2026

Pinegrove Place



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Important Phone Numbers

Pinegrove Place

11331 Mellis Drive, Richmond, BC V6X 1L8

604-278-1296

Fir Neighbourhood Nursing Station	local 223
Cedar Neighbourhood Nursing Station	local 235
Spruce Neighbourhood Nursing Station	local 247

Welcome to Pinegrove Place

We are a non-profit society offering services in complex care and dementia care for 76 residents. At Pinegrove Place we are committed to providing the highest standard of care in a warm, loving and homelike environment. We support and encourage each resident's unique personhood and our care services are holistic and wellness oriented as we address the physical, spiritual, emotional, social and educational needs of our residents.
We strive to create a sense of community and our dedicated team of staff are here to ensure our residents are kept safe and comfortable.

Mission, Vision and Values

Mission

Our mission honours God with holistic care providing compassion, hope and life to the community we serve.

Vision

Our vision is to nurture the overall well-being and confidence of our community by providing a supportive home guided by Christian values.

Values

Respect – Each individual is created in God's likeness; our belief in the sanctity of life motivates us to treat all with dignity, compassion and respect.

Community – Rooted in love, all relationships are nurtured by belonging, safety and commitment.

Stewardship – We strive to be faithful stewards, using our resources effectively to serve others.

Quality – We are committed to maintaining high standards to ensure the quality of life of the residents we serve.

Integrity – We exemplify honesty, trust, and confidentiality consistent with ethical and moral principles.

Moving In

Admission Day and Time

Pinegrove Place can usually provide only 24 hours' notice when a room becomes available.

The admission time is between the hours of 10:00 am and 2:00 pm.

Transportation arrangement to the care home is made by the resident, family member or substitute decision maker.

Physician

All residents must have a local attending physician. Medical care can be provided by the resident's personal Physician. The Physician must be willing to come to Pinegrove Place to provide medical care which consists of regular medication reviews, care conferences and in person medical assessments. If your Physician is unable to meet this requirement, a new resident will be transferred to a Long-Term Care Initiative (LTCI) Physician attending at Pinegrove Place whom are committed to meeting these standards of practice.

Paperwork

A resident, family member, or substitute decision maker will receive a package on the day before or day of admission. This package will include:

- Forms for consent for care,
- Forms for consent for internal and external resources,
- Forms and information about the financial aspects of your stay, and
- Pamphlets on health and safety.

Rooms and Furniture

All resident rooms at Pinegrove Place are private. Each bedroom suite has a two-piece bathroom and is equipped with an individual thermostat, a large screened window with blinds and a closet. A nurse call system is installed in each room beside the bed and in the washroom. This call system is connected directly to the telephone carried by all care staff.

The room comes completely furnished with an electric bed, a four-drawer dresser and a nightstand with a lockable drawer. **These items must remain in the room**; however, we encourage residents to decorate their bedroom suites with some supplemental furnishings *(i.e. a favourite chair, lamp)*, artwork, photos and other personal mementos to create a space that is uniquely their own. For safety reasons, loose carpets/rugs are not permitted.
As space is limited and to ensure a safe environment, we request that you talk with our Director of Care or Assistant Director of Care before moving in any large furniture items.

All electrical equipment (televisions, computers, fans, stereos, etc.) must be CSA approved. The maximum television size allowable is 40”. The flat screen TV should be professionally installed on a wall bracket that is flush mounted and does not have a tilt or articulating arm.
Our Building Services Manager must be consulted before mounting any items on the walls.

Please note that heating pads, electric blankets, kettles, irons, toasters or microwave ovens are not allowed because of risk issues.

The resident, family, or substitute decision maker is responsible for the labelling, maintenance and repairs of all personal belongings such as walkers, wheelchairs, furniture and electrical equipment.

The facility is not able to store residents’ personal belongings.

During a residents stay at Pinegrove Place, evolving health care needs may require re-arrangement of their suite or a room move. This will only occur at the resident’s request, or should the provision of care or the safety of the resident be compromised. Staff will consult with the resident and family to discuss prior to doing so.

Personal Effects and Clothing

Clothing items should be selected based on practicality and comfort for the resident.

You should have enough clothing for one week. We recommend a seasonal wardrobe due to limited closet space.

When making purchases, please bear in mind that mobility problems and range of motion of limbs often make dressing difficult and adaptive clothing may be recommended. Nursing staff will connect with the family/Substitute Decision Maker in the event adaptive clothing is required.

All clothing should be machine washable, as any hand washable or dry cleanable items cannot be cleaned by our laundry department and will have to be cleaned by the resident or the family. Clothes are picked up weekly, laundered and returned to the resident’s room. Family members are welcome to take resident’s clothing home for laundering if they choose.

The laundry department is not responsible for any damage to laundered clothing or to any lost clothing.

Eyeglasses and dentures should be labelled with the resident’s name.

The following is a suggested clothing list:

- For women – blouses, shirts and pants, dresses or jogging suits
- For men – shirts and pants or jogging suits
- Sweaters with front buttons or zippers
- Pairs of socks or knee-high stockings (ensure that they are large enough for resident’s needs)

- Pairs of underpants (please take into consideration incontinent products and hip protectors if worn)
- Bras (if worn)
- Undershirts (if worn)
- Slips (if worn)
- Pairs of pajamas or nightgowns
- Housecoat or bath robe
- Pairs of non-slip slippers
- Pair of running shoes or non-slip walking shoes (Velcro straps are recommended)
- Seasonal outer wear coat or jacket
- Seasonal accessories (i.e. winter hat, scarf, gloves, summer hat or baseball cap)

Residents/family are responsible for replacing worn clothing, clothing that does not fit or that no longer meets the resident's needs. Families are also responsible for the removal/disposal of unwanted clothing from a resident's room.

Personal Care Items

Pinegrove Place provides some personal care toiletry items such as soap and shampoo. Other items such as toothpaste, toothbrush, hair accessories, electric razor (labelled), tissues, denture cleaner and paste, and deodorant are the responsibility of residents/family. Many of these items are available from our Tuck Shop.

Pinegrove Place also provides basic incontinence products, basic dressings and some special equipment. Residents who have a specific preference or special need are responsible for purchasing these items for themselves. *Note: Resident/family should consult with our nursing staff prior to purchasing these items themselves as we may be able to purchase some of these on your behalf from our suppliers at a much lower cost than you would find at a retail store.*

Labelling of Clothing

We will label all clothing for you after you move to Pinegrove Place. We will do this before any of your clothes are sent to our Laundry. This is to prevent the issue of unlabeled and unidentified clothing in the system. There is a mandatory, onetime fee on admission for the current and future labelling service. Any new articles of clothing after admission will be marked free of charge.

Move In Day

Every effort is made to ensure that your admission day is as comfortable as possible. The admission process, which may occur on that day or over several days, may include:

- A nursing assessment
- Orientation to the facility and daily routines
- Introductions to fellow residents
- Visits from your care team members: care staff, recreation staff, dietitian, chaplain,

occupational therapist, physiotherapist and support services team members.

Keys

A key is available for your room as well as a small night table drawer upon request. There is a fee for replacement of any lost keys.

Guest Wi-Fi

Pinegrove Place is able to offer internet access to family and friends via our guest Wi-Fi. Front Office/Admin staff will be able to provide you with the log-in password.

Cablevision/Internet

Cablevision/Internet is available in all residents' rooms for an additional charge. You will need to make arrangements directly with Shaw Cable or Telus for the connection and the payment of the ongoing charges.

Telephone

A telephone outlet is available in all residents' rooms with telephone service an additional cost. Pinegrove Place is the service provider. You will need to make arrangements with the business office for the connection and the ongoing charges.

Services

Person Centered Care

Pinegrove Place is guided by the philosophy of 'Person Centered Care'. This means that residents are treated as unique individuals who deserve to have both a home and a caring community. As we foster a person centered model of care in our home, we strongly encourage involvement from both the resident and their family/substitute decision maker in order to guide our provision of care while incorporating individual uniqueness.

Care Department

The care department provides 24 hour services by Registered Nurses, Licensed Practical Nurses, and Care Aides.
A Director of Care and Assistant Director of Care are on site to provide leadership, assist, develop and implement resident focussed care.

We follow the Person Centered Care philosophy and listen carefully to residents and their families in order to develop care plans that reflect each resident's goals, choices, decisions, and values to the best of our ability.

Support Services Department

The Food Service Team provides quality food and nutrition services to all residents of the facility. The Food Service Team is comprised of a Support Services Manager, Registered Dietitian, Cooks and Dietary Aides. We strive to provide appetizing, safe and nutritious food to residents while utilizing all available resources effectively and efficiently. The team is responsible for the planning, production and service of meals and snacks to residents and occasionally visitors. All meals meet the requirements of the Canada Food Guide. The facility follows a five-week menu cycle and it is changed twice a year. Special events and holidays are celebrated by traditional foods. Clinical services provided by a Registered Dietitian include nutritional assessment, care planning, and swallowing assessments for residents and in-service education for staff. Health and safety standards do not permit any Pinegrove Place staff to handle food items brought into the home by family and friends.

The Laundry Team operates seven days per week. Laundry bags are supplied to each resident room. Personal laundry is collected daily or when necessary, and returned to the room. The care staff will assist the resident in putting the clothes away if needed. Despite our best intentions, clothes do become lost on occasion. Please report any missing clothing to one of the staff members who will assist you. The Laundry Team does not repair or make alterations to clothing. Clothing and personal articles that require special care (i.e. dry cleaning, hand washing, ironing) are the responsibility of the resident and/or family.

The Housekeeping staff have a daily and annual deep-clean routine for each resident's room and are responsible for cleaning all common and public areas. Residents are encouraged to make their rooms as homelike as possible but please assist the housekeeping staff by keeping a safe environment by minimizing any clutter. Residents or their family member are responsible for dusting Knick knacks, mail sorting and watering plants and flowers. The housekeeping staff take pride in keeping the facility in a clean, safe, comfortable, and orderly environment for residents, staff and visitors.

Maintenance Department

The Maintenance Department plays a vital role in assuring that the facility is safe and without hazards to our residents at all times. This department is responsible for all equipment, electrical, plumbing and heating owned and operated by Pinegrove Place.

Therapeutic Recreation Department

The Therapeutic Recreation Department provides residents with group and one to one activities to meet their physical, emotional, cognitive, social and spiritual growth. A wide range of activities are available to residents seven days a week. These include exercises, bus trips, baking, bingo, carpet bowling, trivia, entertainment. In carrying out these activities the residents are treated with respect and dignity and are invited to be involved in planning and decision-making regarding programming.

Rehabilitation Services

Pinegrove Place has part time rehabilitation services consisting of an Occupational Therapist and Physiotherapist. They assess residents on admission, annually and when a resident's condition changes. The Occupational Therapist services include restorative care, swallowing assessments, adaptive equipment, splinting, mobility and seating, restraint reduction, falls prevention, pressure wound prevention and management, and education for staff as well as residents and families.

The Physiotherapist helps maintain the resident's mobility, strength and balance. Any Therapist that is privately hired by a resident must submit required documentation (credentials, liability insurance, criminal record check and vaccine status) to Pinegrove Place prior to providing any service for a resident.

Spiritual Care Services

We will encourage, where appropriate, the promotion of spirituality through your religious traditions, cultural practices or personal belief system. We respect the diversity of religious beliefs, the wide-ranging cultural heritages, the diverse attitudes and distinctive lifestyles of those in our care.

A variety of services of spiritual care are available for your support and benefit. This includes worship and memorial services, group discussions, music and song. There will also be many opportunities for one-on-one visits where you may wish to address matters that are of interest or concern to you. If you prefer, we can also contact a minister or spiritual leader from your own faith community to visit with you and provide you with the unique support which you require.

A variety of spiritual services are provided in Chinese languages. Prior to the COVID-19 pandemic, a Chinese Chaplain visited each month and various Chinese church groups provided services that included Bible studies, small group discussions and hymn singing. We hope to resume these services once the pandemic restrictions ease.

The Chaplain is on site part-time 3 days a week and the Chaplain's office is located in the administrative department on the third floor. Spiritual Care Support Services are available 24 hours a day for end-of-life emergencies and can be obtained through the nursing staff. Please do not hesitate to call on behalf of yourself or a family member or loved one.

Pharmacy Services

Pinegrove Place has contracted an external Pharmacy to provide all medications including but not limited to prescription, over the counter, herbal and vitamins as prescribed by a physician. The Pharmacists and Nurses continually review medication profiles for allergies and drug reactions with every new prescription. Residents' medication is assessed twice yearly in consultation with your physician as per *Residential Care Regulations.* All residents' medications must be prescribed by a physician and must be administered by the Pinegrove Place nursing staff. Please discuss any medication needs with your physician or the Nurse. Residents in a long-term care home have a wide range of benefits through Pharmacare but there are still some charges associated with some medications. On admission you will be provided with a pharmacy

enrollment form to complete for direct payment to the pharmacy.

Dental Services

We partner with a Dentist to provide onsite dental services at Pinegrove Place for an additional cost. Annual dental exams are strongly encouraged to all of our residents per licensing requirements. Dental issues can often give rise to ongoing responsive behaviours and/or infection if left undiagnosed/untreated, especially in residents whom are cognitively impaired whom are unable to comprehend or vocalize the pain or discomfort they may be experiencing. Dental exams, cleanings and procedures are provided onsite by the Dentist or Dental Hygienist on an as needed basis. A consent form must be signed by the resident or the substitute decision maker for this service or you can continue to visit your own community Dentist.

Foot Care Services

A Podiatrist visits Pinegrove Place on a regular basis to provide any necessary foot care services The charges for the Podiatrist will be charged to the comfort/trust fund. A consent form must be signed by the resident or the substitute decision maker for the above or if you decide to you may continue to visit your own Podiatrist or foot care nurse in the community.

Optometry

Annual vision testing is available for residents in-house by a mobile Optometrist service. Arrangements to purchases eye glasses can also be made at this time. New residents who wear glasses should ensure that they are labelled with their name prior to moving in. A consent form must be signed by the resident or the substitute decision maker for this service or you can continue to visit your own community Optometrist.

Hair Services

Our hairdresser comes in on Friday mornings to provide salon services including: shampoos, sets, cuts and perms. Regular weekly and bi-weekly arrangements can be arranged with our hairdresser. For those residents who wish to have hair appointments scheduled on an “as needed” basis staff can assist them to make an appointment. Prior to availing of the onsite Hair Dressing services, there is a written consent form which must be signed and can be done so during the admission process. The Hair Salon Appointments can be made through the business office. Payment for Hair Salon services will be deducted from the resident’s Comfort/Trust Fund account.

Business Office

The business office is located on the third floor of the facility. The Administrative Assistant in the business office handles the financial aspects of your stay including the handling of rent, comfort/trust fund and chargeable extras.

Payment

The payment rate for the monthly accommodation is set by the Ministry of Health and will commence on the day of admission and close on the day of discharge. Payment of accommodation is to be by preauthorized bank debit on the first day of the month. **It is very important that there are sufficient funds in the bank account to cover the monthly fees.** Please note that the monthly rate (which includes rent, care, meals etc.) is tied directly to resident's income. It is very important that income tax return gets completed and filed to ensure the per diem computation is accurate.

Comfort/Trust Fund

This is a trust account to be set up by the resident or substitute decision maker with a suggested minimum balance of $200.00. This can be made by cheque or e-transfer to sylviapenner@pinegroveplace.com. This account will ensure that the resident has funds for comfort care needs such as hairdresser services, outings, and other chargeable extras. The resident may withdraw funds from the comfort fund by visiting the business office during regular business hours.
It is the responsibility of the resident or substitute decision maker to ensure that the trust account always has sufficient funds to cover the comfort care needs. If the comfort fund is not kept in good standing, chargeable extras will not be permitted.

Health Safety and Security

Pinegrove Place is committed to the health and safety of our residents, staff, families, visitors and volunteers. We inform and educate our staff, residents and families about their role in safety and encourage assistance in identifying and reporting safety issues.

Security Alarm System

The front door is locked. Please ring the door bell, identify yourself and who you are visiting and wait for the staff to respond. Upon exiting the building, please let staff know you are leaving and they will enter code for the doors to open. Please do not force the door open and damage the door. Pinegrove Place does have a system to protect our wandering residents from exiting our building. These residents wear a special bracelet that activates the front door to close and notifies the staff that the resident is attempting to leave the building. Please be aware that despite this system some residents who should not leave the facility do so. To ensure all residents' safety, please do not let a resident follow you out of the facility.

Security Cameras

There is security cameras located both on the exterior and in common areas of the interior of the building. These cameras are strategically placed to monitor the facility 24 hours a day.

Visiting Hours

Visiting hours are flexible at Pinegrove Place. For the safety and security of the residents, visitors are required to phone the nursing station and inform the staff that they plan to visit before 8:00 am or after 9:00 pm. Please take into consideration a resident's rest or sleep period, meal times as well as when care is being provided. All visitors are required to sign in and out at reception in the front entrance lobby. Pets are welcome to visit but they must remain on a leash.

Residents Leaving the Building

Residents may come and go as they please provided it is not medically contra-indicated. There are sign in/out sheets located at reception for the resident, family or visitor to complete prior to leaving and upon returning to the facility.

Parking

Parking is available in the lot at the front of Pinegrove Place. Any overflow parking is available at Fraserview Mennonite Church adjacent to Pinegrove Place. Visitors are welcome to drop off a resident at the front door but should not block the parking lot or driveway. Emergency vehicles need access to the facility at all times.

Room Safety and Security

All residents' rooms are equipped with a nurse call system and a smoke/heat detector which is connected to the fire alarm system. All washrooms, tub rooms, lounge and dining areas also have accessibility to the nurse call system for emergencies.

Resident Identification

A resident's identification is important for safety and accurate identification. A staff member will ask to take a resident's photo sometime during the admission process. A business card with the facility address and contact number is included in the admission package.

Emergency Response

Fire Safety and Emergency Preparedness activities are coordinated through the Maintenance Department.

Fire drills are scheduled regularly. Residents and visitors are requested to stay where they are during a drill or if they hear an alarm, and wait for further direction from one of the staff members. Staff members are instructed on how to check all areas of the facility and in assisting residents and visitors to safely evacuate the building.

Pinegrove Place does have an Emergency Plan in place and is accessible for all staff. There are maps of evacuation exits located in several areas of the building.

Violence Prevention

Pinegrove Place considers the safety of our residents, staff, visitors, physicians, and volunteers a priority and is committed to ensuring that all reasonable steps are taken to identify and eliminate or reduce the potential risks, incidents and types of workplace violence.

Pinegrove Place has policy and procedures in place to protect and support anyone from aggression or violence in our facility. We have a policy that strictly prohibits the possession of sharp objects or any device or instrument which could be used as a weapon. If any such item is found in a resident's room, the proper authority will remove it immediately.

Security of Valuables

We recommend that residents do not keep any items of value, large amounts of cash, or any documents of importance in their rooms. Jewelry can get misplaced or lost with someone with memory loss or fall off if there is weight loss.

Glasses and hearing aids should be labelled with the resident's name but still can be lost or damaged. Pinegrove Place cannot ensure the safety of the above and therefore we are not responsible for any loss or damage.

In light of increasing costs for hearing aids, wheelchairs, eye glasses, dentures and privately owned medical equipment and/or room furnishings, it is important to remind families that Pinegrove Place is not responsible for losses or damages to these items. They can be very expensive to replace and/or repair.

We would strongly encourage you to ensure that your loved one has a personal insurance policy (for property) to cover such losses. You may want to talk with your insurance broker to determine the best option.

Food Safety

Family and visitors are welcome to bring in food for a resident but it must be approved by the Dietitian or Nurse. Many residents in Long Term Care are on specific diets, food textures and liquid types recommended by our Registered Dietitian to ensure the nutritional needs of our residents are met while maintaining their safety in terms of their individual swallowing abilities. All food kept in a resident's room must be non-perishable and stored in a re-sealable container. Residents or family may bring in food to be stored in the common fridge but it must be labelled with the resident's name, room number and the date and must be removed within 36 hours.

Residents and/or family may be asked to dispose of any food improperly stored due to health and safety risk. Pinegrove Place staff may dispose of any food that is in question if we are unable to discuss with the resident or family in a timely manner.

Fall Prevention

Everyone is at risk for falls and everyone is responsible to assist in preventing falls and injuries.

Residents and families are encouraged to keep the room neat, tidy and clutter free.
Residents are encouraged to wear hip protectors if they are at risk for falls. The nursing staff can assist the resident or substitute decision maker in deciding what hip protector they should purchase. Residents are also encouraged to wear secure, appropriate fitting footwear, clothing, eyeglasses and hearing aids and use their walker when mobilizing.

Least Restraint

Pinegrove Place is a least restraint facility. We are committed to residents' dignity, freedom of choice, optimal freedom of movement, comfort and reasonable risk.

The use of restraints (i.e. wheelchair seatbelts, tilt chairs, bed rails, chair trays) are considered to be an unusual, exceptional, short term therapeutic intervention that is used only after other reasonable alternatives have been identified, trialed and proven unsuccessful.

Any restraint used will be discussed with the resident and/or substitute decision maker and physician, and a care plan is developed surrounding its use and associated interventions. All restraints are regularly reviewed and revised in accordance with licensing regulations and best practice guidelines and require signed consent from the family/substitute decision maker as well as the Physician.

Smoking

Pinegrove Place recognizes that smoking is the largest cause of ill health and death in Canada and that exposure to second hand smoke causes serious adverse effects. Therefore, smoking is not permitted on Pinegrove Place property which includes our building, grounds, and parking lot.

Pinegrove Place is committed to promoting and facilitating smoking cessation programs.

Infection Control

Residents, families, and visitors can all assist in decreasing the risk of infection. Hand hygiene is the most important practice in preventing the risk of transmitting and illness of disease. Hand hygiene may be done using soap and water or the hand sanitizer that is located throughout the facility.

All residents are encouraged to wash their hands before meals, after using the washroom, before group activities, and before leaving or when returning to the facility. Residents should avoid group activities if they have a cold or flu like virus or gastrointestinal virus. Visitors are encouraged to perform hand hygiene before and after they visit a resident. Visitors who are ill with a cold or flu like virus or gastrointestinal virus are asked to visit when they are feeling better.

All residents or substitute decision makers should inform the nursing staff of the date of their last immunizations including but not limited to COVID vaccine, influenza vaccine, pneumovax vaccine and tetanus vaccine.

Resident Choices

Advance Care Planning/Emergencies

Advance care planning assists in communicating the health care a resident would want to receive if they got very ill and could not speak for themselves. The plan helps reflect on a resident's personal values, wishes and beliefs.

Pinegrove Place recognizes and values each resident's right to decisions regarding their health care and treatment. We ask that the resident and/or substitute decision maker discuss and make arrangements in the event of a life-threatening illness, emergency care and/or death.

Please share any advance care planning documentation that a resident has prepared. You can ask a nurse for the Medical Orders for Scope of Treatment form to review and assist you with some of these decisions. Please communicate these decisions with your physician and the facility staff. Should you wish to discuss in more detail the Medical Orders for Scope of Treatment and/or individual wishes as it pertains to you or your loved one's care, feel free to contact the Director of Care for further discussion to assist you through the decision-making process.

The nurse on duty individually assesses every emergency situation. The nurse's response to emergencies may include any or all of the following:

- Provision of first aide
- Telephone consultation with the resident's physician or physician on call
- Making every effort to inform the first family contact or substitute decision maker
- Calling emergency support services (i.e. police, paramedics or ambulance)

Power of Attorney/Representation Agreements

Pinegrove Place recommends that all residents make arrangements for a Power of Attorney for financial decision making in the event that you are ill and unable to make these decisions.

Residential Care Regulations have stated that all residents who are deemed incapable of making decisions must have a *Representation Agreement* in place. Therefore, Pinegrove Place recommends that arrangements through your legal choice be made to start the process of a *Representation Agreement* upon admission.

Funeral Arrangements

Pinegrove Place advises that the resident or substitute decision maker make the necessary arrangements with the funeral services of your choice so that your final wishes are respected.

Care Conferences

An individual interdisciplinary care conference is held approximately six to eight weeks after admission and annually thereafter or unless otherwise indicated by a significant change in

presentation/needs. The resident, family, and/or substitute decision maker are invited to attend this meeting which may be held virtually or in person.
The purpose of the meeting is to meet with the team involved with the resident care and discuss and identify your care needs to provide quality of life here at Pinegrove Place. The team consists of the neighbourhood nurse, physician, social worker, occupational therapist, chaplain, recreation manager, pharmacist and dietitian.

Mail

Mail is delivered to the reception area and then distributed to the resident in the dining room or to the residents' rooms. Pinegrove Place is not able to hold mail for family or substitute decision makers. We recommend that this mail be redirected to the appropriate address to ensure that you receive this in a timely manner.

Newspaper

Delivery and monthly payment must be arranged by the resident or substitute decision maker directly with the newspaper involved. Newspapers will be delivered to reception and may be picked up from there by the resident.

Alcohol

Alcohol is not permitted to be stored in a resident's room. All alcohol must be kept at the nurse's station. A physician order must be obtained for a nurse to dispense the alcohol for a resident.

Resident Council

Residents are encouraged to share and contribute to the planning and development of activities, programs, and services through the resident council meetings. This is an opportunity to share your views, ideas and provide input into life at Pinegrove Place.

Family Council

The family council is comprised of family and/or friends of residents at Pinegrove Place (who have direct responsibility for a resident). The Council works together with staff to maintain and enhance the quality of life of residents and to provide a voice in decisions that affect their loved ones in the facility.

The family council allows families to support each other and offer encouragement and information. Families have an opportunity to express their ideas and concerns and work towards positive change.

The family council goals are to:

- Inform and educate families
- Share ideas for the purpose of problem solving
- Maintain two-way communication between families, residents and the facility

- Collaborate with facility staff, families and residents to address the interests of all residents and families
- Provide mutual support to all residents and their families

Equipment

Pinegrove Place has a minimal selection of mobility aids or specialty items (i.e. walkers, wheelchairs, cushions) for rent on a short-term basis while assessment is completed. An ongoing monthly fee will be charged after an Equipment Rental Form is completed.

All residents' needs for equipment are individual and their comfort and safety are important. We recommend that residents or their substitute decision maker consult with the Occupational Therapist and external resources in purchasing any required mobility aid.

All personal equipment should be labelled by the resident or substitute decision maker.

Outside Appointments

Residents sometimes have to see a care service (i.e. medical specialist, diagnostic testing) in the community. Pinegrove Place does not have the ability to provide an escort or transportation for these appointments. The family or substitute decision maker is asked to assist in these circumstances and will be given adequate notice. If they are not able to assist with these outside appointments, the staff will provide the resident or substitute decision maker with options (wheelchair taxi, handi-dart, companion services, and patient transport service).

Compliments and Concerns

Staff members always appreciate positive feedback so please let us know when someone has done a good job. You may also place any comments/feedback in our drop box located on the first floor, adjacent to the elevators beside the notice boards.

The health care system and its processes can be confusing to the resident or substitute decision maker. Pinegrove Place has a process to investigate any concerns or complaints that a resident or substitute decision maker initiates either verbally or in writing. Should you have a concern or complaint you wish to raise, you are strongly encouraged to speak with the appropriate manager. In the event you are not satisfied with the response, you may contact the Patient Care Quality Office for a further review (Information Booklet Included).

Transfers and Discharges

Resident care needs may change after moving into Pinegrove Place. The Director of Care will discuss with the resident and/or substitute decision maker the need to relocate the resident either in or out of a unit within the facility or to another health care facility.

When a resident's bed is closed due to a transfer to another facility, discharge or death, it is the substitute decision maker's responsibility to remove all the personal belongings from the room within 24 hours.

Pinegrove Place cannot accept any donation of furniture or clothing.

Gifts and Donations

Pinegrove Place staff members are not permitted to accept gifts from residents and/or families. If you would like to recognize a staff or our facility, please consider making a donation to Pinegrove Place. The donation can be directed to the Staff Appreciation Fund or to a specific need or for an area of greatest need.

All donations are eligible for a tax receipt. Please see the Business Office for more information.

Conclusion

We hope you enjoy living here at Pinegrove Place. The management, staff, and residents would like to take this opportunity to welcome you to Pinegrove Place.

If we can answer any questions or be of assistance, please contact us by phone at 604-278-1296.