be filled out and given to the appropriate Manager.

Contact information for management members is included in the staff list section of the handbook. The organization is dedicated to responding quickly to concerns in order to develop a strong and trusting relationship with residents, families, and visitors. If you have concerns that you wish to report to authorities outside the care home, you may call the Residential Care Licensing Department at 604-675-3800 or the Vancouver Coastal Health Patient Care Quality Office at 1-877-993-9199.



Contact us

Little Mountain Place

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Senior Operation Leader: Jen Selman
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Ext. 304 – srandhawa@littlemountaincare.org

Assistant Director of Care: Maricel Morella
Ext. 346 – mmorella@littlemountaincare.org

Manager, Support Services: Lydia Yam
Ext. 315 – lyam@littlemountaincare.org

Manager, Business Services: Douglas Cheng
Ext. 326 – dcheng@littlemountaincare.org

Social Worker: Nancy Lin
Ext. 311 – nlin@littlemountaincare.org

Dietitian: Terry Cummings
Ext. 338 – tcummings@littlemountaincare.org

Financial Assistant/Trust accounts: Evelyn Morante
Ext. 308 – emorante@littlemountaincare.org

Leisure Services: Lorraine Tomasta / Julie Shelefontiuk
Ext. 312 – leisure@littlemountaincare.org

LPN/RN

In-charge RN - Day/evening: 778 288-7021
In-charge RN – Night: 778 288-7857
Second floor north: 778 288-7139
SCU: 778 288-7437
Third floor north: 778 288-6937
Third floor south: 778 288-7769
Float LPN: 778 960-1290



Donations

A gift to Little Mountain Place, through a current donation or a planned gift, enriches the lives of our seniors. Whichever way you choose to give, you can be confident you'll find the way that means the most to you, your family or your organization.

- **Annual Giving Campaign** – Make a donation in the spring and your gift will be directed to programs and services where it is most needed.
- **Endowment Funds** – Name an endowment fund in honour of a loved one, and their memory will last forever. The amount you donate to your fund is invested carefully. Each year, earnings generated by your investment are used to provide crucial dollars that support important programs and services.
- **Gifts in Kind** are recognized at their appraised value, and tax receipts are issued. Gifts-in-kind include: new merchandise, services, pre-owned items of value, such as jewellery, books, and musical instruments.
- **Special Events** – Attend a special event and make a donation in honour of a friend or family member to make the event that much more meaningful.
- **Major Gifts** – A major gift is a large donation often given for a designated or specific purpose. These gifts allow for the creation or enhancement of programs and services that enrich the lives of our seniors.
- **Planned Gifts** in your will is a way to leave a legacy and help provide caring to the elderly in a compassionate and dignified way for many years to come. This is a very special way of giving. Planned gifts can include: bequests, life insurance, charitable remainder trusts, residual interest, annuities, property, stocks and bonds, real estate, and art.

The Little Mountain Residential Care & Housing Society is most grateful to those who have made and continue to make generous contributions to enhance these special services for seniors. To further acknowledge your efforts, Little Mountain Residential Care & Housing Society will formally recognize you, your family or your organization in the Annual General Meeting report. Our supporters tell us they donate because they care and that an investment in Little Mountain Residential Care & Housing Society enriches seniors' lives today and helps ensure a healthy future for us all.

**Join our dedicated supporters and make a difference for seniors of
today and tomorrow.**