

## Personal Support Services at Seton Villa

- **Many of the subsidies that were available in previous years are no longer available:**  
Over the past 35 years, Seton Villa has been home to over 2,000 residents. With ever-changing governments and funding priorities, the types of care and services have evolved as well. We are committed to ensure that our services remain affordable as operating costs continue to increase.

### Supportive Housing Residents

- **Cluster Care Program:**  
At Seton Villa, personal care such as medication assistance, bathing, early morning and evening assistance for all “**Supportive Housing**” residents in suites from the 5<sup>th</sup> to 18<sup>th</sup> floors are provided through our Cluster Care Program which is similar to community-based in-home care. The Cluster Care staff are **Community Health Workers, not nurses.**
- **Types of Care and Times Allotted**
  - Morning care = 30 min.
  - Evening care = 30 min.
  - In-room meal tray service = 15 min.
  - Bath assist = 30 min.
  - Support Stocking assistance = 15 min.
  - Medications
- As of June 2010, Fraser Health charges one daily fee for two (2) hours of care. **The Cluster Care model is more cost-effective both for the residents and Fraser Health.**
- **Assessment:**  
As of January 1, 2005, the Fraser Health Authority Community Care Professional must assess and “delegate” the task/s. The resident’s income is assessed to determine what portion of the “daily fee” will be paid by the resident and if any subsidy will be provided through Fraser Health. **Note that if a resident is on GIS (Guaranteed Income Supplement), there will not be any fee.**
- **We are not authorized to administer any medication or eye drops, etc. without a “Delegation of Task” through the Fraser Health Case Manager:**  
If you require assistance, please have your physician, family member, yourself or the Senior Manager of Health Operations refer you to Fraser Health as soon as possible. If you require any nursing care, you **have** to be assessed by a Fraser Health Authority Home Care Nurse who will authorize a “Delegation of Task”. Note that this can take up to 3 weeks. **Until this authorization is received, our staff may assist you for an hourly rate of \$35.22. Please discuss these needs with the Senior Manager of Health Operations.**
- **Private Care Services:**  
If you require assistance other than medication, you can coordinate those services directly with us privately. We do not offer any subsidies based on income – that is when we recommend that you be assessed through Fraser Health.

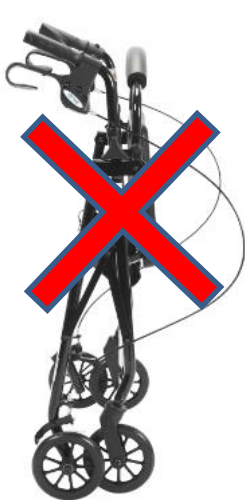
### Assisted Living Program

- Residents on the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> floors are placed by Fraser Health for “**Assisted Living**”. The care level and fee structure are established by Fraser Health
- **Most important, please let us know as soon as possible if you require any assistance. Our staff are here to help you achieve your independence and are available in an emergency situation.**

## SETON VILLA WALKER POLICY

Due to elevator constraints all new residents are required to purchase 'fold-on-the-middle' walkers, without exception. Should any existing residents be required to use a walker after January 1, 2015, they **must** purchase these 'fold-in-the-middle' walkers, as shown.

It is imperative that the walker folds so that the sides come together thus remaining a stable support to residents while folded. *(As shown)*



## LAUNDRY INFORMATION



Your laundry will be done weekly, both flat and personal. Housekeeping staff will take your sheets on the day they clean your suite and change your bed. The laundry will be returned to you the next day. To provide for any contingency, ***we request that you have a minimum of three sets of sheets on hand.***

All other laundry items, including pillowcases, towels and personal items should be put in the laundry bag provided and placed outside your door on the day specified. These items will be washed and returned to you the next day. Should the return day fall on a weekend or long weekend, you will receive them on the following working day.

***It is essential that all items are marked with your suite number.*** You can use a black Sharpie marker to mark your suite number on all articles. Should you move to another suite, you must change the number on all articles. As you purchase new items, please ensure they are marked as well. Your laundry bag will be returned to you with your clean personal laundry. Don't mark your suite number on plastic tags.

If an item is missing, or you have inadvertently received someone else's items, please check with Stella of the Housekeeping staff in the laundry room, in the basement, from Monday to Friday from 7–3pm.

If you prefer to do all or some of your own laundry, there are laundry rooms on the **eighth and tenth floors**. Tokens can be purchased for the washers and dryers for \$1.00 each or in packages of ten from the front desk. Irons and ironing boards are available in both places. Ironing is not included in our laundry service.

*Please note that there will be an extra charge to residents for blankets, duvets, pillows and shower curtains, as well as shampooing or spot cleaning of carpets and defrosting of fridge.*

If you have any questions, please see Stella or Sandra. Thank you for your cooperation.

# SETON VILLA

## Rate Structure

### Cluster Care & Supportive Housing

Size	Type	Rate per Month
216 - 243 sq. ft.	Studio	\$ 1788 - \$ 1809
307 - 313 sq. ft.	Medium Suite	\$ 2017 - \$ 2023
350 - 383 sq. ft.	Small Bachelor	* \$ 2024 - \$ 2107
480 - 483 sq. ft.	Large Bachelor	* \$ 2256
497 - 514 sq. ft.	Corner Double	\$ 2423 - \$ 2448
534 - 541 sq. ft.	Small One Bedroom	* \$ 2453 - \$ 2562
644 - 648 sq. ft.	Large One Bedroom	* \$ 2669 - \$ 2677

\* *indicates kitchen facilities*

#### Included in rates:

- ❖ 3 meals per day
- ❖ weekly housekeeping
- ❖ weekly laundry
- ❖ emergency call system
- ❖ 24 hour security
- ❖ recreation programs
- ❖ utilities
- ❖ cablevision
- ❖ maintenance services
- ❖ suite insurance

Care services can be purchased directly or as authorized by Fraser Health. Individualized care plans will be worked out based on resident needs.

**Important:** Residents may be eligible for BC Housing subsidies for the rent portion of the monthly rates

Second Person: Add \$822

*March 1, 2019*

## Amenities

- Hearing aid clinic
- Library / mobile book services
- Church services
- Pool, Jacuzzi, and fitness machines
- Hair salon
- Computer lab
- Transportation— Seton Bus
- Gift and snack shop
- Penthouse bistro with 24 hour access.
- Gentle foot care
- Pharmacy services

## Recreational Activities

We provide a variety of social and recreational opportunities such as:

- Shopping and bus trips
- Exercise programs
- Podiatrist
- Happy hour, birthday socials
- Bingo, card and board games
- Movies
- Music Therapy
- Choir
- Java Music Club
- Tai Chi
- Themed dinners and entertainment
- Resident Volunteering Opportunities

Residents choose to live at Seton Villa for the peace of mind, companionship, and security we offer!

## SPECTACULAR 360 DEGREE PANORAMIC VIEW!



Seton Villa is owned and operated by Action Line Housing Society by which is a registered charitable organization. We raise funds to help offset costs and programs for residents. Donations are welcome! Donations to be made out to "Seton Villa Society".

## For more information

### Seton Villa Retirement Centre

Mail: 3755 McGill St., Burnaby, BC V5C 1M2  
Phone: 604-291-0607  
Fax: 604-291-1871  
E-mail: [info@setonvilla.com](mailto:info@setonvilla.com)  
Website: [www.setonvilla.com](http://www.setonvilla.com)

# Seton Villa Retirement Centre

Supportive Housing  
& Assisted Living



*Uniquely located on  
2.25 acres in North Burnaby  
3755 McGill Street  
Burnaby, BC*

**TOURS ARE HELD ON 3rd SUNDAY OF EACH MONTH (EXCEPT DECEMBER & HOLIDAYS)**

**Seton Villa** is owned and operated by Action Line Housing Society.

**Our Mission** is to provide affordable housing, with support services, to enable seniors to live in their home at Seton Villa as long as possible. The residents of Seton Villa continue to enjoy independence.



Residents are responsible to direct their own care and mobility needs. Seton Villa cannot accommodate wheelchairs or scooters.

### Choosing to Move to Seton Villa

Since 1974, the philosophy of “Caring and Sharing” at Seton Villa has created a “family” environment.



## Personal Support and Care

Within the philosophy of encouraging seniors to be as independent as possible, assistance can be provided with the following activities:

- In-suite or spa bathing
- Dressing and personal hygiene
- Medication supervision
- Wellness monitoring
- Liaison with health and community resources

Personal care needs may be assessed by Fraser Health for subsidy or may be purchased privately.



## Fine Dining

Seton Villa residents consistently rate meals and dining highest on surveys. Enjoy dining in comfort overlooking the Villa’s garden and pond areas. Our Executive Chef and his skilled staff provide three “homemade” style meals each day. Every effort is made to meet special dietary requirements.

## Supportive Housing

Basic Program Includes:

- Three meals each day
- Weekly housekeeping & laundry
- Activity/Recreation programs
- Emergency response system
- Use of all common areas
- Spectacular view from all suites
- Heat, electricity and cable TV
- Insurance
- 24 hour security

Residents with lower incomes may be eligible for rent subsidy through BC Housing.

## Assisted Living

Assisted Living provides limited unscheduled care and support based on residents needs. Residents must be approved through Fraser Health’s Independent Living BC Program.

[www.fraserhealth.ca](http://www.fraserhealth.ca)

Seton Villa is registered with the Assisted Living Registrar of BC.

[www.health.gov.bc.ca/assisted](http://www.health.gov.bc.ca/assisted)