

La Rosa Gardens – Ladysmith B.C. – Handbook for Residents



Front entry and sitting bench – La Rosa Gardens, 1211 Cloke Road, Ladysmith B.C.

website: www.larosagardens.ca

Our Philosophy

La Rosa Gardens provides housing for seniors in a safe, secure, comfortable and welcoming environment within our community.

Management and staff of La Rosa support residents to maintain their independence but do not provide care.



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About the Community of Ladysmith

LADYSMITH “Heritage by the Sea”

Town of Ladysmith, 410 Esplanade, Ladysmith, B.C. V9G 1A2

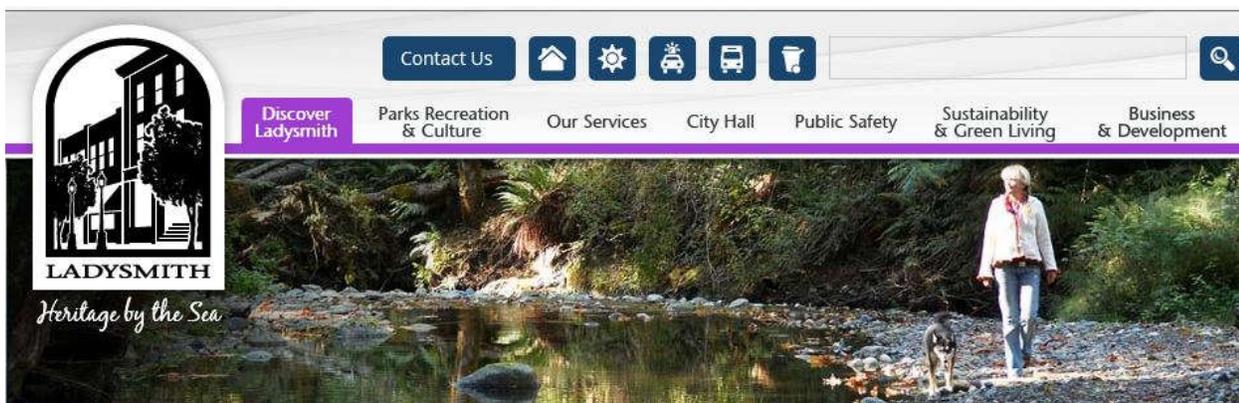
The Community of Ladysmith sits on the 49th Parallel approximately 88 kilometers north of Victoria (the Capital of British Columbia).

The Town website at www.ladysmith.ca states:

“Ladysmith is a spirited community that values its small town quality of life, where we work together as stewards of our heritage, environment and economy. Ladysmith is proud of its heritage and Ladysmith’s identity as a charming west coast town is steeped in its intriguing history and the history of the original inhabitants of the area, the people of the Stz’uminus First Nation. The community’s strong sense of pride for its past is evident in its well-maintained architecture and streetscapes. Residents place a very high value on preserving Ladysmith’s heritage, and the Town is taking measures to ensure those values are enshrined in all development related plans, policies and guidelines.”

“Ladysmith Parks, Recreation & Culture is bursting with recreational activities and fun-filled events for all ages! The Department is committed to enhancing the health & quality of life of the community through accessible programs, services, facilities and open spaces.”

Visit the website for more information about Ladysmith and the services and programs they provide. You will be impressed by the dedication to community and heritage.





Living at La Rosa Gardens

La Rosa Gardens is ideal for those who:

- Are an independent senior.
- Enjoy living in a community setting and the company of others.
- Like to participate in communal activities and outings to the community.
- Appreciate light support such as meals and housekeeping services.
- Are able to make your own decisions.
- Are independently mobile.
- Can afford the modest monthly rent.
- Are able to abide by the rules and standards that govern daily life such as a smoke-free environment.

Refer to your individual signed admission agreement for details about what your obligations are regarding fees and services.

Living at La Rosa Gardens is similar to living in an apartment or condominium, but with the freedom from chores and the luxury of prepared meals. You will continue to enjoy your privacy, however as you will be sharing common areas such as the dining room, activity room, and lounges. As a bonus there are planned group activities and outings.

Security

Security is everybody's business and responsibility. However, *La Rosa Gardens* is not responsible for lost, stolen or damaged property of residents and visitors. As a resident in a Unit you are responsible for carrying insurance for yourself and personal affects. This applies to any property you may own anywhere within the premises and on the surrounding grounds, including the parking lot.

Please do not let anyone into your unit unless you know who they are and they properly identify themselves to you.

Do not presume that because a person has access to the grounds and buildings that they should be there. Any person conducting business on behalf of for *La Rosa Gardens* is expected to wear, or carry identification.

Any suspicious activities should be reported immediately. Tell the person in charge. Call (250) 245-1016. If you think a **crime** is being committed **dial 911** and ask for the police.



Entry doors are unlocked from 7:00 a.m. to 9:00 p.m. daily. After hours you will need to use your key to gain entry – the door will lock behind you if you exit the building.

Your Suite door also has a keyed lock. You must lock your suite when absent to ensure your belongings are safe.

Visitors

When possible ask visitors to let you know when they are coming. You can greet them at the front door to let them in. Otherwise, they may wait awhile as the door buzzer is answered by the person in charge who may be busy and unable to let visitors in right away.

Remember: Never let anyone in that you are not expecting and do not know, and all visitors must sign in at the front entrance.

There are no restrictions on visiting hours. Your family and friends are encouraged to visit you so long as they observe the rules of La Rosa. This includes all policies on noise, smoking, parking, pets, and respectful behaviour. If you wish to have an overnight guest please talk to the Site Manager. It is necessary that we know who is in the building at all times in case of emergency such as fire.

Dining Services

Menus are posted daily and selection varies from season to season.

Assisted Living Residents - Included:

Two meals a day (lunch, dinner) – breakfast at additional charge

- Two snacks (afternoon and evening)

Private Pay Residents – Included:

- Three meals a day (breakfast, lunch, dinner)
- Two snacks (afternoon and evening)





Also, Residents may make themselves light refreshments in their suite – each suite comes with a small fridge. If you wish to bring a microwave, it must first be approved by Management to ensure it meets current safety standards.

NOTE: toasters or toaster ovens are not permitted due to fire regulations. Kettles must have an automatic shut-off feature.

Visitors may purchase meals with a minimum of 4 hours’ notice.

Meal Services Times (may be altered for special occasions)

Meal	Time	Cost for Visitor
Breakfast	8:00 a.m. – 9:00 a.m.	\$ 6.00 (includes GST)
Lunch	12:00 noon	\$ 8.00 (includes GST)
Afternoon Snack/Tea/Coffee	2:30 p.m. – 3:30 p.m.	
Dinner	5:00 p.m.	\$10.00 (includes GST)
Evening Snack/Tea/Coffee	7:00 p.m.	

Accommodation and Other Services

The Resident Base Rent is a combination of Housing or Shelter and Hospitality Services.

Base Rent for one person **INCLUDES:**

- Accommodation – use of the Resident’s Unit
- Parking for one vehicle if a space is available
- Parking and use of charging station for one motorized scooter if a space is available
- Utilities – note that Assisted Living Residents will pay a flat monthly fee for hydro
- Basic cable
- Emergency response system
- Personal mail box with key

Services

Base Rent **INCLUDES** the following services:

- Local transportation to medical appointments – use of Ladysmith taxi only.
- Activities programs.
- Housekeeping (light) - weekly approximately ½ hour (included).
- Laundering - weekly of linens for Assisted Living Residents.



Recreation Activities

Bus Trips

There are weekly bus trips for shopping and enjoyment of the community. These excursions are free of charge.

Special Outings:

These are planned trips to areas in and around Ladysmith. All such trips are available as time permits, availability of staff, and contingent on funding.

In-House Activities:



On Site activities are determined in consultation with the Residents. If there are any Activity you wish to see at La Rosa, please let the Activity Coordinator know.

We recognize special days like birthdays and anniversaries if Residents wish.

We recognize special holidays.

Upon admission and annually we conduct Surveys regarding Activities.

There is a multipurpose room on the main floor for activities, but this can also be booked for private events.

Schedule:

Planned activities will be posted in the lobby, on the Activity Calendar, as well as on the website with a description of the activity. Residents are free to participate as they wish.

Participation:

Participation in activities is not compulsory. We encourage Residents to participate as socialization is an important component of an individual's well-being.

Costs:

Staff time is covered within rental agreement. Other costs are on a cost-recovery basis such as purchase of supplies or entry fees to some attractions.

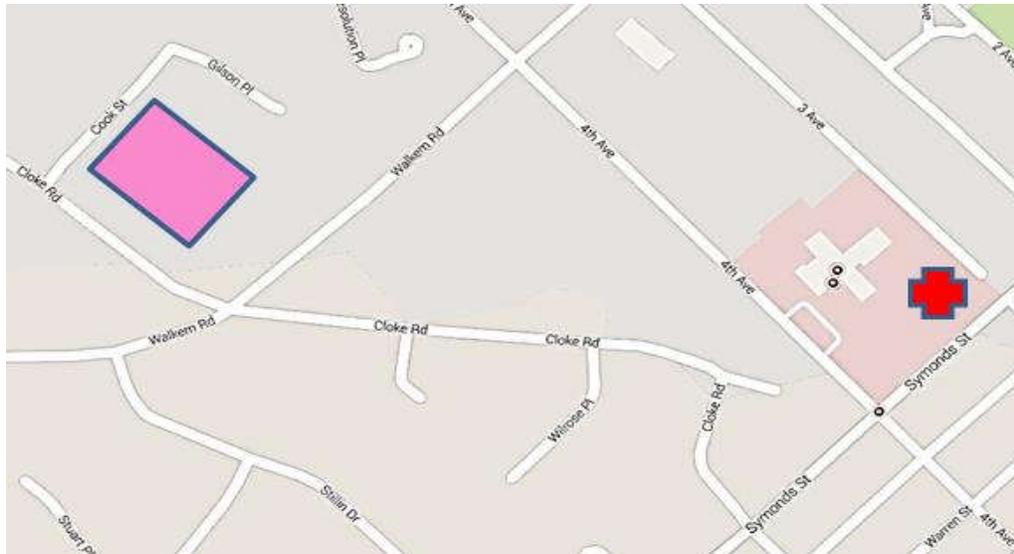




Health Services

La Rosa Gardens is not a licensed care facility and the staff cannot offer personal care or nursing care. We can advise residents and their families who to contact in order to be assessed for care at Government expense, and we can direct enquiries to local health professionals, including dentists, general medical practitioners, and specialists.

Ladysmith Health Centre is located 5 minutes from *La Rosa Gardens*. Other services are located in the town center about 10 minutes away. The Health Centre (which has an emergency clinic) is within walking distance for those in reasonable physical condition. Other services are better accessed by transportation. *La Rosa Gardens* can arrange taxi service (Ladysmith Taxi only).



We are not responsible for making appointments or reminding residents of their appointments.

We may be able to accommodate physiotherapy, occupational therapy and podiatry services if the health providers are prepared to visit *La Rosa Gardens*. Please check with the manager to determine if and when such services are available.

We maintain some health records, but you are responsible for ensuring they are kept up to date. We discuss this with residents upon admission. This information is particularly important in the case of emergencies.

Staff do not perform CPR. Staff will call for an ambulance if there is a medical emergency. The Resident is responsible to pay for ambulance service.



Transportation

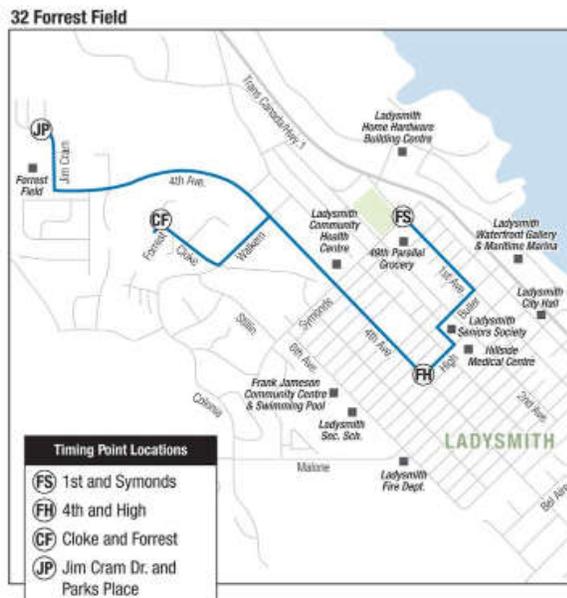
Personal Vehicle

Residents are permitted to have and use their own vehicles: parking is included in the basic monthly fee. Residents are responsible for the insurance of their vehicles and for their operation. Any damage to a resident's vehicle or done to a resident's vehicle is the responsibility of the resident.

Any vehicle parked in the parking lot or on any other part of the grounds of La Rosa Gardens without valid registration and current licence will be removed at the owner's expense. We regret this but *La Rosa Gardens* is a business that relies on curbside appeal so we must for the sake of all residents, and in consideration of our business ensure a good standard of presentation.

Bus

The Town is served by B.C. Transit as Route 32. This Route goes from Cloke Road (La Rosa Gardens) to 1st Avenue, as outlined in the map below:



For information on schedules and fares for the bus go to www.bctransit.com

If you need the services of "HandiDart" contact them at:

Oak Transit

Monday to Friday, 7:00 a.m. – 3:00 p.m.

Saturday, Sunday and all holidays, Closed

Phone: [250-748-1230](tel:250-748-1230)

Toll Free (Ladysmith): [1-855-748-1230](tel:1-855-748-1230)

Taxi

La Rosa Gardens uses Ladysmith Taxi exclusively to send Residents to medical appointments. If you wish to book a taxi for other reasons you can call them at (250) 729-6204.



Emergencies

Upon admission, each resident is given an orientation to emergency preparedness. An instruction sheet is provided in each Unit with instructions and information on fire safety and other types of emergencies. In the unlikely event of a fire please follow the instructions. There is no cost for this material. We want to make sure you are well orientated to procedures for your health and safety.

The person in charge is also the fire warden for the building.

There are diagrams in each unit and the common areas throughout the building detailing location of the nearest emergency exit. Also see poster of Emergency Procedures on next page.

For your protection *La Rosa Gardens* has a sprinkler system installed.

In the case of an earthquake refer to the instructions on page 12. Residents are given an orientation on earthquake preparedness upon admission and are encouraged to have an earthquake kit in their suite. Earthquake mock drills are conducted annually. We want to make sure you are well orientated to procedures for your health and safety.

In the case of a medical emergency call for an ambulance immediately, and follow the instructions of the operator.

All residents will receive an emergency orientation session. Families and friends are welcome to join in. These sessions will be repeated periodically.

If you have any doubt about what to do in an emergency situation please talk to the person in charge who will assist you.

Regular evacuation drills will be performed for your personal safety. We will determine with you individually the type and extent of assistance you need when evacuating the building.

Emergency call bells are located in your unit. Please ensure you locate them. There are two: 1 in the Bedroom, and 1 in the Bathroom.

Emergency Number for Police, Fire, and Ambulance is 911.



STAGE 1

Short Intermittent bells in hallways – Staff are investigating the problem.

If Safe – Stay where you are, close windows, unlock your door.

If you see smoke or feel heat – move to the nearest stairwell, exit building.

DO NOT USE ELEVATOR

STAGE 2

Long continuous bells in all areas and strobe lights – Signal to evacuate the building.

BEGIN EVACUATION IMMEDIATELY

DO NOT waste time collecting valuables.

DO NOT USE THE ELEVATOR – EXIT THE BUILDING.

Check the door with back of your hand – if cool open slowly, check for smoke in hall.

NO SMOKE – Exit building via stairwell or nearest building exit.

If you cannot walk down the stairs, sit down and "bump" down each step OR wait in stairwell for emergency services to assist.

YES SMOKE OR HEAT =

1

Go back into suite

2

Close door – don't lock it

3

Open Window

4

Wave towel out Window

5

Shout your suite number

6

Wait for Help

Once Outside: Go to the gathering area and check in. Inform staff or emergency people if there are others inside that need help.



What to do during an Earthquake:



What To Do After The Shaking Stops!

No matter where you are:

- Wait for the shaking to stop and count to 60 to allow objects that may have shifted during the shaking to settle, cautiously come out of your safe DROP, COVER, HOLD ON location.
- When the shaking stops, it is important to stay calm and move cautiously, checking for unstable objects and other hazards above and around you.

STAY CALM

- Stay off the phone – for emergency use only.
- Do not use the elevator.
- Follow instructions of staff.
- Do not evacuate unless told to do so.
- Stay in your suite until help arrives unless it is unsafe to do so.



Residents Responsibilities

Medical Services: If you require ongoing or periodic medical assistance and supports we can assist you with contacting health professionals and representatives of the health region, but we are not able to provide medical assistance directly. *La Rosa Gardens* is not licensed or approved to provide nursing or personal care.

Insurance: You must have liability insurance, keep it current, and provide proof to the On-Site Manager. You are responsible for obtaining insurance for yourself and your personal belongings (contents insurance) which is highly recommended. *La Rosa* is not responsible for any damage to or loss of your personal belongings.

Rent/Fees: You are responsible for paying your basic monthly fee, and any other costs as agreed upon in the admission agreement. Payment is due and payable on the first of every month.

Cleanliness: You are responsible for maintaining a safe and hygienic standard within your Unit. We offer once a week housekeeping service for each resident as part of our included services.

Personal Items and Furnishings: Residents are responsible for any and all costs associate with the personal needs and furnishings for their units.

Cleanliness and Upkeep: Residents are responsible for making sure units are kept in a good state of repair, fair wear and tear excepted. If damage does occur to a Unit, management will repair it at cost to the resident.



Personal Laundry: Residents are responsible for their own personal laundry and dry cleaning. Laundry machines are available on each floor.

Communications: Residents are responsible for hookups and services for telephone, internet, and cable charges (over and above the basic cable level).



La Rosa Management Responsibilities

Site Manager: Oversees the entire operation of *La Rosa Gardens*, and is responsible for the on-site activities of staff, visitors, and residents. The Manager reports directly to the owners. The Manager ensures that staff and residents obtain orientation and training in health and safety procedures, and protocols.

Dietary/Kitchen: Responsible for the provision of three meals and two snacks each day, seven days a week in the dining room. Meals may be requested in a resident's unit but there will be a surcharge, if the request is for any other reason than a medical need.

Housekeeping: Responsible for the weekly cleaning of each unit one day a week. The time for this is determined and arranged upon admission. Staff are responsible for cleaning of the common areas.

Bookkeeping: Responsible for maintaining the financial records related to the operation of *La Rosa Gardens*, including receiving and recording payments. La Rosa staff **are not** available to manage or assist with the personal finances of residents.

Activities: This department works in consultation with the Residents, arranging outings and on-site activities, entertainment, and recreation. There is no charge for this service, but some special outings or special events brought in for residents and guests may result in an additional charge, which will be at cost to the residents.

Laundry: La Rosa is responsible for laundry of dining room linens and personal laundry for Assisted Living Residents. Private Pay Residents do their own laundry or pay La Rosa staff to do it for them.

Maintenance: responsible for maintaining the building and grounds. If anyone notices something that needs to be repaired please bring it to the attention of staff.



Light Bulbs: La Rosa will be replacing Incandescent Bulbs with Energy Efficient bulbs. Any bulbs that residents replace must be LED bulbs as well.





Frequently Asked Questions

Question:

Are pets permitted at La Rosa?

Answer:

There is a limit on the number and types of pets at any given time.

Prior to admission the On Site Manager will determine if a resident may bring their pet with them to live at La Rosa Gardens. Residents cannot acquire a new Pet after moving into La Rosa. Pet owners must follow a strict set of rules related to the health, care, and behaviour of their pet. The resident must sign a pet agreement and violations may result in the pet being removed from La Rosa. Staff cannot help to look after pets.



Question:

What if I need lots of care? What will happen to me?

Answer:

If you require more services and supports than La Rosa is currently providing you will be referred to Island Health. A Case Manager will discuss your situation with you (and potentially with your family) to determine the best way to get the care you require. There are many options, and the Case Manager is the best person to help you in this regard.



Question:

I have special dietary needs, can you accommodate this?

Answer:

La Rosa Gardens provides meals to about sixty residents each day. There is only one kitchen, meals must meet the Canada Food Guide, be nutritious, seasonal, and meet the preferences of the majority of residents. We can usually provide an alternate choice if a resident does not like a particular food item.

If you have to follow a special diet, please discuss this with the Site Manager. She will be able to help define to what degree La Rosa is able to accommodate your dietary restrictions. *For example:* we can serve meals that are gluten restricted, however, we cannot provide a gluten-free diet due to cross-contamination of flours within the kitchen. If you have been diagnosed as having celiac disease, La Rosa cannot guarantee meals are suitable for you.

For the most part we rely on residents themselves to know what foods they should consume and which ones to avoid.



Question:

What hobbies can I do in my room?

Answer:

If you have a hobby and wish to pursue it within your suite, please discuss your circumstances in advance with the On Site Manager. Some hobbies may be appropriate, however, others may be better suited to the activity room or offsite.

Question:

Am I free to come and go as I please?

Answer:

Yes, you are independent and can make your own decisions. However, we request that you sign out and sign back in (book provided in the lobby). The reason for this is to ensure that during an emergency we know who is in the building and can account for everyone. If you are planning to be away for a period of time please advise the On Site Manager.

Question:

If I am away for any extended time do you reduce my rent and other costs?

Answer:

No, there is no reduction in rent or other costs. The absence of one resident does not reduce the costs to operate La Rosa Gardens.



Question:

If I need short term assistance because of a fall or being sick, how do I get that help?

Answer:

If you need assistance with activities of daily living contact Island Health and they will assign a case manager who will assess your needs and make arrangements (even on a temporary basis) to ensure you get the help you need.

Question:

Will I have to move at some time?

Answer:

That depends entirely on your personal circumstances. You may remain at La Rosa (even when you need some additional support through Island Health) for as long as is possible. At some point it may be necessary to relocate so that medical care can be provided in an appropriate setting. If you feel you need more assistance contact Island Health.



Question:

I have lots of furniture and personal possessions- how much can I bring in with me?

Answer:

The best plan is to discuss this issue with the Site Manager. Together you can view the unit you will be living in and decide what is reasonable.

Generally you will bring your own bed and bedding, linens, a small amount of dishes and cutlery, plus your favourite pictures and sentimental items. Large furniture needs to be kept to a minimum so that there is space around items for ease of access for cleaning, and to ensure exits are kept free of clutter. If you have a TV you will need to set aside an appropriate amount of space and arrange your furniture accordingly. You will of course need to bring all your personal grooming items and clothes. There is no additional storage for unused or seasonal items. If possible it is best to downsize at this time. The other option is to ask family to store some of your belongings for you.



Note that hoarding cannot be tolerated for health and safety reasons. If you have such issues you will need to address them prior to admission.

The Site Manger will be happy to suggest what furnishings are best suited to your unit.

Question:

I have some valuable items; will La Rosa lock them up and keep them safe for me?

Answer:

No, La Rosa does not offer safe storage for personal items. It is suggested that valuable items be kept in a bank safety deposit box, or other such secure storage off site. There is no guarantee of safety for any items brought into La Rosa.

Question:

How much does it cost to live at La Rosa?

Answer:

The cost for each suite is set by La Rosa and for Assisted Living, Island Health determines how much you will contribute. Most costs are included in the monthly fee. The Site Manager will have a detailed discussion with you prior to signing the admission agreement about the costs and fees that may apply.





Contacts – How to Reach the Office of the
Assisted Living Registrar
Telephone: (250) 952-1369 (Victoria)

Alternate Telephone: 1-866-714-3378 (**Toll-Free**)

Contacts – **How to Reach Staff**

Residents are encouraged to look after their needs and be as independent as possible. Staff is available on-site around the clock. We recognize that there will be occasions where assistance is required. We are here to help support your needs, but please note we may not always be able to respond immediately unless it is an emergency.

For your convenience each room is equipped with a call bell for emergencies.



The staff member in charge can be reached by Phone: (250) 245-1016

The front office is usually staffed during normal business hours. If you wish you can leave a message there when the office is closed.

If you are calling within or from outside for *La Rosa Gardens* please phone (250) 245-1016, and then ask to be put through to the department or person you wish to speak with. The person who answers the phone will connect you.

If you have any maintenance issues or concerns including problems with heat, light and plumbing please call the person in charge at (250) 245-1016. Please provide details of your issue and how critical the problem is. Please ensure that when leaving a number you clearly indicate who is calling and your unit number in order that we can respond appropriately.

Please do not attempt repairs as you might endanger yourself and other residents.

**- We hope Residents will enjoy their stay at La Rosa -
We are a well-regarded seniors' residence and always strive to be the best we can be!**