



M'akola ILBC Housing Society
(Member of M'akola Group of Societies)

Ts'i'ts'uwatul Lelum
(Cowichan Elders)
"Home for Helping Each Other"

Frequently Asked Questions "FAQ's"

Where is the project located, how many units are in the project and what is the unit mix?

The project will be located on Cowichan's Traditional Territory at 5755 Allenby Road across from the Band Administration Offices. The building is 4 storey's and will contain 46 – 1 Bedroom Units (approximately 650 square feet), and 4 – 2 Bedroom Units (approximately 825 square feet).

What are some of the features and amenities in the project?

The project will contain the following common features and amenities:

- Dining room
- Assisted bathing room
- Commercial kitchen
- Private dining room (extra charge)
- Laundry on each floor (no charge)
- Hair dressing/Podiatry room (extra charge)
- Fully monitored sprinkler fire suppression
- Craft Room
- Home theatre
- Lounge areas
- Outdoor heated patio
- 24 x 7 x 365 Emergency Response
- Common Computer Workstations
- Traditional plantings in outdoor gardens

What are some of the features of the units?

- Private lockable self-contained unit
- Accessible full width shower
- Area for scooter storage
- Medical Alert Pendant
- 1 or 2 bedrooms
- Resident selectable temperature controls
- Operable windows
- Full kitchen with fridge and stove
- Fully monitored emergency system
- Dining, living room
- Full bathroom
- Cable and telephone hookups
- Fully accessible

What are some of the services provided at the project?

- 2 meals per day Recreation coordination
- Assisted bathing
- Weekly linens (towels and sheets)
- Emergency Response
- Basic utilities – heat and hot water (\$15 surcharge)
- Emergency Pendants
- Personal Care Services
- Assistance with Activities of Daily Living Socialization/recreational opportunities - some at additional cost
- Weekly light housekeeping, up to 30 minutes per week

What services are NOT included in the basic rent?

- Telephone, cablevision and Internet
- Additional and personal laundry (excluding towels and linens weekly), equipment and laundry consumables use no charge
- Medication delivery/pickup
- Guest/family meals
- Utility Surcharge of \$15 per month
- Private Dining functions
- Podiatry (Foot Care) services
- Hair Care services
- Transportation
- Mandatory contents insurance

How much is the basic rent?

Elders and/or Person's with Disability pay 70% of their after-tax income plus a \$15 utility surcharge. For most Elders and/or Person's with Disability, their after-tax income is derived from their Canada Pension Plan, therefore it would be 70% of that amount. As this project is subsidized, Residents will no longer be eligible for SAFER subsidy programs.

It is very important to consider what is included in the basic rent. Please contact the M'akola Elder Liaison to gain a full understanding of what is included and what is not included in the basic rent.

Who calculates the basic rent and what must each Elder provide?

The basic rent is calculated by the Vancouver Island Health Authority. Residents must provide their previous years Income Tax Return.

How often is the basic rent recalculated?

The basic rent is calculated at initial assessment, prior to move-in and annually thereafter. Residents must provide their previous years Income Tax Return.

How much is the Security Deposit and what is included?

The Security Deposit is \$450, which must be paid prior to move in, of which \$175 is a deposit for the Medical Alert Pendant.

What safety and security systems are in place to protect the Elders?

All residents will have a medical alert pendant which is operational in and around the immediate vicinity of the project.

The entire project is fully sprinklered and monitored for smoke and fire. The elevator, commercial kitchen and fire suppression systems are all standard safety and security systems. All emergency systems are monitored 24 x 7 firstly by in-house staff, secondly by an off-site independent security firm as backup. The project also includes a Backup Power Generator which provides critical electricity during sustained power outages to certain components of the project.

Are there adjustments made to the basic rent if an Elder is away on vacation or staying in hospital?

No, adjustments cannot be made to rents when Elder's are away for any reason. Rents are based on the operating costs of the entire building and on monthly rent.

Can I have a pet?

No, pets are not permitted to live with/reside with a Resident.

Can I use a scooter inside the building?

Scooters are permitted inside the building for use to and from your unit, however they are not permitted in common areas. There is ample space to park scooters in the units, and they may not be parked in the common hallways.

As a Resident of Ts'i'ts'uwatul Lelum, is the Occupancy Agreement between resident and M'akola ILBC Housing Society under the authority of the Residential Tenancy Act?

No, the Occupancy Agreement is under the authority of the Community Care and Assisted Living Act.

Can guests/family members stay with Residents?

Guests/family members may visit for up to 3 consecutive days. Housekeeping services, meals etc. are not provided for the benefit of guests/family members.

As a Resident of Ts'i'ts'uwatul Lelum, can an Elder bring and park a vehicle at Ts'i'ts'uwatul Lelum?

Residents with a valid BC Drivers License may bring and park their own vehicle, (registered to the Resident) however there is very limited parking which is provided on a first come first served basis. Residents are encouraged to not bring a vehicle to Ts'i'ts'uwatul Lelum. Residents may not store non-owned vehicles at anytime at Ts'i'ts'uwatul Lelum.

Can a wife/husband/partner reside with a qualifying Resident if they themselves do not qualify for Assisted Living?

Yes, a wife/husband/partner may reside with a qualifying Resident if they are providing support to the Resident.

As a Resident of Ts'i'ts'uwatul Lelum, under what reasons can a Resident be evicted?

M'akola ILBC Housing Society may terminate an Occupancy Agreement at anytime by giving 30 days written notice addressed to the Resident. M'akola ILBC Housing Society shall specify the reason for termination in the notice. M'akola ILBC Housing Society shall have the right to terminate this agreement without notice or on short notice when:

- a) The Resident is engaging in behavior that is in the opinion of M'akola ILBC Housing Society or its staff, a threat to the mental or physical health or safety of the Resident, other Residents or staff of M'akola ILBC Housing Society;*
- b) The Resident's health care needs are beyond the capabilities of the level of care provided at M'akola ILBC Housing Society, VIHA and its' agents;*
- c) The Resident is unable to direct their own care.*
- d) The Resident is caught smoking in their rental unit or in the building of Ts'i'ts'uwatul Lelum.*

What happens when a Resident of Ts'i'ts'uwatul Lelum becomes too ill to continue to safely reside at Ts'i'ts'uwatul Lelum?

The Resident's Case Manager from Vancouver Island Health Authority is responsible to relocate the Elder to a more suitable/appropriate healthcare setting as soon as possible.

What happens when a Resident's assistance with activities of daily living increase from what was initially provided? Do Residents pay more for more services?

No.

Is there a cost to participate in Social and Recreational activities? Which activities are included?

Some activities are at an extra nominal cost. Crafts, music, educational activities, and non-denominational religious services are included.

Will Ts'i'ts'uwatul Lelum have a bus/van to transport Residents to activities and outings?

Ts'i'ts'uwatul Lelum will not have a bus or van, however the Society is working with Cowichan Tribes to assist with this through a partnership.

Where is the local transportation located?

Transit services are expected along Allenby Road. Many amenities and services are within a very short walking distance.

Can Residents cook for themselves?

Yes, each unit is equipped with a full kitchen. Ts'i'ts'uwatul Lelum provides lunch, dinner and snacks, however Residents may cook for themselves and for their guests.

If I chose to cook for myself for all my meals, is my basic rent reduced?

No, the basic rent charge does not decrease or increase with a Residents participation in meals or with personal care services/activities of daily living assistance.

What does light housekeeping include?

Weekly dusting, vacuuming, floor cleaning, and bathroom cleaning. Weekly linen changes including bed linens, towels and face clothes. Housekeepers do not do heavy cleaning, nor dishes!

How is this project different from other Assisted Living Projects?

This project is the first of its kind in Canada. It is a provincially funded project situated on the Traditional Territory of Cowichan.

Cowichan Tribes has the opportunity to influence how this project will be decorated, its design features and the types of foods prepared for its residents. Cowichan has the opportunity to provide the Personal Care Services to the Elders of the project through a separate contract. Cowichan has the opportunity to welcome and include this project into their community, thereby making it a culturally appropriate setting for their Elders. Cowichan has the opportunity to share their culture and celebrate their Elders lives and to ensure that their Elders are cared for in the best possible way right in their community on their Traditional Land.

How is this project funded?

BC Housing funds the Capital Costs (approximately \$14.1M) and the ongoing housing costs through monthly subsidies. Vancouver Island Health Authority provides hospitality and personal care services funding through monthly subsidies. No federal funding has been provided. BC Housing and VIHA contribute the difference between what an Elder or Person with Disability contributes (70% of their after tax income) and the actual costs associated with the unit, the care and the services.

Who selects Elders and Persons with a Disability for the project?

The Vancouver Island Health Authority is solely responsible for the intake process and for the selection of residents.

How are residents selected?/How is eligibility determined?

Residents are selected based on their health requirements/needs, the appropriateness of their current setting (where they currently live) and the applicant's suitability to an assisted living project.

What are the steps involved in being eligible for Assisted Living?

Step 1: An Elder or person with disabilities contacts the Vancouver Island Health Authority and completes a needs assessment by answering various questions about their health, their diet, their housing situation, their needs surrounding assistance with activities of daily living such as assistance with dressing, bathing, medication, and recreation. Many times an Elder would have the assistance of a family member or other health care provider to answer these questions. The idea is to determine if the Elder has the required level of need and the ability to direct their own care.

Step 2: Once an elder is deemed to be a potential candidate for assisted living they are assigned a Home and Community Care Nurse who would meet with the Elder along with a caregiver (family member) and they discuss in more detail (in private) the Elder's needs and this helps to determine what level of care is required. The Elder will be placed on a waitlist for desired AL projects in their area.

Step 3: Upon being eligible, when a unit is vacant, the Elder will be advised that a unit is available for viewing at a particular Assisted Living Project. The Elder will be invited to tour the project, meet with some of the key staff persons and ask questions about the project and services provided. At this stage the Assisted Living Provider also assesses the suitability of the Elder based on the features, supports and resident mix at that time.

Step 4: The Elder makes a decision and a move in date is scheduled if the Elder accepts to move in.

When can the Elders and Persons with a Disability of Cowichan start the process?

Elders and persons with disabilities can start the process 3 to 6 months before the anticipated Spring 2012 opening of the project.

What happens if an Elder does not meet the eligibility requirements and in 6 months their personal situation changes?

Where an individual's health deteriorates or their support requirements have changed and they are having additional difficulties with their health, or are having issues with their activities of daily living they should and can re-apply.

Does M'akola have someone to help an Elder, a Person with a Disability or person associated with either to help with the process, or to gain a better understanding of Ts'i'ts'uwatul Lelum?

Yes, contact M'akola's Elder Liaison - Stella (Tina) Johnny for assistance at 250-732-4351 or by email at: cowichanelders@makola.bc.ca. Elders should also utilize their health practitioners, including Community Health Nurses, their Doctors and their family members to assist with the process. Many times, questions can be best answered by your care-givers which can more accurately reflect your current requirements and needs. They can also describe what an Assisted Living setting provides and how it may provide the assistance you need. You may also contact the Cowichan Health Department at: 250-746-6184, or by email at: health@cowichantribes.com.

Will non-Cowichan members live at the project?

Because this project is funded by the Provincial government through BC Housing and the Vancouver Island Health Authority, the Health Authority selects residents based on their needs therefore non-Cowichan Members may live at the project, if there are insufficient Cowichan/First Nations Elders or Persons with a Disability that qualify under the criteria for Assisted Living as defined by the Ministry of Health.

How do Cowichan's 10 Complex Care Beds fit into this project?

This setting is not a Complex Care or Residential Care setting and does not include any Complex Care beds. This project does not limit, exclude nor negatively impact Cowichan from pursuing the Complex Care Facility. This Assisted Living Project has been designed to accommodate an expansion on the adjacent property and to leverage the common amenities and services (i.e. dining, commercial kitchen, health offices, emergency response, theatre, craft room, recreation coordination, assisted bathing room) in this building.

Is smoking permitted in or around the building?

Smoking is NOT permitted in or around the building. The project is designed to be a healthy environment firstly for the Elders residing there and secondly for the employees of the project. Exemptions for Ceremonial purposes exist.

What can Cowichan Members do to make this project successful for its Members and the Elders?

All successful Assisted Living projects have a common component, which is community support and involvement. The project includes large gathering areas which can be used for many functions and activities which can support the residents and the entire community. Holding events which enrich the lives of the Elders put on by community members keeps that connection and keeps the project alive and an appropriate environment for Cowichan's Elders.

What types of employment opportunities exists at Ts'i'ts'uwatul Lelum and how do I find out more information?

Please visit our website for a complete listing of the various employment opportunities available with M'akola ILBC Housing Society. Working in an Assisted Living environment is a great opportunity to support the local community and the local Elders. Healthcare related employment opportunities are made available through the Vancouver Island Health Authority and therefore are not connected to M'akola ILBC Housing Society.

How do I find out more information about Ts'i'ts'uwatul Lelum?

On the Web at: www.cowichanelders.com, or by email at: cowichanelders@makola.bc.ca or by phone at: 250-732-4351