

Our approach to care

Our person-centred approach to care recognizes the feelings, wishes, life experience and physical abilities of each resident.

We strive to create a home-like setting, to preserve dignity and to promote social interaction. We recognize that every resident is entitled to individualized, quality, resident-centred care.

The role of our staff is to help each resident experience comfort and contentment in their long-term care home.

You are also an important member of the team! We encourage residents and families to be active partners in care alongside staff.

Island Health
Long-Term Care

Making Every Moment Matter for Each Person



Updated: June 2025



New to Long-Term Care?

You may have many questions about how family members and friends can be involved in daily life and care planning.

This pamphlet gives some suggestions that can be discussed with the Manager, Social Worker, or another leader at your home.



This brochure was made by members of Family Councils and Resident Councils at Long-Term Care homes across Vancouver Island. If you would like to join a council, please inquire with the Manager or the council chairperson at your home.

Being involved

Settling in

- Residents are encouraged to bring personal items that are important to them. If this includes furniture, please check with the Manager of your home.
- Clothing, glasses, hearing aids and dentures should be labeled with the resident's name. Some homes can provide this service for a small fee; check with the Manager.
- To inquire about cable and internet services at your home, speak with the Unit Clerk.

Care conferences *

- Care conferences allow residents and their support person(s) to speak with the care team about their goals of care. This ensures the written care plan meets each resident's needs, values, and wishes.
- To prepare for the care conference, think about questions such as:
 - What brings you joy and is important to you?
 - What changes would enhance your quality of life?
 - What questions do you have for your care team?

Visiting & staying in touch

- Many homes have no set visiting hours; family and friends may visit anytime. Children are always welcome.
- To bring a pet for a visit, please check with the Manager beforehand.
- Family may wish to bring their loved one on outings. Please give staff advance notice so they can arrange for any medication while you're out.
- If you'd like to join in meals at the care home, speak with the Unit Clerk. Please note there may be a small fee.
- Bringing favourite foods for your loved one is another option. Please check with the nurse on which foods are appropriate.
- Family may wish to launder clothing that requires special care at home, or change items seasonally and as needed.
- To arrange for appointments with additional service providers, such as dental and foot care professionals, speak with the Unit Clerk.
- A calendar of activities is posted in every home, and family may join their loved one in these experiences.

Important contacts

Manager or Director of Care (DoC)

Name:

Phone number:

Nursing Unit Assistant or Unit Clerk

Name:

Hours available:

Clinical Nurse Leader (CNL) or Associate Director of Care (ADoC)

Name:

Nurses and HCAs usually work the following shift times:

- Days: 7:00am - 3:00pm
- Evenings: 3:00pm - 11:00pm
- Nights: 11:00pm - 7:00am

** For detailed information about care conferences, please refer to the **Long-Term Care Resident & Family Handbook**, provided as part of the admissions process. If you need a copy of the handbook, please speak with the Manager.*