

Infection Control

Our Infection Prevention and Control Program needs your help:

Keeping Everyone Healthy

- Do not visit if you have a fever or new cough, diarrhea or vomiting.
- Resident with these symptoms may need to stay in their room or in their home to prevent spreading the illness.
- Have an annual flu shot. You may be required to wear a mask at the facility during flu season if you do not have an annual flu shot.

Clean Your Hands

Use available alcohol hand rub on arrival at the facility and at departure, after using the washroom, after you blow your nose and before you eat.

Outbreaks

We try to ensure that outbreaks do not occur, but when they do, we act quickly to limit the spread of the outbreak.

- Residents may be restricted to their own home or bedroom and visiting may be restricted.
- Personal protective equipment such as gloves, masks, gowns will be worn by staff who provide care to the ill residents.
- All residents receive influenza vaccines annually and those over the age of 65 will also receive a Pneumococcal vaccine

Disclosure of Adverse Events

Should something go wrong, you have the right to know what happened and to know what is being done.

- The resident and family contact are notified of all adverse events that impact them.
- All adverse events are investigated and we learn from them.
- We offer and provide support to those involved.

Feedback

We care about what you think. Your feedback on things that matter to you are important to us.

- We have an open door policy. Drop by to speak with a Manager.
- We periodically conduct surveys to get feedback on various aspects of satisfaction.
- Consider participating in the Family Council.

What if I have a Complaint?

You may speak to the person involved or to a manager. Complaints are best addressed and resolved at the time and place where they arise. Give us a chance to make things right. If you are not satisfied with the outcome you may contact:

Community Care Facility Licensing
604.930.5405
Patient Care Quality Office
1.877.880.8823



*Resident, Family, Visitors
and Volunteers*

Your Role in Resident Safety

Resident Safety

At Suncreek Village, we take our role in resident safety seriously and we are involved in a range of actions to promote safety. These include strict infection control practices, proper use of equipment, prevention of incidents, and staff training to prevent injury. We report and investigate all incidents and learn from them.

Residents, families, visitors and volunteers also play a vital role in safety at Suncreek Village.

Speak up if you have questions or concerns.

Participate in your own care

- Let us know about any allergies you have and share your health history with us.
- Expect your nursing staff to check your identity before giving you medications or treatments.
- Know what medications you are taking and why.
- Ask for information about your diagnosis and treatments to help you understand and make decisions.
- Read all forms and ensure you understand before signing anything.
- Involve someone you trust if you are not able to participate fully in your own care.
- If something does not seem right, bring it to the attention of your care staff or facility manager.

No Smoking and Scent Free Environment

- Suncreek Village building and property is designated as non-smoking.
- Environmental allergies are a serious problem – please refrain from wearing scented products.

Abuse Free Environment

Abuse may take a variety of forms. It may be physical, verbal, emotional, sexual, or financial.

- Suncreek Village is committed to providing an abuse free environment and to respect the value, dignity and contribution of all.
- We practice a policy of ‘least restraint’ at Suncreek Village.
- All staff are required to promptly report any incidents of suspected abuse or neglect no matter whether it is another resident, staff, family member or friend who is suspected.
- All complaints of suspected abuse or neglect are investigated by an outside body (Community Care Facility Licensing).
- Residents, family, friends, and volunteers are encouraged to raise any concerns they have.

Falls and Injuries from Falls

Falls are the #1 cause of injury in the elderly and we work hard to prevent falls and injuries from falls.

- Our rehabilitation staff assess and plan for all residents individually and work with the care team to put safeguards in place.
- Residents are advised on proper foot wear and hip protection.

Right to Live at Risk

The nature of life is to be at risk and to make decisions every day to live at greater or lesser degrees of risk.

If a resident and/or family wish to exercise their right to make a choice that may pose a risk to the resident’s health and/or safety, a negotiated risk agreement may be developed.

Protecting Your Privacy

BC has a Freedom of Information and Protection of Privacy Law that applies to Suncreek Village. We take our role in protecting your personal and health information seriously.

- We gather only information that is required to provide your care, receive payment for care, manage facility business, or conduct quality and risk management activities.
- Only required information is shared with other care providers and Fraser Health Authority. We will request your consent to use your information in any other way. It is your right to refuse consent. You, the resident, may access and correct your personal health records on request with the assistance of a facility manager.

Emergencies

- Fire drills are held regularly. When the alarm sounds, remain where you are and wait for instructions from staff. Do not use phones or elevator. If the fire is in your immediate area, close your door or leave the area.
- We also have plans to deal with other emergencies and disasters.

Security

Many security systems are in place at Suncreek Village including the use of closed circuit video surveillance.

- Promptly report if you are missing anything.
- Let us know if your prox card or room key is missing.
- Please sign in and out and be **very** careful that residents do not follow you out of the building when you leave.