



Adult Day Program Client Handbook

Hawthorne Seniors Care Community
2111 Hawthorne Avenue, Port Coquitlam, BC, V3C 1W3

Adult Day Program Direct Line: 604-468-5017

Program Coordinator: 604-468-5056

Website: www.hawthornecare.com

HAWTHORNE SENIORS CARE COMMUNITY ADULT DAY PROGRAM

Hawthorne Seniors Care Community Adult Day Program is a home support service funded by the Fraser Health Authority. It provides recreational and social activities and health services to older adults with health-related disabilities who wish to remain in their own homes.

Eligibility for Day Programs and other support services is determined by the Fraser Health Authority. Information on the eligibility requirements and the application process can be obtained through the Fraser Health Service Line for New Clients at 1-855-412-2121. Existing clients may call the local Home Health line at 604-777-7300.

WELCOME

On behalf of the staff and administration at Hawthorne Seniors Care Community, I would like to welcome you to our Adult Day Program. As a client in the program, you will have the opportunity to participate in a variety of programs and to meet some new friends.

This handbook has been designed to help you and your family become familiar with the Hawthorne Day Program. If you have any further questions or concerns, please do not hesitate to ask.

We sincerely hope that the time you spend with us will be rewarding and enjoyable.

Sincerely,

Jackie Reiners
Director, Assisted Living and Adult Day Program
604-468-5005
jreiners@hawthornecare.com

Care is at the heart of our community, working together to make a difference.

HAWTHORNE SENIORS CARE COMMUNITY ADULT DAY PROGRAM

Hours of Operation:

9:00 a.m. to 3:00 p.m.
Monday to Friday

Transportation:

Clients or caregivers must arrange transportation through Handydart if a family member is not able to assist with driving. Clients or caregivers are responsible for contacting Handydart about changes to the day or cancellations. Please ensure you have a Compass Card or proper change for your fare as they are not available on site.

Fee:

There is a \$10.00 user fee per session for programs and services. You will be required to use Direct Deposit for payments.

Holidays:

The Day Program is CLOSED on weekends and Statutory Holidays.

IF YOU ARE UNABLE TO ATTEND:

If you are unable to attend the Day Program on your scheduled day(s) due to illness, vacation or admission to the hospital, please notify the Day Program Recreation Therapists or Programmers immediately at **604-468-5017**. If possible, also call to let us know when you will be returning to the Day Program.

Please schedule medical or other appointments on days when you are not attending the Day Program.

It is essential that you honour your commitment to attend regularly. Make-up days within the same calendar month are available if you have had to cancel a day. Clients that have irregular attendance patterns or that are away from the Day Program for six consecutive weeks will be discharged from the program.

IF YOU ARE LATE:

Please contact the Day Program Recreation Therapists/Programmers at **604-468-5017** if you will be late. Our dietary staff needs to know by 10:00 a.m. if you will be joining us for lunch.

REMINDER PHONE CALLS:

A reminder call can be made to you the morning you are to attend. Please let us know if you prefer not to be called.

SERVICES:

Recreation Therapist and Recreation Therapy: The Recreation Therapists and Recreation Programmers provide services to clients to maximize clients' physical, cognitive, social, emotional and spiritual well-being.

A Recreation Therapist will assess the needs of each client, develop an individualized plan, and work with the team to implement the plan and deliver programs and services. The Recreation Therapist will evaluate and adjust the plan as necessary, with assistance from the Recreation Programmers, to meet client needs/interests and maximize abilities. The Recreation Therapist meets with each client (and family if appropriate), to discuss their interests and needs as well as programs and services. A variety of programs and services are available to meet individual client needs and interests.

You may contact Rachel at 604-468-5056 for updates on client progress/participation, program information, questions, suggestions, or concerns.

Therapeutic Programs and Leisure Activities

Physical Needs

- Falls Prevention Care Fit programs, walking groups, bowling, active games & gardening

Social Needs

- Entertainment, one-to-one visiting, birthday celebrations, billiards and Wii games, intergenerational programs

Cognitive Needs

- Trivia, word games, bingo, news and views, library services, discussion groups, cards and crib

Spiritual Needs

- Cultural and seasonal celebrations, Yoga, nature walks, and access to spiritual books, materials, and music

Emotional Needs

- Reminiscing and reflection, crafts, gardening, and gentle touch

Independence Needs

- Volunteer opportunities, cooking, baking, leisure education, and life skills

Health Monitoring: A Licensed Practical Nurse is available to assist you should you become ill while attending the Day Program. The nurse will also complete a basic health assessment upon admission, provide periodic health monitoring, and can assist you with medication or certain treatments if necessary.

Food Services: In addition to a hot noon meal, refreshments and snacks are served in the morning and afternoon. Special diets and restrictions are accommodated where possible. Health regulations require that all food eaten by clients and their guests must be prepared by our dietary staff.

Volunteers: Hawthorne's volunteers assist the staff to make your visits to the Day Program as enjoyable as possible. They participate in a multitude of activities ranging from one-to-one visits and group activities, to assisting during meal and tea times.

MEDICATION

Clients needing medication assistance/administration during ADP hours (i.e. lunchtime) must visit their doctor/pharmacist and see if their medication times can be adjusted so that medications do not need to be brought to ADP. If medication times cannot be adjusted and you need your medications administered by the ADP LPN they must come in a blister pack. A current medication list is also to be provided, and a new list must be provided whenever there is a medication change.

Should you need to take medications while at ADP and can do so independently, they should be sent with you in the following manner:

1. Medications are to be placed in an envelope or container and sealed.
2. Envelope or container must be labeled as follows:
 - a) Current date
 - b) Name of client
 - c) Name and dosage of medication
 - d) Colour of medication
 - e) Time to be taken, i.e. different times require a different envelope

Medications to be taken independently must be kept on your person (pocket, purse, walker storage bag). ADP staff will not provide reminders to take pills.

ADVANCE DIRECTIVES

Advance Directives are directions of the client regarding their health care when the client is no longer able to communicate those decisions directly to a doctor, other health care professionals, family or other interested persons. Clients with Advance Directives, in particular the MOST, should provide copies of such documents to the ADP staff to be kept on file at the ADP. If a medical emergency should occur while the client is on site these documents can be provided to the Paramedics. If you require further information on Advance Care Planning please speak to your Fraser Health Primary Care Nurse, the ADP Recreation Therapist, the ADP LPN, visit www.seniorsbc.ca/legal/healthdecisions, or call HealthLink BC at 8-1-1.

SMOKING

Hawthorne Seniors Care Community is a **smoke free** environment.

PERSONAL BELONGINGS

All personal belongings **should be marked or labeled** with your name before attending the Day Program, i.e. coats/sweaters, glasses, hearing aids, purses, canes, walkers, wheelchairs, etc.

NAME TAGS

A name tag will be provided and must be worn while you are attending the Day Program.

HAS ANYTHING CHANGED?

To help our staff provide the best support for you while you attend the Day Program, **it is important that you let us know if there are any changes to your medication, your medical condition or diet.** Please notify the staff if you change your address, phone number, or contact person.

CAREGIVER RESOURCES

<https://alzheimer.ca/en/bc/We-can-help/Resources/First-Link-dementia-helpline>

Alzheimer's Support Tri-Cities

Phone: 604-298-0780

Email: info.northfraser@alzheimerbc.org

BC NurseLine: 604-215-4700

Health Link BC Dial: 8-1-1

Fraser Health Service Line: 1-855-412-2121

MOST <https://patienteduc.fraserhealth.ca/file/medical-order-for-scope-of-treatment-or-most-4444.pdf>