

FAQ By Families

How often are care conferences?

Care Conferences are held yearly for each resident. You will be notified prior to the conference with date and time of meeting.

Who can attend care conferences?

Care Conferences are currently conducted over ZOOM or teleconference, as a result any family member who is directly involved with the resident may attend.

What should I bring on admission?

Please bring resident's clothes, shoes, glasses, hearing aids, wheelchair or walker if needed.

Do I need to bring my loved one's medication with them on admission?

Please bring any medications currently bring used so staff are able to ensure physician is aware of medication list. Medications will be sent home with family as facility will provide medication directly from pharmacy

Will someone be there to give my loved one their medication on time?

Yes, nursing staff are on duty 24 hours a day and will bring medications to the resident when due

Will someone wake my loved one up in the morning so they don't miss breakfast?

Yes, our Health Care Aides will ensure your family member is awake as to not miss breakfast

Will someone be able to help my loved one get dressed in the morning?

Yes, our Health Care Aides will provide any assistance your family member need to get dressed in the morning.

Are we allowed to hang picture on the walls?

Yes, feel free to bring photos from home to hang on your family member's walls.

Will my loved one need money?

Please do not leave any money with your family member, any money can be left in a comfort fund that the facility can use for any incidentals that may arise (ie. Haircut, foot care)

Should I label my loved one's clothes?

No, staff here will label your family member's clothes to ensure they are not misplaced

Do I have to take my loved one's clothes home to wash?

No, we have a laundry facility on site and all residents clothes are washed here.

Will my loved one get Physio Therapy while at VCCC, and how often does this happen?

Physiotherapy and Occupational Therapy are available at VCC, a therapist will assess your family member prior to any therapy and decides how frequent their therapy sessions will be conducted.

What if my loved one needs a haircut?

A barber is available to come in to the facility to provide haircuts when needed. Payment will be take out of comfort fund.

Can my loved one have a TV in their room?

Yes, if family would like to bring a television in for the resident they may, if they wish to have cable or internet access, family can arrange this with a service provider. Family will be responsible for service payments.

Can my loved one have a phone in their room?

Yes, if family would like to bring a telephone in for the resident they may, family will be responsible to arrange this with a service provider and for service payments.

Can I bring in food rom home?

Yes, feel free to bring food from home, but please check with nursing staff first as diets can change and previous food preferences may now pose a choking risk.

Can I take my loved one outside?

Yes, but please schedule you outing with our reception staff so staff is aware when your loved one has left the facility.

When can I come visit my loved one, do you have visiting hours?

Visiting hours are from 10:00AM to 11:30AM and again from 1:30PM to 4:45PM

How often will my loved one get a bath?

A Health Care Aide will provide your family member with a bath once a week.

How often is the Doctor in to see my loved one?

Physician are usually in the facility once a month but they are updated with any changes to health.

What kind of activities do you provide?

An activity coordinator is on site and encourages exercise, singing, games and arts & crafts

Will someone be able to help my loved one down to the dining room?

Yes, our Health Care Aides will provide any assistance your family member need to get to the dining room for all meals.

Is there a nurse on duty 24 hours a day?

Yes, nursing staff is available 24 hours a day

My loved one seems more tired than usual, is this normal?

A resident's energy can be effected by a number of variables (exercise, activities, bath, or simply aging). If you notice a change in your family member's energy level, please alert staff.

My loved one is not eating as much as she usually does, why?

A resident's appetite can be effected by a number of variables. If you notice a change in your family member's energy level, please alert staff.

My loved one doesn't seem to remember me as often as usual, is this normal?

This could be a result of aging; however, if you notice any change in your loved one's cognition, please speak to the Nurse