

## George Pearson Residents Provide Feedback on Model of Care

Several sessions were held with George Pearson Centre (GPC) residents and family members in June. The purpose of these meetings was to provide an update on planning to-date and receive feedback from GPC residents and families regarding the Phase 1 redevelopment that will go forward to Vancouver City Council, as part of the Pearson Dogwood Redevelopment Project rezoning application.

The feedback provided by residents and families will be summarized in a report to Vancouver City Council, as a way of ensuring residents' concerns and priorities are clearly communicated and considered as part of the rezoning process. A summary report has been created by Katie Hume, Facilitator, and submitted to the GPC Residents' Council for review. Feedback from the Resident's Council has been included in the final report, submitted to Vancouver City Council.

The following provides a summary of the questions and answers from the June sessions with GPC residents and family members. If you have additional questions that are not covered below, please submit them to one of the Rec Therapy Staff, who will forward them to the Project Team. These will be included in future updates to GPC Staff and Family. Or, if you would like to submit a question directly for response, please email:

[Michelle.Perrault@vch.ca](mailto:Michelle.Perrault@vch.ca) and she will ensure the appropriate Project Team Lead responds.

## Questions & Answers from George Pearson Centre Resident Info Sessions

**Key Message:** We are still 4-5 years away from the first moves. Things will change as we get into the more detailed planning.

### **Questions:**

#### ***What is the difference between a Medical Care Model and a Social Care Model?***

A medical care model is focused on the clinical needs of the individual. A social care model focuses on the needs of the whole person, including their medical needs. Planning for GPC residents is based on a social care model, to support individuals to lead full and empowered lives. The Mission that drives the planning process is: *Individuals will have access to care and supports that centre on their needs and fulfill their life choices; individuals will have a home that is comfortable, feels secure and allows for flexibility of care; individuals will be part a community that engenders companionship, flexibility and freedom of choice.*

#### ***How will I access wheelchair technicians or specialized supports such as physio or respiratory therapists?***

There will be a wheelchair technician in the new Dogwood Lodge facility and all residents will have access to this service. Other supports, such as physio and respiratory therapists will be available onsite as required. Depending on the individual's care plan/needs, these clinicians might provide services in the home, in the Community Health Centre or in another environment located on site.

#### ***What is a Total Support Worker?***

Total Support Workers are members of the interdisciplinary team, and are responsible for ensuring daily activities set out in the care plan are completed as required. They also play a key role in supporting resident choice and social needs. This includes community outings and social activities as requested by the resident. These individuals provide clinical care, assist with activities of daily living and home management tasks.

#### ***Can Total Support Workers give medications?***

Registered Nurses will provide oversight for Total Support Workers and confirm medication requirements, as prescribed by physicians. Total Support Workers will then provide these medications to residents as appropriate.

#### ***Will there be a room somewhere for staff?***

There will not be a separate space on the site for staff. While they are working, staff will be with residents. Depending on their role, this could mean they accompany residents on outings, provide support/treatment in their home, or seeing them in the Community Health Clinic.

#### ***What about emergency situations and fire drills? How will residents be evacuated?***

We are not down to that level of planning yet. However, resident safety is a priority for our planning process. We have effectively planned for this in other multilevel facilities. There will be safety drills and processes in place. We will share the details when they have been finalized – likely not for another year.



***What is the staffing ratio?***

The ratio of staff will vary from household to household to meet each individual's support requirements for community inclusion, personal care needs, financial planning and clinical care. For planning purposes, VCH used current profiles of residents to estimate individual needs. Based on this, our staffing ratio will likely be one staff member to two residents during the day, in the evenings, one staff member for every three residents and overnight one staff member for every four residents. This means more direct care/ support staff than the current GPC staffing model.

***Will there be social workers?***

Yes, social workers are included in the proposed Model of Care Framework.

***Will there be a physiotherapy department, and more therapists to support residents?***

Physiotherapy will continue to be available to residents, similar to current levels. The physiotherapists might see residents in the Community Health Centre, in their home, or in another space on the site.

***How do you know there will be enough money to do what you say you are going to do?***

We have conducted a detailed budgeting process to support planning. The Model of Care and associated staffing requirements is within our budget.

***How will residents reach/call staff at night?***

There will be a call system in each room. Residents will have fast access to staff – day and night.

***Who will hire the staff?***

These details have not been worked out yet. Residents who choose independent living in single units, rather than the group living arrangement (4 or 6 room units), will have the option to hire their own staff and/or share with another resident living in a single unit. Those in group living arrangements will have a coordinated approach and will share staff.

***What if someone phones in sick?***

There will be a process in place to ensure resident needs are met and coverage is in place if a staff member calls in sick, similar to how we do coverage in our current model. This will be worked out as part of the staffing model.

***Who will manage staff conflicts?***

This will also be worked out as part of the staffing model. There will be House Coordinators on site to assist with resident and staff concerns as needed.

***Will we be able to keep the same experienced nurses that we have now and know our care?***

The goal is to support all residents with qualified staff, who will be consistent and familiar. Exactly who this will be or how this will be coordinated has not been determined yet. We have several more years of planning to work this out.

***Will staff be contracted out or part of VCH?***

We haven't worked out the details of the staffing model yet. We will share this information as soon as this is confirmed.



***Right now we have recreational therapists. Where do they fit in the new model?***

The Total Support Workers will have a key role in supporting resident access to recreational activities. Access to these services will not be much different than it is now.

***Will there be a canteen where we can buy items we need or want?***

The housing with supports for GPC residents will be integrated into the community which will be fully accessible for all. There will be shops and retail spaces where anyone can go and purchase what they need when they want.

***Will there still be a salon for hair and nails?***

A salon will be located in the new Dogwood Lodge Complex Care Facility.

***Will there still be a Community Kitchen and volunteers to help in the gardens, take us on outings, etc.?***

With each residence having a kitchen, people can cook in their home. For larger gatherings, arrangements can be made to access the Adult Day Care Centre in the new Dogwood Lodge. There will still be volunteers involved in the new model to support individuals.

***Will there be a place where we can smoke (like we have now)?***

There is likely to be an area that allows smoking. This will be one of the many details worked out in future planning activities.

***Will there be family rooms for people to stay overnight?***

Resident rooms will be large and able to accommodate a mattress/cot if needed. Some units may have wall beds to accommodate overnight visitors.

***Will you continue to admit more residents to George Pearson Centre?***

We will continue to admit new residents to GPC for approximately another year. We do not have a timeline yet for when we will restrict admissions.

***How can I make sure the City knows what is important to me, when they make their decision regarding the rezoning?***

Katie Hume is preparing a report for the City, on behalf of the GPC residents. She will review this with the GPC Residents Council to ensure it accurately reflects resident views, priorities and concerns. This will be provided in advance, so City Councillors can review it prior to the Public Hearing planned for July 20. As well, residents can write a letter to Council or do a Youtube video for them to review. Information on these options is available at:

<http://vancouver.ca/your-government/public-hearings.aspx>

***Will people with trachs/ventilators be grouped together as they are now?***

Housing arrangements are based on resident choice. Residents will decide where they want to live and who they want to live with (if anyone). There are options for single units, four bedroom units and six bedroom units. Individualized care plans are focused on each resident, not on the housing environment.

***Why didn't they make GPC an historical site? The grounds and trees are very therapeutic.***

The new community will include parkland, trees and gardens with wide pathways and minimal grade making it easier for those in wheelchairs to get out and enjoy the nature in the community.



***Why did the YMCA pull out of the project?***

This was a business decision made by the YMCA. They are still open to working with VCH, but will not be building their facility on the Pearson Dogwood lands.

***If the pool isn't on the Pearson Dogwood lands, how will we get there?***

VCH is committed to building the pool on the Pearson Dogwood site. We will consider a new partner so we can build a larger facility with more amenities on site. If a new partner is not found, VCH will build a pool that is similar in size and programming to the current Pool. The Pool Users Working Group has representatives from GPC residents who use the pool, as well as other pool users and stakeholders, including VCH. This group will support the planning and decision-making process with regards to replacing the Stan Stronge Pool.

***Will the pool still be located on the Pearson Dogwood site?***

VCH is committed to building the pool on the Pearson Dogwood site.

***Is this pool the same situation as the UBC pool?***

No. VCH is committed, through the Policy Statement and the Consensus Document to replace the Stan Stronge Pool with a new therapy pool on the Pearson Dogwood Lands.

***What's wrong with the way we are operating the pool now? Can't we just keep this going?***

Right now the Stan Stronge Pool is operated as part of the GPC facility and the land the pool is on is no longer owned by VCH. The pool will operate in a new on site location.

***Why don't you build a tower over top of the pool?***

The current plan includes a pool facility with a tower above. This tower also includes six GPC single housing units with supports, as part of the housing design. The pool facility was initially designed with the YMCA in mind, and was a much larger complex than just the therapy pool. The design will change, depending on whether we find a new partner or build our own pool.

***Will there be a Public Hearing at City Hall regarding the pool?***

There is a Public Hearing scheduled for July 20 to consider the rezoning application for the entire Pearson Dogwood site. This provides an opportunity for residents and other stakeholders/members of the public to voice their concerns and priorities for the redevelopment of the site. This includes providing input with regards to the therapy pool.

**The following questions have come in through other channels:**

***Will I have to pay for my own medications and other clinical supplies when I move into an independent living situation?***

A commercial pharmacy will be on site and prescriptions can be filled through this dispensary with costs covered through the individual's MSP. Residents will also be able to use a pharmacy of their choosing. Costs for prescription medication will be covered by BC Fair PharmaCare Program, and depending on each individual's income, residents may have to pay their annual deductible. Medication delivery can be arranged. Transition plans will support



individuals in coordinating this process as they settle into their new units and staff will also be available to provide assistance if clients are living in supported units. Clinical supplies are covered in licensed units. In non-licensed independent apartments, residents will cover their own costs similar to others who have chosen this type of living arrangement.

***Will the doctor visit me in my unit? If not, isn't this a drop in the level of care?***

The new housing units with support aim to encourage residents to live as independently as possible. For many, this means visiting their family physician in their doctor's office. In cases where the resident is unable to get to the doctor's office, arrangements can be made for a physician or nurse practitioner to visit them in their home, as their support requires.

***Will there be enough qualified Total Support Workers available to meet the needs of all GPC residents moving into the new housing units with supports?***

Yes. Individualized care plans for each resident will ensure the appropriate mix of staff to meet the needs of all residents. This includes ensuring all staff have the skills and credentials to provide high quality care and service. Total Support Workers will be key members of these interdisciplinary teams.

***Will the new housing units with supports have wifi? Who will pay for this?***

These are details that will be addressed as we get closer to completion.

***Will there be adequate free parking for friends and family visiting residents in the new housing units with supports?***

We know that parking is a concern for residents and family. A parking plan will be developed and shared with GPC residents when we have a better understanding of the requirements and costs associated with onsite parking. We know the developer Onni is required to set aside a specific number of visitor spots on the site. More information on where and how many parking spots are available will be provided later in the planning process. Street parking will be metered.

***What if I don't want to prepare or plan my own meals?***

Residents have the option of participating in meal planning and preparation if they wish. If they prefer not to participate that is fine too. The Total Support Workers will plan, prepare and serve meals for those who do not want to participate in this process.