

Jeneece Place Family handbook



children's
HEALTH FOUNDATION
OF VANCOUVER ISLAND

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Jeneece Place is on the traditional territories of the Coast Salish, specifically of the Lekwungen (Songhees and Esquimalt) and WSÁNEĆ (Tsartlip/WJOHL:P, Tseycum/WSIISEM, Tsawout/SJAUTW, and Pauquachin/BOKECEN), who have had a relationship with the land since time immemorial.

Welcome to Jeneece Place!

We are happy to host you and your family as our guests. Funded and operated by Children's Health Foundation of Vancouver Island, Jeneece Place is a home away from home for families who need to travel to Victoria to access pediatric care. Jeneece Place provides a safe, comfortable, and supportive place for the entire family to stay, alleviating their emotional and financial stress.

Guests at Jeneece Place include families from outside Victoria whose children are accessing assessment, diagnostic, intervention, or medical services in Victoria.

Day use of the Jeneece Place facilities can also be arranged for eligible families who do not require a room overnight. Guests must pre-register with Jeneece Place and meet eligibility requirements. Walk-ins are not permitted.

Jeneece Place staff are dedicated to caring for all families that spend time with us. The entire staff team wants you to feel welcome and comfortable for your stay. The rest of this handbook contains information about how staff, guests, and visitors can work together to make each stay at Jeneece Place the best experience possible. Please ask house staff if you have any questions. We are happy to help.

Who is Jeneece?

Jeneece Edroff was three years old when she was diagnosed with neurofibromatosis type 1, a debilitating genetic disease that necessitated two surgeries and risked her ability to walk—and her life. Against all odds, Jeneece survived her doctors' prognoses and became a champion of health for Island kids.

In 2009, Jeneece began fundraising for her own dream, Jeneece Place: a home-away-from-home for families traveling to Victoria for health care. Her bravery and perseverance rallied the community behind her, and she raised 95% of her \$5.5 million goal in less than 14 months.

In 2010, Jeneece was awarded the Order of British Columbia, which recognizes those who have served with the greatest distinction to benefit the people of BC. Jeneece is the youngest person in history to receive this honour, among others, and still fundraises for Island kids today.

Getting here

Jeneece Place is located on the grounds of the Victoria General Hospital, located at Helmcken Road and the Island Highway.

Please follow signs to the Main Entrance of the Hospital via Watkiss Way and Hospital Way. When you are on Hospital Way, follow the signs to Jeneece Place. There is short-term parking at the front entrance. Please check in and unpack.

There is long-term parking at the back of the building. Once you have checked in you will need to drive your vehicle to the back of the house. You will be given a security code to activate the electric arm and access the parking lot.

Address and contact information

Jeneece Place
201 Hospital Way
View Royal, BC
V8Z 6R5
(250) 479-9908
jeneeceplace@islandkidsfirst.com

House Manager: jpmanager@islandkidsfirst.com

Cost

Our room rate is \$26.25 per room per night, including GST.

Payment can be made via cash (we are unable to provide change), debit, or credit card at checkout. Unfortunately, we are not able to accept cheques.

Payment can be made on your behalf by a third party. If a third-party payer isn't identified an invoice will be provided to the guest at check out. If cost is a barrier to staying at Jeneece Place, please speak to the House Manager.

We do strongly encourage guests reach out to potential providers for financial support as soon as possible. It is our goal to work with third-party funders prior to check in. Potential funders may include:

- Extended family
- First Nations Health Authority
- Variety BC
- First Nations Band

If you need further information, please reach out to jpmanager@islandkidsfirst.com

A family is defined as two adults and their children (up to a maximum of six per room). Only one family per room will be permitted, and only one bedroom will be allocated per family.

In lieu of a room fee, day use guests are welcome to leave a donation to Jeneece Place.

Check-in

Check-in begins at 4 pm. ID is required to complete the check-in process. A driver's license, status card, passport, social insurance number card, health care card, or similar identification will suffice. If you have lost or misplaced your ID, our staff will work with you to validate your information.

For your first visit, the check-in process will take about 30 minutes and will include a tour of the house. We will also review the house guidelines with you. For returning visits, check-in will take about 10 minutes.

Registered guests are free to come and go as they please. Guests are asked to sign out on the guest whiteboard when they leave and sign in when they return to ensure that house staff know who is in the building in the event of an emergency.

Guests are responsible for all items in their rooms.

If there's something you have forgotten, please do reach out to our team members as we are happy to provide information on nearby stores, services, and amenities.

If you arrive at Jeneece Place before 4 pm, we are happy to register you and store your luggage, and we invite you to use the common areas until your room is ready.

Check-out

We understand that guests may not be able to provide an exact date of departure upon check-in due to the nature of health care and hospital visits. When you have more information, please notify house staff of your expected departure date.

Should it be required to extend your stay after expiry of initial referral, a second referral will be required that indicates stay is extended for additional health care and a new anticipated departure date.

On the day of departure, check-out time is 11 am. Before you check out, please:

- Empty room garbage and recycling into the larger receptacles. Please be sure to sort recycling into the correct bins. These bins are located outside the lower-level doors of the house (back parking lot).
- Remove all food from the kitchen (cupboards, fridge, freezer).
- Return room keys and any equipment that has been signed out during the stay.

At check-out, guests pay the balance of their bill, unless third-party billing has been arranged.

Please note any damage done to House property during your stay may result in a charge covering the cost of repair or replacement.

If you are not yet ready to leave Victoria at 11 am, we are happy to store your luggage and we invite you to use the common areas until you depart.

House guidelines

At Jeneece Place, we prioritize the comfort, wellbeing, and safety of all guests. For that reason, the following guidelines have been created:

Overnighting away



Guests checked in are expected to be overnighting in their rooms except for accessing the hospital. Not overnighting indicates that the room isn't required by a family. We cannot hold empty rooms for families who aren't using them, as that prevents other families in need from accessing the space. Please let us know if you need to go home for any reason.

Allergies



If you or a member of your family have a known allergy, please alert staff at booking and/or check-in to ensure that signs can be posted alerting other guests of the allergy. If another guest has an allergy, signs will be posted throughout the house asking that you do not store or consume products containing allergens. Please respect this request. Jeneece Place cannot guarantee that your allergen will be kept off the property.

Drugs and alcohol



Jeneece Place is an alcohol and drug (including cannabis) free environment. Any guest found to be using alcohol and/or drugs on Island Health property will be asked to leave immediately.

Guest medications



Medications should be stored in guest rooms. If a medication requires refrigeration, please use your dedicated fridge bin. Please remember to request the return of your medication at check-out.

Guide/service animals



Jeneece Place welcomes trained and certified service dogs that are required to do work or perform tasks for a person with a disability. Emotional support animals are not considered to be service animals. Service animals must be identified at time of booking. Guests are required to provide proof of their animal's certification and veterinary records demonstrating good health. Service animals are allowed in their owner's room and in all common spaces except the kitchen. If other guests are scared of dogs, you may be asked to keep your service animal in your room.

Service animals should always be on a leash or harness or in a crate. Staff will encourage other guests to respect that your animal is a working service animal and will ask other guests to refrain from engaging with your service animal.

You are responsible for the care and supervision of your service animal, including toileting and waste removal, cleaning up accidents, and managing your animal while at Jeneece Place. Guests may be asked to remove their service animal from the property if another guest is allergic to the animal, if the animal is not controlled effectively, or if the animal threatens the health and/or safety of staff or guests of Jeneece Place.

Hand hygiene



You are encouraged to wash your hands frequently to promote good hygiene and reduce the risk of illness. We are using communal spaces with multiple high touch areas. Please wash your hands upon entry to Jeneece Place, after using the washroom, changing diapers, or assisting children with toileting, before preparing food, before and after eating.

Housekeeping



Jeneece Place provides house linens, including bedding, towels, washcloths, and kitchen linens. We ask that you wash your bedding weekly. Please ask us for sheets at your convenience and we will be happy to provide them. If your child has a special blanket or soft toy, please run these items through the dryer on hot for 20 minutes before introducing them into the House.

In guest bedrooms, daily tidying is your responsibility. In shared spaces, guests are required to clean up after themselves and to ensure all shared spaces are in good working order before leaving the room. House staff are responsible for general cleaning of common areas.

Please alert House staff to any soiled linens as soon as possible to avoid unnecessary staining.

Photography/videography



To protect the privacy of our other guests, please do not include them in your photos or videos without their consent.

Safe sleep



Jeneece Place promotes safe sleep practices. Should you require a baby bed for your newborn, please request* one from House staff. Please let staff know if a play pen is required in your room. If you notice any damage to the play pen or baby bed, please inform House staff.

**Please note we have a limited number of baby beds and play pens.*

Low-scent environment



For various reasons, many guests cannot tolerate strong smells. Jeneece Place is a low-scent environment. Please refrain from using heavily scented hygiene products while here, and refrain from using perfume or cologne.

Sharps (e.g. needles and syringes)



Safe sharps disposal is available at Jeneece Place. Sharps containers are located in public bathrooms.

Smoking



Jeneece Place is a smoke-free facility. This includes tobacco products, cannabis, and/or vaping. Smoking and burning candles in the home are also considered fire hazards.

Supervision of children



Jeneece Place welcomes families, including children receiving health care and their siblings, or the children of expectant parents.

Childcare services are not provided at Jeneece Place, and young children must always be under the direct supervision of their parents or another adult. Teens may be at Jeneece Place without the direct supervision of their parents for short periods of time (though parents must remain at the House). Parents will be notified if there are any issues.

Weapons and violence



There is a zero-tolerance policy for the storage and/or use of weapons at Jeneece Place. Any guest found to be in possession of a weapon will be asked to leave immediately. There is zero tolerance for violence (physical or verbal) at Jeneece Place.

Visitors



Visitors are welcome at Jeneece Place, subject to reasonable limitations on time and numbers. It is crucial that all guests feel at ease in our shared spaces. Therefore, we ask that visitors adhere to the same guidelines as our guests. Failure to comply with these guidelines may result in visitors being asked to leave the premises. Please note that guests are responsible for their visitors and must accompany them during their visit at all times.

To streamline the visitor registration process, we kindly request that guests communicate with their visitors prior to their arrival at Jeneece Place. This allows guests to add their visitors' names to the Jeneece Place visitors list. Please understand that only registered visitors will be granted

access to the House. To respect our guests' privacy, our staff will neither confirm nor deny the presence of a guest at the house if their visitor's name is not on the list.

For the safety of all, we require visitors to sign in upon arrival at Jeneece Place and sign out upon departure. Visiting hours are from 8:00 am to 9:00 pm. If visitors would like to spend the night, they will have to register as a guest with staff. We appreciate your co-operation in adhering to these time restrictions.

In the event of an emergency



Please note the fire and emergency exits and plan your exit route in case of emergency. If the House needs to be evacuated, please meet in the muster area located in the loading zone parking lot at the front of the house. Staff will complete a count to ensure that anyone who was in the House at the time of the emergency has safely exited. Do not leave before this count has been completed.

Power outages



In the unlikely event of a power outage, we want to assure our guests that Jeneece Place is equipped with emergency lighting in rooms and common areas. A flashlight is available for every room if a power outage lasts longer than the emergency lighting duration, which is up to two hours.

Use of common spaces

Kitchen

Our kitchen is a shared space. It works best when guests respect each other's food and co-operate to keep the kitchen clean.

Jeneece Place offers a well-stocked kitchen, with various cooking implements and kitchen tools. If you need something and you can't find it, please ask staff. We provide some basic ingredients for cooking (cooking oils, spices, etc.) but welcome you to bring the items that you need to eat the meals that you prefer. Any food that is unmarked in the pantry, cupboards, or marked with a shared sticker in fridge is available for all to use. Labels are provided so that guests can identify their food.

Every room has access to food storage. Numbers on the cupboard handles correspond to your room number, keys are available to lock drawers; please request from House staff. Additionally, every room has a bin in the fridge and freezer. Please keep your food contained in one bin.

Should you need more space please reach out to the staff. Please store and eat all your food in the kitchen and dining area to ensure that guest rooms are kept as clean as possible.

Before you start preparing snacks or meals, please wash your hands. Please clean up promptly after using the kitchen, prior to departing to dining room. Dishes can be run through the dishwasher. If the dishwasher is full, please add detergent, run it on "normal" cycle, and turn the sign from "dirty" to "clean." If the machine is labeled "clean" and is no longer running, feel free to put dishes away. If you're unsure where something goes, just ask. Please wash pots and pans by hand.

After using the counters, kitchen table, microwave, and oven, please wipe them down promptly using the cleaning spray and dishcloths provided. As well, please clean up spills to ensure the health and safety of all other House guests.

Guests are encouraged to compost and recycle whenever possible. Compost bins are located under the sink and staff empties them at least once a day. Recycling bins are in the pantry and can hold paper, cardboard, cans, glass, and hard plastic containers. Anything that can't be placed in the compost or recycling can be disposed of in the garbage.

There is a gas barbecue for your use. You can find it on the balcony. Please use the instructions provided to light and use the barbeque. Please reach out to the team after cooking for the scraper/cleaner to clean BBQ and wash all utensils so that it is ready for the next family.

When you're heading home, please collect your food from the cupboard, fridge, and freezer. If you'd like to leave anything behind for other guests to use, please ask house staff what items we can accept as shared food. Please remove or cross out any labels you had placed on your food previously and add a yellow sticker.

Living space

Jeneece Place offers various comfortable spaces for relaxing and spending time together. We offer a large living room and a dining room with tables to allow for comfortable meeting, eating and relaxing opportunities. There is also a quiet corner for meditation/prayer in the main floor stairwell.

On the lower level you will find a children's play area with books, games and activities as well as a media room for families to watch movies. We have a selection of dvds that families can sign out.

While the living spaces are shared, guests are encouraged to enjoy the space while considering the needs and preferences of others. It is appreciated if guests straighten up the area they've used to ensure it remains welcoming for other guests. Considering noise levels and being mindful of space allows all guests to enjoy their time at Jeneece Place.

Outdoor space

An outdoor space has been designed for our guests' comfort and enjoyment. The space includes outdoor seating and play area with playhouse, games, tricycles and bicycles that may be borrowed. Please help yourself to what's available here.

With all spaces, please let us know if something that would be beneficial is missing and please be sure to clean up after use. We are committed to the ongoing comfort of our families.

Instructions for room equipment at Jeneece Place

Telephone

To make an outside call, dial "9" first. Room phones can be used for local calls. If you need to make a long-distance call, please talk to House Staff. To call the front desk, dial 200 or select Jeneece Place Reception from the main menu on the phone screen. To make a collect call from your room, please dial 1-800-265-5328 (1-800-collect).

Television

There are Telus and Samsung remote controls under the TV screen. Use the Samsung remote to scroll through options.

DVD and Blu-ray

There are DVDs in the media room that you are welcome to borrow and bring to your room.

Thermostats

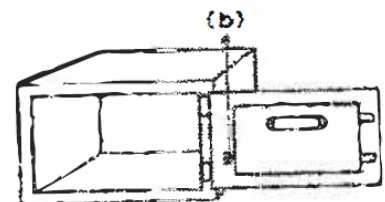
To adjust temperatures in rooms, push buttons to increase or decrease desired temperature and the room should heat up or cool down until it reaches that temperature. The default setting is "Rm Temp".

To turn on the heat, press the centre button until HtStPt shows (heating set point). The heating set point means that when the temperature falls below 20 for example, the heat will come on. To raise the temperature, increase the heating set point.

To turn on the cooling system, press the centre button until ClStPt (cooling system setpoint) shows. The cooling set point means that when the temperature rises above 25 for example, the cooling system will start. To lower the temperature in the room, lower the cooling set point.

Room safe - programming the user code

When the door of the safe is open, press the red button (b) (see diagram) located on the inside of the door near the hinge and the display will show SET CODE. Press any 3 to 6 numbers that you wish to use as a new user code and confirm by pressing the button START. After hearing a musical sound, the display will show IN and your inputting numbers. This means that the new user code is confirmed. Please see staff if your safe is locked upon arrival and we can unlock it for you.



Guest privacy and confidentiality

All Jeneece Place guests are asked to respect each other's right to privacy. This includes a guest's illness or reason for staying in the house, the health care treatment a guest is receiving, and the personal circumstances of all guests staying here.

The information collected by House staff is kept confident and is governed by Personal Information Protection Act requirements. When you are asked to provide information, it is for the following reasons:

- To confirm eligibility to stay at Jeneece Place
- To help staff meet your specific needs while you stay at the House
- To receive and process payments
- To support our administrative procedures
- Occasionally, to provide information about upcoming events, fundraisers, meetings, campaigns, or initiatives. You may opt out of these communications.

All debit and credit information is collected and stored securely. We use this information only for the purpose supplied and we do not retain individual card information for guests.

Access to rooms by staff

Occasionally, rooms may require scheduled preventative or emergency maintenance. Staff will post notices within the house indicating when access to your space may be necessary. Advance notice will be provided whenever possible, and staff will knock prior to entry.

Frequently Asked Questions (FAQs)

Who else will be at Jeneece Place during my stay?

At Jeneece Place, you'll find staff, other guests, and volunteers. Staff are working 24/7 so someone is always available to answer your questions and to assist you. Other guests will be in the house for stays of various lengths. Volunteers may also be present, and they perform a wide range of duties including cooking and baking, leading activities for families, performing maintenance, and generally helping around the House.

Can I do laundry at Jeneece Place?

Yes. There are washers and dryers available to guests. Laundry baskets and detergent are supplied. Please promptly remove clothing from the washer and dryer once the wash or dry cycle is done.

What supplies are available to me at Jeneece Place?

In addition to basic kitchen supplies, Jeneece Place has a play pen and baby beds available for guest use. There are highchairs, baby swing chairs, infant bathtubs and two breast pumps. Baby monitors, night lights and baby thermometer are also available on request. There is a blow dryer that can be signed out. All items are available on a first-come, first-served basis.

Each guest room has two beds, a TV with cable services, and a bathroom. Linens are provided. Wi-Fi is provided.

Are there quiet hours at Jeneece Place?

Loud or disruptive behaviour is not allowed at any time. Designated quiet hours are from 10 pm to 8 am. At this time, please be respectful of other guests' need for quiet time.

Who do I talk to if I have a question or concern?

Please approach the staff member on duty and they'll be happy to answer your questions and to help you however they can.

Where can I eat and drink in the house?

Please eat and drink in the kitchen and dining room areas and not in guest bedrooms or other shared spaces. This helps to keep the house clean and safe.

Can I use Jeneece Place for the day?

Yes, day use is allowed for families with children receiving health care who need a break from the hospital environment. Day use guests can use the shower, laundry facilities, and all other common areas. Guests must pre-register with Jeneece Place and otherwise meet eligibility requirements.

What happens if I get sick while staying at Jeneece Place?

Guests with a cough, fever, or flu symptoms, or ill with diarrhea and/or vomiting should notify staff. If possible, and appropriate, guests should return home. If this is not possible, guests should stay in their room as much as possible to prevent the spread of germs and where a mask in public spaces. As always, guests are encouraged to wash their hands frequently.

What should I wear while staying at Jeneece Place?

Please maintain an appropriate dress code. This means being fully clothed with shoes or slippers in all common areas.

Nearby services and amenities

Jeneece Place is centrally located in Victoria and many amenities are nearby.

Grocery stores, nearest to furthest

- Quality Foods, Eagle Creek Village, Watkiss Way
- View Royal Food Market, 250 Island Hwy.
- Thrifty Foods, 1495 Admirals Roads (has online shopping and delivery service)
- Country Grocer, 1153 Esquimalt Road
- Fairway Markets, 272 Gorge Road West
- Safeway, 3170 Tillicum Road
- SPUD organic groceries, 956 Devonshire Road
- Save-On-Foods, 3510 3510 Blanshard Street
- Real Canadian Superstore, 835 Langford Parkway
- Costco Wholesale, 799 McCallum Road
- The Market, Millstream Village, 125-2401 C Millstream Road
- Walmart Langford, 860 Attree Avenue; Walmart Saanich, Uptown Mall

Pharmacies, nearest to furthest

- DA - Forbes Pharmacy, Eagle Creek Village, Watkiss Way
- Pharmasave, 106 - 284 Helmcken Road
- Rexall Drug Store, 1511 Admiral Road
- London Drugs, Tillicum Mall, 3170 Tillicum Road
- Safeway Pharmacy, Tillicum Mall, 3170 Tillicum Road

Transportation

- Bluebird Cabs 250-382-8294
- Victoria Taxi 250-383-7111
- Yellow Cab 250-381-2222

Victoria is served by BC Transit. To find bus routes, visit www.bctransit.com/victoria. Bus fare is \$3 for adults. Children 12 and under are free when accompanied by an adult.

Exploring Victoria

Victoria has many programs and services to support families. A list of community support resources is available in the office. Families are welcome to inquire for more information.

Additional assistance for families

Please reach out to Public Health Nursing at 250-519-3490. They are available to assist seven days per week with items such as, but not limited to:

- Prenatal classes and support
- Infant health and feeding
- Long-term support
- Connection to other services
- Wellness navigation
- Funding navigation

Families in need of additional support may qualify for our Bear Essentials program. Bear Essentials is a family support program that assists with the costs of health-related travel and equipment for Island kids. The program is designed for families that have financial barriers limiting their ability to access health care or equipment for their child.

Referrals to the Bear Essentials program are accepted from health care professionals. For more information, please connect our Program Navigators at beaessentials@islandkidsfirst.com or by phone at 1-833-751-0874.

About Children's Health Foundation of Vancouver Island

Children's Health Foundation of Vancouver Island has invested in the health of Island kids for nearly 100 years. Our vision is to ensure all Island families have access to the health care they need.

Thanks to the generosity of our donors, we can bring supports closer to home and help transform the lives of children and youth living with physical and mental health challenges. We collaborate with communities, partner organizations, and donors to fund programs and provide supports to address the daily and often urgent health care needs families face when caring for a child with complex health challenges.

Our crucial fundraising work began with inpatient support for kids with polio and other physical health challenges in 1927 and has evolved with every emerging health care need in the decades since.

For more information, please visit: www.islandkidsfirst.com