



## *Frequently Asked Questions about Silverstone Care Centre*

### General Information

#### Who is Silverstone Care Centre?

**Silverstone Care Centre is proud to be chosen by Vancouver Coastal Health (VCH) to provide care services to seniors in the Sechelt area and for the Sunshine Coast.**

We are specialists in dementia and aging needs with a commitment to deliver best practices in person and family-centered care. We will be licensed to provide 24-hour professional nursing and care services delivered by a team of nurses, health care aides and support service workers along with Recreation Therapy, Dietitian, Social Worker, Occupational Therapy and Physiotherapy. Our culture places safety as a priority and we value teamwork, a learning environment and innovation. It is our Vision to **create joy in life and aging... by caring, connecting and celebrating.**

Silverstone Care Centre will become a beautiful long term care home for up to 136 residents. It is being purpose-built for aging care needs through the décor, the amenities and the use of natural light. All of the bedrooms are single rooms with ensuite washrooms and showers. To support connections to community and for workers, the home is conveniently located steps from a bus stop and a short distance to the shops and services of Sechelt. Silverstone is design for best practices with infection control and in accordance with the "VCH Design Guidelines" and "Adult Care Regulations". Derek Crawford, Architect, has designed over 3,000 long term care beds in BC and is well recognized by the Health Authorities.

**Silverstone Care Centre will be managed by Trellis Seniors Services Ltd** and through this affiliation, it will be connected to Gemstone Care Centre in Kamloops, Hamilton Village Care Centre in Richmond and Creekstone Care Centre, a new care home to open shortly in North Vancouver. Mary McDougall is the President and she is joined by a talented team that has longstanding and specialized expertise with a shared passion for seniors care. Trellis and Silverstone are owned by Mary and Dan McDougall.

#### When are you scheduled to open and how long will it take to move in?

**We are planning to open mid-2022.** As we get closer to knowing the exact date, we will work with Vancouver Coastal Health towards making a smooth transition for all residents as well as for their families into the home. Moving in generally happens over the course of a few weeks so that we can focus on your needs. Transitions may be an emotional time and could heighten conditions, such as responsive behaviours, or cause other stressors. We are here to support you and we invite you to ask questions.



## What does a neighbourhood and house look like?

**We offer community style living where we have houses and neighbourhoods.** Each house will have 16 bedrooms and it will operate independently or, where appropriate, it can operate as a connected neighbourhood. There are 4 houses per neighbourhood (or floor) and 2 floors of bedrooms for a total of 128.

Each house will have its own dining area and lounge, as well as a bathing spa, a quiet room, a care office and access to the outdoors. The central or common areas will offer additional amenities for all to enjoy including a bistro great-room, a hair salon and an upper floor patio (to enjoy beautiful sunsets). The overall design has focused on maximizing natural lighting as well as flexibility for programs and needs.

## How will residents be grouped?

**Our plan is to group residents together who have similar abilities and/or who face similar challenges.** For example, one house or neighbourhood may be home to people that have robust cognitive abilities and need support for their physical frailties. Other houses may focus more on serving and supporting cognitive or behavioral challenges.

## Can residents/families choose their own room?

We would love for everyone to have their choice of room however, it would be misleading to suggest that can or will happen. Instead, we promise to do our best to meet any special requests and we ask for your understanding and full support where compromises must be made.

**We encourage you to focus on the overall home and not become attached to a particular room or neighbourhood.** The home will be beautiful and it has been purposefully designed to support aging needs. Every space has been carefully planned and considered with the goal of providing the best possible end-of-life experience. As we are a community, we need to work together and be flexible.

It is important to know that a future move within the home may be necessary if clinical or other assessed needs lead to such a recommendation. An example of this is where abilities change such as an initially cognitively well resident facing decline and needing a more secure neighbourhood.

## What size are the bedrooms? Are they private or shared?

**All spaces, including bedrooms, comply with the requirements for Long Term Care.** The main bedroom area is approximately 12.5' x 11' plus a private bathroom with shower that is approximately 8' x 8'. All rooms are fully private. There are no double or shared rooms. However, a couple of rooms offer an interior lock-off doorway between the rooms as an option for connecting couples or for friendship. This flexible design allows for one room to be set up as a sitting area and the alternate as a shared bedroom, if appropriate.

## What is included in the rooms? And what can I bring?

**Each bedroom is furnished with a multi-position electric bed, a wardrob-armoire, a chest of drawers, a night table and a resident room chair.** We also encourage you to bring small items that will make you feel at home, such as pictures, books, ornaments and many people bring their own recliner. There is also a hook up for your own TV and telephone, if desired. Please do not bring items that may endanger health and/or safety, such as rugs.



## Will there be volunteers?

**Silverstone believes strongly in growing caring communities and we welcome volunteers.** Healthy connections are part of good overall wellbeing, both for the recipient and for the volunteer, and these relationships add to quality of life for seniors.

## How will food be prepared?

At Silverstone, quality of life is about living and the things we do and enjoy, like dining and food. **Food is prepared fresh, on-site, in a central kitchen and under the direction of a chef and Dietitian for nutritional safety.** We engage the residents and families for input on meal planning and seek regular feedback for improvements.

## How many beds are funded and what is the cost?

**125 rooms are under a service contract with Vancouver Coastal Health (VCH) and are government funded.** The total cost of the funded care service is partially paid by the government and a portion is paid directly by the resident. An income assessment would be performed by VCH as part of the move in process to determine the level of user fee. User fees range between \$30-\$65 per day and are established by the Ministry of Health. For the remaining private pay beds, rates will be set based on market at the time of moving in.

## What are the additional fees?

**For funded residents, any additional fees are governed and controlled by the Health Authority under the Ministry of Health Policy.** Specifically, incontinence products are included as part of the base service as is a basic wheelchair.

Optional services are offered for purchase at the full discretion of each resident. These services are charged separately and will include such things as cable & phone service along with specialty health services such as dentistry, podiatry, and hairdressing. Information regarding both included and optional services will be provided at move in.

## What is the current availability?

**The home is planned to open in mid-2022.** For information about a funded bed, please contact Vancouver Coastal Health through your Case Manager. Silverstone is not responsible for assigning the funded beds.

## Further questions?

We hope we have answered your questions however, we recognize you may have more. Please feel free to contact us at [info@silverstonecare.ca](mailto:info@silverstonecare.ca) if you have something further to ask or simply to connect. We look forward to you living at Silverstone Care Centre.

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