

# THE SUMMIT

AT QUADRA VILLAGE



If you are a resident of Mt. Tolmie Hospital or Oak Bay Lodge, and have chosen to move to The Summit at Quadra Village, you will be moving on April 24 or 25, 2020.

Your only role is to enjoy the ride. Our role is to ensure you experience a smooth transition. We look forward to welcoming you to your new home.

## SMOOTH TRANSITION

Information for residents and families  
on the move to The Summit



# SMOOTH TRANSITION

to The Summit



Island Health and our expert movers, Health Care Relocations, have been planning the resident move for more than a year. Your care and comfort is our priority.

The opening of The Summit is a major milestone for our community and we welcome you as the first residents to live here. We also thank you in advance for your patience throughout this transition.

## GENERAL OVERVIEW OF THE MOVE

- Starting at 7:30AM the resident move team will begin moving residents to The Summit, by bus, every 15 minutes.
- Each resident move will take approximately 45 minutes from loading transport buses to unloading at The Summit (lobby to lobby).
- Each resident will have an attendant with them (either volunteer or staff) to ensure a smooth transition.
- Move coordinators are working closely with the food services department to ensure each resident will receive breakfast before they move, and lunch either before or after transporting to the new site.
- We are estimating that visiting hours will be between 7—9 PM, but this is subject to change. We will keep family members informed.

## WHAT YOU NEED TO KNOW AS A RESIDENT

- Your only role is to enjoy the ride on move day.
- Depending on how you feel, you will be transferred in a wheelchair or on a stretcher.
- You will be wheeled onto an Island Health transportation bus, driven to The Summit, and wheeled into the lobby of your new home.
- Once at The Summit, you will be met by an attendant, taken to the registration area to check you in.
- Once the check-in process is complete, the attendant will take you to your new room.
- Your visitors will be asked to wait until the resident move is complete before seeing you. Visitors will be allowed in The Summit between 7—9 PM.
- Your visitors will be informed of your new room location prior to the move, or can inquire at the information desk just inside the main doors at The Summit.
- If you have any questions about the resident move, please contact Colleen Anderson ([colleen.anderson@viha.ca](mailto:colleen.anderson@viha.ca)).



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## TIPS FOR FAMILIES

- Information about your loved one's room location will be sent to you by mail and/or email about one month prior to the move.
- We ask that you remove any personal valuables and furnishings that will not be moved, no later than April 13, 2020. This will make it easier for the transfer to take place.
- We ask that family members and other visitors stay home during the move. To maintain resident safety and timelines, it is important that only residents and health care professionals are present.
- When it's time, family members may be asked to pack remaining personal items into labeled tote-boxes provided by the relocations company.
- The reception desk at The Summit will be open for any inquiries on move day.
- Once residents are settled into their new rooms, family will be welcome to visit between 7—9 PM. This restriction will assist us in carrying out a smooth move and we appreciate your assistance.
- There is drop-off parking in the front of The Summit. If you are planning on staying a while, there is visitor parking in the underground parkade.
- Questions about the resident move? Please email [Colleen.Anderson@viha.ca](mailto:Colleen.Anderson@viha.ca).
- Thank you for your support!

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