



Resident & Family Newsletter Issue #7

February 2020

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SAVE THE DATES!

Summit Open House

The Summit team would like to invite you to an on-site Open House at The Summit building! On April 2, 2020, you will have the chance to come and tour the building, learn about the features and facilities, and meet some of the care team. There will be an opportunity to learn about therapy and recreation, the new dining experience, support services, move day plans, the physician care model, and much more! Stay tuned for more detailed information over the next few weeks.

Decorating Days

Staff and volunteers will be on-site at the Summit on April 15-16, from 4pm to 8pm, for families who have pre-registered to come and begin decorating and setting up resident's rooms. Staff and volunteers will be providing direction and support, but will be unable to help with lifting and carrying personal items and boxes. Please come prepared to transport all items on your own.

Families need to register ahead of time by calling reception at 250-370-6600, 7-days a week from 9am to 5pm. You will be asked to choose a time-slot, and provide an e-mail address so that we can send you details and instructions prior to the event. Please register for your time slot by **April 1st, 2020**.

CONSTRUCTION UPDATE

The fence is still up around the Summit property to provide some additional security, but inside the fence it is a hive of activity! Landscapers are planting trees and ornamental plants, which will create a welcoming sight for our residents, families and neighbours. The main building sign was just installed and can be seen easily from Hillside Avenue. Inside the building, we're busy setting up furniture, working in the kitchen, and getting all of our technology up and running.



Looking in to the Bistro area where refreshments and light snacks will be available



There are lots of windows at the Summit. Floor 1, looking out into the courtyard – with fresh snow!

QUESTIONS? WANT MORE INFORMATION? PLEASE CONTACT:

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THE SUMMIT

— CARE RESIDENCE AT QUADRA VILLAGE —



UPDATES AND INFORMATION

Coming Soon... Please check your mail boxes!

In order to help prepare families for the move days, we will be sending out an information package that will have important details about your loved one's new room, mailing address, telephone numbers, etc. This information will allow for telephone and mail transfer, as well as updates to service providers (e.g. cable, internet). We will be mailing letter copies to all families, unless you have requested to receive communications via e-mail. If you have not signed up for electronic communications, but would like to, please e-mail colleen.anderson@viha.ca and we will update our contact information for you.

Parking at the Summit

We know many people have questions about parking at the Summit, and want to assure all family members and visitors that we are confident you will have access to parking at the Summit. The underground parking garage is nearly completed and, once finished, it will provide 43 public/volunteer stalls, as well as 5 public disability stalls. Parking will be free for families and visitors. The process for parking pass allocation is currently being finalized, and details will be sent with the information package noted above.

Staff Training Sessions

Summit staff have been busy these last few months! Throughout November and December, 410 team members attended training events on-site at the Summit. This training was focused on equipment, safety and getting to know the lay of the land. Staff were highly engaged, and enjoyed guided tours of the building—most getting to see their new work-environment for the first time. Staff told us (via survey results) that overwhelmingly, they feel optimistic, excited and supported and they believe they will be able to implement best practices and improve care quality and services at the new site. Excellent news all around.

The next round of training for staff will begin in March. They will be on-site for a full-day, getting to know each work area in more detail, gain further safety and equipment training, and participate in cross-disciplinary scenario sessions that focus on how we work well together as a care team.

THE SUMMIT

CARE RESIDENCE AT QUADRA VILLAGE

TVS AND TECHNOLOGY AT THE SUMMIT

Televisions and Cable

With a heartfelt THANK YOU to the Eldercare Foundation, we are excited to let families and residents know that all TV wall-mount brackets are being donated to the Summit. Families will not have to purchase their own TV mounts at this time. Residents may bring a wall mountable TV up to a maximum 45 inches.

We are planning a “TV drop-off day” where families who choose to purchase new TVs can bring them to their current site and we will arrange for the new TVs to be moved to the Summit for you. More details will be provided at the next resident and family council meeting.

Internet Services

The Summit will have Wi-Fi internet available to residents, accessible in the entire building. Once the network is live mid-March, we will know more about the exterior coverage and the courtyard. This Wi-Fi service will be adequate for checking email and other light use. If a resident would like to set up their own internet service for heavier use (e.g. streaming shows, Skype calls, FaceTime), they must arrange this themselves through the provider of their choice.

Transfer of Services

If residents plan to use the bulk cable package, we will transfer this service for them. All other services (e.g. phone, TV, internet), are the responsibility of the resident to have transferred or set up. This can be done once you receive your information package with your new mailing address.

Residents who do not currently subscribe to cable but would like to do so at the Summit can complete the form in advance. Completion of this form will also indicate a need for a TV wall mount bracket. Please contact reception to fill out this form.

FAMILY PARTICIPATION FOR MOVE DAY

As you can imagine, move day will be an extremely busy day. There will be hundreds of staff and volunteers on-site to care for residents and to assist during the day. Our highest priority is to ensure your loved one experiences a smooth transition to their new home. In order to do this, we must maintain a very strict schedule and help keep the area clear for the buses, so that they can continuously transit back and forth between sites. For this reason, it is imperative that only move related vehicles and persons are on-site for the duration of both move days.



While we appreciate that many families will feel compelled to help during the move, we ask that you carefully consider how necessary your presence will be for your loved one. If you feel that your help is critical to a smooth transition for your loved one, you will need to accompany them on the Island Health bus. More family members riding the buses could lead to prolonged move days. Therefore, we would like to keep the number of family members on the buses to a minimum.

Another option is to spend the day with your loved one off-site. Once the Summit move vehicles are finished for the day, you could return to the new site together to get checked-in and settled in the resident's new room. This will need to be scheduled with Colleen ahead of time. Please consider if this would be appropriate for you loved one to be away from care for that period of time.

There will be designated visiting hours in the evening on both move days. We expect most families chose to let us take care of your loved one during the move day, and visit in the evening to help them settle in. Anyone wishing to discuss further please contact Colleen Anderson at 250-370-6606 or via email at colleen.anderson@viha.ca.

Thank you so much for your understanding, patience and care during this exciting time.