

Hand and arm massages can be done as quiet, quality time benefitting both you and your loved one. Gentle touch massage can be soothing and helps reinforce a sense of love and bonding between residents and their families that can become strained by living apart.



Short visits from children and pets can lift the spirit of your loved one. Keep all pets on-leash at all times in the facility and ensure that children do not run or shout in the house.



#### Other Tips:

The Family Room is available for family gatherings and special occasions such as birthdays and anniversaries outside the house.

HUSH-NO RUSH! The emphasis is always on low-key stimulation and noise management. Keep voices lower and feel free to move to visiting areas around the facilities.

Always know that you can ask care staff for help, assistance or suggestions that will make your visit a quality experience for everyone involved. We are here to serve you as well as your loved-one!



### HAND HYGIENE & RESIDENT WELLNESS

It is extremely important to limit residents' exposure to germs and viruses. The best way to combat exposure is through simple, effective hand hygiene. We ask that you follow the following four rules during your visits:

1. DO NOT VISIT if you have a cold or any illness symptoms.
2. Clean your hands before entering and leaving the house, by using the hand-sanitizing liquid placed outside and inside the entrance to each house.
3. Wash your hands with warm water and soap inside your loved-one's wash-room.
4. If you must visit while you are sick, please refrain from assisting with meals or recreation activities and wash your hands!

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DELTA VIEW

LIFE ENRICHMENT CENTRES

# VISITING TIPS



DELTA VIEW

LIFE ENRICHMENT CENTRES



A Guide for  
Families & Friends  
Visiting Hours  
10:00am to 8:00pm Daily

## Tips for Enhancing Your Visit...

Friends and family of our residents are always welcome in our facilities.



As a visitor, knowing what to expect (or not to expect) from a resident with a dementia or cognitive limitation will help make the visit more meaningful and enjoyable for everyone involved.

A quality visit provides comfort, support, reassurance and feelings of success to the resident and leaves them feeling loved, valued and cared-for.

Visit your friend or loved-one when you want to visit, not when you think you should visit. The difference is that you feel happy and relaxed during your visit and those qualities are shared non-verbally with our resident, making the visit a better experience for everyone. The best gift you can give is being flexible. Cater to their mood and needs.

Generally, people living with dementia are more alert during mornings and early afternoon. Talk with staff about finding the very best time to visit with YOUR loved one.

Hold your visits in a quiet area, eliminating outside distraction or stimulation such as television or other people's conversations.

Always consider what kind of message is being relayed to your loved one through your body language, your tone of speech and feelings...

## Ideas for Quality Visits...

A person with a dementia or cognitive impairment will reflect back to you whatever emotions you are feeling. People with dementias are like mirrors reflecting back whatever the visitor brings into their "living in the moment" experience.



People with dementias are "living in the moment" meaning they can talk about their reality - that is the things they see, hear and feel right now. This is their reality and adjusting your expectations to meet their reality is the best strategy.

Watch for fatigue. Signs of tiredness could include repeating conversations, irritability, walking away from you or asking you to leave. A shorter, quality visit is usually more beneficial than one that is long and creates fatigue. We suggest visits of 15 to 30 minutes.

Silence can be a shared and touching experience. Sitting and watching TV together, holding hands can be a quality visit.



People living with dementias are unable to "entertain" guests in a way that they may have been able to do before the onset of their illness. Conversing as we know it before a dementia can be a difficult task for residents with a dementia. Ask your loved one if you can

read to him/her or come with pictures with which you tell the stories and recall the details for them. Take a stroll in the garden or bring some flowers to arrange.



Distraction is a technique that can be used to draw your loved-one's attention away from something that is causing concern or agitation, to another more soothing item or idea. If your loved one becomes upset or agitated, direct their attention to something or someone else.

Remember, our residents are doing the very best they can. People living with dementia will have moments of "reality". Visitors can share in these moments with residents by playing along with the reality they are experiencing. It's a "living every moment for that moment" way of life. It does not hurt your loved-one to play along.

If you as a visitor are having trouble leaving without distressing your loved-one, ask the care staff for assistance to distract your loved-one while you make your exit. Sometimes it is best not to mention that you are going home as this can cause distress and anxiety. Always be reassuring and work with the memory loss to provide comfort i.e. "I have to step out to get some groceries but I will be right back" or "I have to pick up the children at school".