



**island health**

# **Piercy Respite Hotel Guest Handbook**

**1454 Hillside Avenue, Victoria, BC  
(250) 370-5641 ext 1**

# Piercy Respite Hotel Guest Handbook

## Contents

Philosophy of Service .....	3
Introduction to this Handbook .....	4
Mission.....	4
Who is eligible? .....	5
Length of stay .....	7
Description of the hotel .....	8
Making a reservation .....	8
Tours .....	9
Staff .....	10
Volunteers .....	10
Preparing for your stay .....	12
Checking in to the Hotel.....	13
Check-out.....	14
Cancellations.....	14
What should I bring with me?.....	14
Other information about the hotel .....	16
What will I do while I'm at the hotel? .....	16
Meals .....	16
Illness during your stay.....	17
Baths .....	17
Laundry .....	17
Smoking .....	17
Alcoholic drinks.....	18
Cost and method of payment .....	18
Parking .....	18
Compliments or concerns .....	18
Other services in the Hillside Seniors Health Centre .....	19
About the Greater Victoria Eldercare Foundation .....	19

## **Philosophy of Service**

The aim of the Piercy Respite Hotel is to provide a safe, hospitable and supportive environment for guests and peace of mind for their family caregivers while they have a break from their caregiving responsibilities.

A team of staff and volunteers offers excellent service to ensure that a stay at the hotel will be a pleasant and rewarding experience. Everyone is knowledgeable and caring, with a focus on the interests and wellbeing of each guest.

Privacy, autonomy and dignity are respected, and independence and individuality are encouraged.

Guests can be assured that any information they may share is kept confidential. We encourage and value your comments. Compliments and concerns are acknowledged and acted upon.

Staff and volunteers foster and encourage meaningful activities and social opportunities that are in keeping with each person's interests and abilities. Guests are encouraged to express their choices, including that of not participating.

Each guest is assured both an environment that is as safe as possible, and timely and appropriate assistance that will meet their needs.

Communication is the foundation of an excellent and successful respite experience. A warm, open and friendly atmosphere is our goal.

## **Introduction to this Handbook**

***“The Piercy  
Respite Hotel  
offers more  
options to  
families  
needing  
respite”  
- Family  
Member***

Welcome to the Piercy Respite Hotel, an innovative community service developed by Island Health for family caregivers.

This booklet contains information to assist families participating in our respite program, and will let guests know what to expect during a stay at the hotel.

The generous support of the Piercy family and the Greater Victoria Eldercare Foundation has helped to make this innovative service possible.

### ***Mission***

We are committed to hospitality, customer service and satisfaction. While guests stay at the hotel, family members can have a scheduled break from their caregiving responsibilities and benefit from a period of rest and renewal. We offer a flexible, guest centered service that is easy to access, and which strives to meet individual needs and choices.

## **Come to the Piercy**

It is so hard to relinquish  
that burden of care  
when once it has been assumed.  
To trust to unknown others  
the life and heart of one so loved.

For those who need relief from the toil  
of caring for those whom they love  
in the familiar comfort and security of home.  
Tucked away in a quiet wing  
of Victoria's Aberdeen Hospital  
there is a place of quiet solution  
to this searching of your soul.

Come to "The Piercy".

For those of us who understand  
the deep frustration of  
being unable to cope with our own needs,  
we are forced by our limitations  
to place the burden of our care  
on those we hold most dear,  
there is a choice that can be made.

We may choose to enjoy  
a stay of days or weeks at "The Piercy"  
with its staff of licensed practical nurses,  
health care aides and housekeeping staff  
who carry out their duties  
with gentleness, care and compassion.  
In a pleasant and attractive facilities  
both within and without,  
with meals of quality

beautifully presented,  
and adapted to specific needs.

Indeed we may consider  
we've decided to have a vacation and

Come to "The Piercy."

When I, as primary caregiver for my wife of fifty years, needed help we were referred to the Piercy Respite Hotel.

We were invited to tour and inspect the facility and felt confident in booking Elspeth in for a short stay. It was a totally positive experience for her and I was confident that I had left her in good and competent hands.

Then came a time when our son and our daughter both had other responsibilities. Because of my type 1 diabetes and limited vision it was necessary to find a place for both of us for a two week period. Once again it was the Piercy that provided the care we needed. Since then we have, together, had two more vacations at the Piercy and we look forward to returning for another short stay in the future.

D.A. (Sandy) Coverett  
July 22, 2014  
<http://sandy.coverett.org>

### ***Who is eligible?***

Individuals age 55 and over, living at home, who receive assistance or support from family members or a friend in order to maintain their independence, those individuals who need a break from caring for themselves, or who require a period of convalescences, may be eligible to book a stay in the hotel.

Eligible guests will require minimal to moderate assistance with activities of daily living. The hotel operates like a guesthouse, with hospitality and personal care services included. Guests of the hotel may vary in their mental and physical abilities, but all must be medically stable. Their family physician will continue to manage guests' care while they are in the hotel, as there is no physician coverage on site.

Guests must have been assessed by a Home and Community Care Case Manager before proceeding to the next steps of the registration process.

### ***Length of stay***

Stays can be booked from a minimum three (3) to a maximum of thirty-five (35) nights at a time, up to six (6) months in advance. There is a maximum of thirty five (35) days of subsidized respite per year for the guest in the region, which includes stays at other Island Health-funded respite facilities.

*"My daughter does a lot for me, to enable me to stay in my apartment. When I make a reservation to stay at the Piercy Respite Hotel, this is her chance to get away for a week's vacation. She knows I'll be looked after while she's away, and this gives her peace of mind."  
- Respite Hotel Guest*

### ***Description of the hotel***

The hotel operates 24 hours a day, seven days a week. We are located on the main floor, at 1454 Hillside Avenue, Victoria, BC, three blocks from Hillside Shopping Centre. The Respite Hotel is part of the Hillside Seniors Health Centre, a Community-based Centre for seniors dedicated to wellness and health promotion.

We can be reached at (250) 370-5641 ext 1 during business hours.

Accommodations feature twelve attractively furnished private rooms with en-suite bathrooms, complimentary TV with a remote control and cablevision, telephone, desk, La-Z-Boy recliner chair, clock radio and a 24-hour call bell system. All rooms, including bathrooms, are wheelchair accessible.

The dining room, enclosed garden, and lounge provide a comfortable setting for social interaction. The hotel offers a safe, secure, supportive environment to guests, enabling their caregivers to have a period of rest and renewal.

### ***Making a reservation***

- After you have been registered for respite by your Home and Community Care Case Manager, please call the hotel directly to enquire about vacancies and make a booking.



- If you have not yet been connected to the Home and Community Care program, you can begin the process of making a reservation at the hotel by contacting the General Enquiries Line at 388-2273
- Guests, family members, friends, physicians, or other health professionals can make enquiries regarding the referral process and vacancies by contacting the hotel directly at 370-5641 ext 1.

### *Tours*

Once the initial assessment has been completed with Home and Community Care and the prospective guest's eligibility for the respite program has been confirmed, the next step in the registration process is to make an appointment with the Respite Clerical Team to come for a tour of the hotel. Both parties – the guests and their caregivers – will have a chance to see the building, meet the staff, become more familiar with the services offered, and ask any questions they may have. During this visit, a package of materials will be provided which includes some paperwork to be completed prior to check in.

If all of the eligibility criteria are met, and you feel that the hotel model of respite care will meet your needs, you are ready to book a room. Reservations are based on availability, and can be made up to six (6) months in advance of your stay.

## ***Staff***

Our staff works with guests to ensure that service and care needs are safely met, while at the same time fostering independence.

We have a dedicated team, consisting of Health Care Assistants, a Licensed Practical Nurse, Receptionist, Manager, Recreation Therapist, Music Therapist and volunteers.

Housekeeping and food services staff is also an important part of the hospitality team.

## ***Volunteers***

As in all health and wellness services in the community, volunteers enrich our programs by providing companionship, information, and assisting with recreational activities and entertainment.

## ***Facts about Medications While at the Piercy Respite Hotel:***

### **Why can't I use my own pharmacy?**

- While we acknowledge your efforts involved in fulfilling our requirement of having to get your medicine from our licensed pharmacy, it is also a licensing requirement that we must follow. Licensing exists to secure and protect patient safety and caregiver liability. For this reason, no outside medicine is allowed into the facility; this is similar to the regulations that exist for a hospital or long term care setting.

### **How do I arrange to have my medication prepared for a Piercy stay?**

- Simply call Forbes Pharmacy at (250) 595-1471 at least 7 days before the stay and an intake technician will take required information. The pharmacy will then contact your regular pharmacy or doctor and prepare your medication. They will then call and confirm the price of the medication with you or a caregiver. The medication will then be delivered to the Piercy Respite Hotel before guest arrival. Upon arrival to the hotel, the nurse will once again ensure accuracy.

### **My stay will only be a few days do I have to pay the full dispensing fees?**

- Unfortunately, pharmacies are not permitted to adjust their fees once they are set. Even if you are only going to stay for a few days or 1 week it is regular practice for the pharmacy to fill up to 1 month of medication so the dispensing fees are working further for you. All medication will be given to you to take home after the stay.

### **I have medicine at home that I have already paid for, by getting this new lot of medication am I paying more overall for medicine throughout the year?**

- No if you are registered with Pharmacare, any medication that normally goes toward your deductible will continue to go towards you

deductible. For example, if your Pharmacare deductible is \$400 for the year, even though you paid again for your medicine to go to Piercy, the cost went toward your \$400 deductible. You have already met your deductible; any discounts normally paid by Pharmacare will automatically continue to come off your medications for your Piercy stay.

### ***Preparing for your stay***

The plan for preparing each guest for their initial stay at the hotel will be developed between staff, and pharmacy, the guest and their family caregiver. The preparation includes the following five steps:

1. If this is your first stay at the hotel, you will be asked to complete and return to us, the *"Getting to Know You"* booklet prior to check in. This booklet is invaluable in providing staff with information about guests' daily routines, likes and dislikes, so that stays at the hotel will be satisfying and enjoyable.
2. This information helps staff to meet guests' individual needs within the resources available, and to develop a personal service plan.
3. In developing an individual Service Plan for the guest, the Respite Clerical team will also ask about any special dietary needs, whether or not the guest requires assistance with personal care, bathing, walking, eating, or any other activity of

*"I was pleased to complete the Getting To Know You Booklet before John's first stay at the hotel. I was glad that they were so interested in him. I wanted the staff to get to know my husband as a person, his routines, his interests and hobbies. By knowing more about him, they can make his stay at the hotel more pleasant, and can strike up a conversation about things that he is interested in."  
- Family member*

daily living. On return visits to the hotel, only updated information will be required.

4. Registration forms will need to be completed and signed prior to check-in.
5. Once your visit has been confirmed by the Respite Clerical Team, we ask that you contact the Forbes Pharmacy at 250-595-1471 at least seven (7) days prior to the beginning of your stay in order to prepare your medications necessary for your stay. Please note that medications **cannot** come from home.

### ***Checking into the Hotel***

Families are responsible for arranging transportation to and from the hotel. Arrival time is at 11:00, 1:15 or 2:00pm. The check-in time assigned is to be treated as a scheduled appointment time.

A weekend check-in can be accommodated, as long as all of the registration requirements have been completed during the week. Staff will be available to familiarize guests with the environment.

The person responsible for the costs of the respite stay will provide credit card information and a signature authorizing payment.

At the time of check-in, the guest or family caregiver will be asked to sign a *Respite Agreement form*, confirming the return to home plan. If for any

reason the caregiver is unable to pick the guest up at the pre-arranged departure time, the emergency contact person will be responsible for doing so.

*Please note that on rare occasions, respite services may need to be cancelled if a prospective guest becomes acutely ill or the hotel is experiencing a health issue, such as an outbreak of the flu.*

### ***Check-out***

Because of the hotel nature of the program, it is essential that guests arrive and depart at the agreed upon times. Commitments have been made to incoming guests and their families. Therefore, arrangements made for the end of the stay must be honored so that another family's respite is not disrupted. The room must be vacated no later than 10:30 a.m. to allow housekeeping staff adequate time to prepare the room for the next guest. Check-outs can be scheduled any day of the week.

### ***Cancellations***

Should you need to cancel your reservation, it is ideal that you please notify the hotel with at least two (2) weeks' notice so that another family can utilize this precious resource.

### ***What should I bring with me?***

Guests should bring an adequate amount of clothing for the duration of their stay. All clothes must be

machine washable. Suggested items to bring include the following:

- 2 to 3 pairs of pajamas and a robe
- Slippers with a firm tread
- A change of underwear for each day, and incontinence supplies if needed. Incontinence supplies are not provided at the hotel.
- Toiletry bag including toothbrush, toothpaste, denture cup and denture cleaner, deodorant, brush or comb, electric or disposable razor, shampoo, soap, Kleenex and any other toiletry items you wish such as powder or lotions.
- Any aids for mobility or special medical equipment should be labeled with the guest's name and brought from home.
- It is recommended that glasses and dentures be labelled before check in.
- Please **do not bring** jewelry, valuable items, family heirlooms, or large sums of money. If jewelry is brought, please ensure that it is labelled.
- Please feel free to bring along favourite photographs, books to read, a comforter, or special pillow.

The Piercy Respite Hotel does not accept responsibility for any lost articles.

## ***Other information about the hotel***

### ***What will I do while I'm at the hotel?***

There will be many opportunities for social interaction at the hotel. Enjoying fresh air in the garden, special meals, celebrating birthdays, cards, games, afternoon tea, entertainment, movies, seasonal activities, morning coffee and news, meeting and conversing with other guests, or enjoying an afternoon of quiet reading in a recliner chair are some favorite activities at the hotel.

Guests are welcome to bring in any books, hobbies, music CDs, or crafts from home so that they may continue their interests during their respite stay.

Volunteers provide companionship and may also assist with activities such as reading out loud, baking, or outdoor walks.

### ***Meals***

Part of the hotel experience includes nutritious meals in a pleasant dining room setting.

A continental breakfast is available from 7:00 a.m. to 8:30 a.m. for early risers, and a full cooked breakfast is served at 8:30 a.m. in the dining room. Lunch is served at 12:15 p.m., and the main dinner meal is at 5:15 p.m.

Afternoon and evening snacks and beverages will be served. A nutritional service plan will be developed to meet your particular needs, within available resources. This includes special diets for people who



have diabetes or food allergies for example, or who have chewing and swallowing problems.

### ***Illness during your stay***

If a guest becomes ill during their stay, requires medical assessment, has a serious fall or other health problem, transportation to hospital by ambulance will be arranged. The guest or family is responsible for the cost of the ambulance. The emergency contact person will be called to let them know what has happened and where to meet the guest.

Please note that a guest may be asked to leave the hotel if their condition or behavior puts themselves or others at risk.

### ***Bathing***

Each guest bathroom is equipped with a shower, and guests may shower whenever they wish. Staff is available to assist with showers as needed.

### ***Laundry***

Personal laundry can be done at the hotel if necessary, or guests may take soiled clothing home at the end of their stay. Please include a large plastic bag in your suitcase for this purpose.

### ***Smoking***

Piercy Respite Hotel is a smoke-free environment. Smoking is prohibited (E-cigarettes included) anywhere on the grounds.

### ***Alcoholic drinks***

Families are permitted to bring alcohol into the hotel for a guest's stay, so long as the family can provide hotel staff with a doctor's note from the guest's GP, stating the daily allowable volume of alcohol.

### ***Cost and method of payment***

The Ministry of Health sets the standard rate for respite service at the hotel and all respite facilities within Island Health.

Arrangements for payment for the duration of the stay will be handled upon check-in, preferably through credit card information. Post-dated cheques are also accepted. A receipt will be issued by the Island Health Finance Department and sent by mail.

Guests and family caregivers will be made aware of any other fees in advance of the scheduled stay.

### ***Parking***

2-hour free visitor parking is available on Gosworth Street off Hillside. Paid parking is available at the back of the building. It is a good idea to bring change for the parking meter.

### ***Compliments or concerns***

We want guests to have a comfortable, pleasant, and safe stay at the hotel. Your opinion counts. Please let any staff member know if you have questions or concerns during your stay.

The Island Health Client Relations Office is available at: (250) 370-8323.

***"Your feedback and suggestions are welcomed so that we can continue to offer a high quality service to the best of our ability within the resources available"***  
***-Manager, Hillside Seniors Health Centre***

## ***Other services in the Hillside Seniors Health Centre***

The Piercy Respite Hotel is situated in a multi-faceted Community Health Centre designed to meet the needs of older adults and their family caregivers.

*Also located on the same site are:*

Health Point Care Centre (250) 370-5637

Eldercare Foundation Office (250) 370-5664

Yakimovich Wellness Centre (250) 370-5641 ext 2

Community Bath program (250) 370-5641 ext 1

Please contact the Piercy Respite Hotel at (250) 370-5641 ext 1, if you have any questions.

We look forward to seeing you at the hotel and hope that you enjoy your stay with us.



## ***About the Greater Victoria Eldercare Foundation***

### ***Mission***

The Greater Victoria Eldercare Foundation enhances the care, comfort and dignity of elderly persons living in our community. We accomplish this by raising funds for equipment, environmental enhancement, community support, research and education.

The Foundation directly supports the residents of the Aberdeen, Mt. Tolmie, Glengarry and Priory/Heritage Woods long-term care facilities. The Foundation also supports community programs for seniors such as the Western Communities Adult Day Centre, the Community Bathing Program, and the Hillside Seniors Health Centre.

In addition, the Foundation generally supports the care of elderly persons living in Greater Victoria through our Embrace Aging community initiative.



GREATER VICTORIA  
ELDERCARE  
FOUNDATION

### **Contact us**

Greater Victoria Eldercare  
Foundation  
1454 Hillside Avenue,  
Victoria BC V8T 2B7  
Phone: (250) 370-5664  
Lori McLeod, Executive  
Director  
Website: [www.gvef.org](http://www.gvef.org)

### ***Funding***

The Foundation is not funded by the Government. We rely on donations from individuals, businesses and service clubs. The Foundation raises money to purchase equipment, home-like enhancements, and provides funding to improve the care, comfort and quality of life for our community's seniors and their family caregivers. Your support is appreciated!

