



Resident Handbook

February, 2020

CHOICES *in*
community
LIVING

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WELCOME TO WESTPARK LODGE

We, the management and staff of WestPark Lodge, wish to extend a warm welcome to you, your family members and your friends.

Our goal is to provide you with a comfortable joyful environment where the staff will assist and support you while respecting your dignity and encouraging you to be as independent as possible. Our staff attempt to recognize each Resident's strengths and limitations, and the Resident's right to choice and self-determination.

Services will be provided to you by our Care Team, which is made up of the Site Director, Licensed Practical Nurses (LPNs), Health Care Aides (HCAs), Alberta Health Services (AHS) Case Managers, support staff, volunteers, and others. We strive to continually improve the quality of services we provide, with attention to the Residents' quality of life.

Although we offer a wide range of services and programs, you are encouraged to continue your relationships with other community organizations and to enjoy outings with your family and friends.

It may take time for you and your family/friends to adjust to WestPark Lodge. Family/friends can play a vital role in easing the transition from a Resident's home to the Lodge by sharing knowledge about the personal life and daily routines of the Resident, and providing strategies that have worked while caring for the Resident.

Family/friends are invited to visit at any time and are encouraged to participate in special events. Visitors are asked to respect the privacy of all Residents and the need for a quiet and calm environment.

If you have any questions please speak to the Site Director or Administrative Coordinator of WestPark Lodge.



HISTORY OF THE WESTPARK LODGE

WestPark Lodge is operated by **Choices in Community Living Inc.** which is owned by Phil and Evelyn Gaudet of Edmonton. Phil and Evelyn have an extensive background and expertise in the clinical and administrative aspects of care for seniors, and are known for their dedication, integrity and genuine commitment to quality of life for seniors. In 2006 they were joined by their daughter Nicole Gaudet, who holds an MSc in Aging and brings a fresh perspective and dedication to preserving the dignity of seniors.

Choices in Community Living began in 1996 with the opening of WestPark Lodge, the first private Assisted Living residence in Alberta. Following in the WestPark Lodge's footsteps, Legacy Lodge was opened in 2010 in Lethbridge. The Lodges operate under a Service Agreement with Alberta Health Services (AHS) to offer Designated Supportive Living (formerly known as Assisted Living) services to seniors whose needs can best be met in a home-like environment with qualified and caring staff.

Supportive Living is a special combination of housing, personalized support services, and health care services designed to meet the needs of those who require help with activities of daily living. The approach to services provided is based on the Assisted Living Model whose fundamental aspects include choice, dignity, independence, individuality, and privacy.

Mission, Vision, Values

Mission Statement: To provide excellent care in comfortable, joyful environments

Our Vision: Inspirational assisted living

Our Values: Respect, Responsibility, Enthusiasm

Guiding Principles

Support each other
Anticipate, stay mindful
Make decisions, take the lead
Don't be grumpy, sow joy

THINGS TO KNOW AT MOVE-IN TIME

CARE PLAN

WestPark Lodge is a Designated Supportive Living Facility with Licensed Practical Nurses (LPNs) and Health Care Aides (HCAs) providing care 24 hours a day. AHS Case Managers are on site as needed and are on call 24 hours a day.

The AHS Case Managers will work with the Site Director of WestPark Lodge and you and/or your Advocate, to design a Care Plan for your needs. The Care Plan will include required areas of assistance with activities of daily living such as dressing, bathing, toileting and delivery of medication. Once negotiated, the Care Plan will be followed; however, it may be renegotiated at any time and this may be initiated by you or your Advocate, by the Site Director, or by the AHS Case Managers. A copy of the Care Plan will be available to you upon request.

Care Conferences are scheduled annually and more often if needed, to confirm that the Care Plan is appropriate and still meets the needs of the Resident.

The Lodge supports Residents in remaining at the Lodge as long as possible, and is committed to providing holistic End-of-Life/Palliative Care that involves the collaboration of the interdisciplinary team in meeting the physical, emotional, social, and spiritual needs of the Residents and their significant others during End-of-Life/Palliative Care. This specialized care will be initiated when required. Information about End-of-Life/Palliative Care is available to Residents and their significant others from the Site Director or designate.

If it is determined by AHS and the Care Team that WestPark Lodge can no longer meet your needs, AHS will assist you in finding more suitable accommodations and in making arrangements for your move.

INSURANCE FOR RESIDENTS' BELONGINGS

The WestPark Lodge insurance does not cover the contents of Resident suites. If Residents wish to insure the personal contents of their suites, they are responsible for obtaining their own insurance coverage. Reduced insurance rates may be available for Resident suites, as part of the insurance coverage that a family member already has.

KEYS

On your move-in day you will receive two keys. One key is for your suite and the small key is for your mailbox. The keys may not be duplicated and must be returned if and when you leave. If you lose any key, there may be a replacement charge.

MAIL

Individual mailboxes for each suite are located near the front entrance. Canada Post delivers mail daily except for Saturday and Sunday. If you have items for mailing please make sure you have adequate postage, and your correct address for all your incoming mail. This will include your suite number and the full address of the WestPark Lodge. For example:

Mary Wimble
The WestPark Lodge
#40, 5715 - 41 Street Crescent
Red Deer, Alberta T4N 1B3

The letter carrier has advised us that she/he cannot deliver mail if your mail does not have your suite number on it or if your mailbox is accidentally left unlocked. If you have any difficulty with your lock and key, please let us know.

MANAGED RISK AGREEMENTS

The WestPark Lodge may request that you and/or your Advocate sign a ***Managed Risk Agreement***, recognizing any identified risks to your health or safety, and considering the limits of services that can be provided by the Lodge. The Agreement is prepared in collaboration with you and/or your Advocate, and is based on your physical, emotional, and cognitive condition when you move into WestPark Lodge or anytime during your stay. It identifies the risks, the possible solutions, and the actions to be taken.

Care Plan Reassessments are conducted six weeks after you move in, and then yearly. They may be conducted more frequently if your needs and capabilities change, and the *Managed Risk Agreement* will be reviewed and changed to reflect the results of the Care Plan Reassessment.

MONTHLY PAYMENT

All payments will be made by automatic withdrawal from the bank account information received on admission by the Resident. A statement will be delivered to you each month and will list the month's charges. If there are insufficient funds in your bank account, a service charge by the Lodge will apply.

The WestPark Lodge will advise you three months in advance of any rate increases. The Lodge is committed to being fair and just in any rate increases.

NEWSPAPER

The daily newspaper that is delivered to the Lodge is the **RED DEER ADVOCATE**. If you wish to subscribe to this newspaper, please do so by phoning the Circulation Department of the **RED DEER ADVOCATE**. Your newspapers will have your name on them and will be placed

by the mailboxes. They will only be delivered to your room when you are away.

PERSONAL SUPPLIES

Just as in your home, you are responsible for purchasing your own personal toiletry items including toilet paper, and your personal household items such as your hooks, hangers, and light bulbs for your own lamps.

PERSONALIZING SUITES

WestPark Lodge strives to create a warm and welcoming environment for Residents and guests, and encourages Residents to decorate their suites with personal belongings.

Residents may not perform structural alterations to their suites, and must seek approval from the Maintenance Coordinator when hanging pictures, shelving or other objects on their walls.

Suites should be free of any clutter which might pose a safety hazard to Residents and those who enter the suite.

Residents are allowed to have small fridges in their rooms if they wish but no microwaves or small appliances such as toasters are permitted.

PRIVACY OF PERSONAL INFORMATION

AHS is responsible for ensuring that Choices in Community Living (CICL) staff comply with legislation relating to the privacy and confidentiality of information that could identify an individual. This includes compliance with the Health Information Act (HIA) and the Freedom of Information and Protection of Privacy Act (FOIP).

The HIA establishes rules that must be followed for the collection, use, disclosure and protection of “health information”, and balances the protection of privacy while still enabling health information to be shared where appropriate. The HIA requires CICL to only collect, use and disclose health information in the most limited manner, with the highest degree of anonymity possible, and on a need-to-know basis. It provides individuals with the right to request access to their own health information, and to have CICL consider the individual’s wishes regarding how much of their health information is disclosed or made accessible.

The Freedom of Information and Privacy Act (the FOIP Act) protects the personal information collected for the authorized use of Choices in Community Living. The Act controls how personal information is collected, used and disclosed. It prevents another person from seeing your personal information without your consent.

In compliance with FOIP, WestPark Lodge requires that you sign the WestPark Lodge ***Disclosure of Personal Information Consent***, when you sign the ***Residency Agreement***.

Individuals may make a complaint to the **Office of the Information and Privacy Commissioner of Alberta (1-888-878-4044)** if they believe that “their personal information has been collected, used or disclosed without proper authority or without their consent”. (www.oipc.ab.ca)

RESIDENCY AGREEMENT / TERMINATION OF RESIDENCY

The ***Residency Agreement*** is the contract between you and the WestPark Lodge. The Agreement outlines the spirit and intent of the WestPark Lodge and acknowledges responsibilities of both the Residents and Management. It includes expectations regarding charges and payments, and termination of residency. Residency may be terminated by factors such as non-compliance with the policies of the Lodge, Residents engaging in behaviors that endanger themselves or others in the Lodge, failure to pay Accommodation fees and other fees, and determining that the Lodge can no longer meet the Resident's needs.

The Residency Agreement must be signed by all parties within a few days of arrival at the Lodge. One copy of the Agreement will be given to the Resident/Resident Advocate and another will be kept on file.

RESIDENT VALUABLES / COMFORT FUND (TRUST ACCOUNTS)

Residents are discouraged from keeping valuables and large sums of cash in their suites. The WestPark Lodge does not have the facilities to store personal valuables, and Residents are advised to obtain a safety deposit box at their banks for valuables and documents.

As a convenience to Residents, a Comfort Fund may be established with the Administrative Coordinator to pay for everyday items such as hair appointments and recreational activities. It is suggested that Residents maintain a minimum of \$25.00 and a maximum of \$300.00 in this Comfort Fund to ensure easy access to money when needed.

A ledger will be kept for each Resident with a running balance, and at the request of a Resident or Resident's Advocate, the Administrative Coordinator will provide a statement of the Comfort Fund. A receipt will be given to the Resident as cash funds are deposited and withdrawn by the Resident. The Comfort Fund may be closed at any time, and the balance remaining in the Fund will be given to the Resident or Resident Advocate.

SHAW CABLE TV / INTERNET

Each suite is equipped with a Cable TV outlet. If you wish to subscribe to Shaw Cable, you must call them and arrange for a connection. The cost of Cable Service will be determined by the package you choose.

If you wish to have internet in your suite, you must arrange for internet services with local providers, either Shaw or Telus.

SMOKING

The WestPark Lodge is a smoke-free environment; no smoking is allowed in the building or anywhere within 5 meters of the Lodge doorways, windows, and air intakes. Anyone who wishes to smoke must do so in designated areas outside, where ashtrays are provided.

TELEPHONE

We encourage you to arrange for telephone service two weeks in advance of your move-in date. If your telephone has the capability, we suggest that you have it programmed to speed dial the **WestPark Lodge number: 403-343-7471**. You may then call the Front Desk at the touch of one button. Telephone costs are the responsibility of each Resident.

VISITORS & GUESTS

Visitation and family presence are vital to your comfort, well-being and quality of life, and your family and friends are welcome to visit you at any time. In select circumstances however, limitations on visitation and family presence may be required, in consideration of your safety and health care provider safety, as well as the need to protect your privacy and confidentiality.

The Lodge is required to follow the AHS Visitation and Family Presence Directive for addressing and managing limitations on visitations. Information regarding this directive is outlined in the AHS Visitation pamphlet available in the Resource Centre on the main floor.

If you wish to have family or friends from out-of-town stay overnight in your suite, we have a cot which can be borrowed.

Your guests are welcome to stay for a meal or snack. We prefer advance notice for meals and regret that we may not be able to serve large numbers of guests. The charge for guest meals and snacks is posted in the servery. Payment is on the honor system and is made directly into the jar on the servery counter. Your family or friends are welcome to have their meals with you at your table.

If you wish to host a special meal, birthday party, card party, etc., we would be pleased to provide catering. Please see the Recreation Coordinator to make arrangements.

FOR YOUR HEALTH & SAFETY

ABSENCES FROM THE LODGE

The WestPark Lodge encourages maximum independence; however, we encourage Residents to notify the Front Desk when they leave and return to the premises, thus ensuring that everyone is accounted for. Residents or their Families should arrange for the Resident's daily medications before leaving the Lodge. If a Resident is going to be absent for an extended period of time, the Resident or family should notify Staff a week or more in advance, so arrangements can be made with the Resident's pharmacy to ensure that the Resident will have sufficient medications to take with them.

Each Resident's presence is recorded at mealtimes and in the evening after the doors are secured. If the WestPark Lodge is unable to account for the location of a Resident at any mealtime or at bedtime, the **Missing Resident Procedure** of the Lodge will be initiated, including searching the Lodge and the immediate neighborhood. If the Resident is not located after this initial search, the RCMP and the Resident's Emergency Contact and/or family will be notified, and a more extensive search will be launched until the Resident's whereabouts is determined.

ABUSE PREVENTION POLICY

WestPark Lodge has **zero** tolerance of any form of physical, sexual, emotional, verbal or psychological abuse, or neglect or harassment of Residents, Employees, Visitors, and Contract Service Providers. Abuse is an act or omission:

- Causing serious bodily harm, such as hitting, pulling, shaking, or the abusive use of restraints
- Causing serious emotional or psychological harm, including verbal abuse, such as ridiculing, name calling, threatening, sarcasm, taunting, or intimidation
- Administering, withholding or prescribing medication for an inappropriate purpose, resulting in serious bodily harm
- Subjecting a person to unwanted sexual contact, activity or behavior, such as unwanted touching, exhibitionism, or verbal or written propositions
- Involving theft of money or other valuable possessions
- Failing to provide adequate nutrition, adequate medical attention or other necessities of life, resulting in serious bodily harm

Any Residents/Resident Advocates, Employees, Visitors, or Contract Service Providers witnessing, suspecting, having knowledge of, or receiving reports on any allegations of abuse, shall immediately report these allegations to the Site Director or designate. Any allegations of abuse involving a Resident shall be reported as per the **Protection for Persons in Care Act**, on the Information and Reporting Line at: **1-888-357-9339** (see p. 15).

The Residents/Resident Advocates, Employees, Visitors or Contract Service Providers will also complete an ***Incident Report*** as per the Lodge ***Incident Management Procedure*** for any abuse of Residents, Employees, Visitors, or Contract Service Providers. The Lodge ***Incident Management Procedure*** will direct the actions to be taken.

The WestPark Lodge ***Abuse Prevention Procedure*** for reporting and investigating suspected abuse is outlined in the ***CICL Governance and Operational Policy Manual*** available at the Front Desk. This policy and procedure is used in conjunction with **Alberta's Protection for Persons in Care Act** (see p. 15) for abuse involving Residents.

ALBERTA HEALTH SERVICES (AHS) CASE MANAGERS

AHS Case Managers work with the LPNs and HCAs at WestPark Lodge to ensure that Residents are receiving the care they require. The AHS Case Managers are on site as needed, and they are available for consultation by phone to WestPark Lodge Staff when the Case Managers are not on site. The Case Managers provide referrals to specialists within the Health Care System and to Alberta Aids to Daily Living.

EMERGENCY ASSISTANCE - LIFELINE

Lifeline is a personal emergency response system contracted by the WestPark Lodge to provide individual emergency response to all the Residents of the Lodge. It is required by the Residents and can be connected through your telephone line, or wirelessly if you do not have a telephone line. Lifeline personnel will install their equipment and at that time they will teach you everything you need to know about using Lifeline. There is a one-time connection fee and a monthly fee which is specified on your Fee Schedule.

You will receive a Lifeline pendant to wear at all times. If you need emergency help then press the button and Lifeline Staff will respond and immediately send WestPark Lodge Staff to assist you. If needed, Staff will call 911. Please note that Lifeline is for emergency use only. There is a replacement fee for lost Lifeline pendants.

EMERGENCY PREPAREDNESS & FIRE SAFETY

Emergency Preparedness and Response Plans are in place to deal with emergencies that may require rescue or evacuation, such as fire, severe weather, or bomb threats. Emergency plans are also in place for the disruption of hospitality services such as meals and laundry service. You will be informed and orientated in the procedures pertaining to these plans.

If ***Evacuation*** of WestPark Lodge becomes necessary for a short period of time, the Residents will be taken to Saint Martin de Porres School, located at 3911 – 57A Avenue, Red Deer.

Should it be necessary to evacuate the WestPark Lodge for an extended period of time, Residents' Families will be contacted to provide short-term care and lodging. Longer term

placements will be coordinated with Alberta Health Services and the WestPark Lodge, in consultation with Residents and their Families.

We require that Emergency Contacts leave an alternate local contact number with us while they are away on vacation. We also require that the Emergency Contacts arrange to keep a change of one to two days of seasonally appropriate clothing, plus a 24-48 hour supply of hygiene and incontinence supplies if applicable, at their household.

If you or your Emergency Contact has any questions about our Emergency Preparedness Plans, please do not hesitate to speak to a Staff person.

Fire Safety is of primary importance. Fire drills are conducted regularly. All of the suites at the WestPark Lodge are equipped with smoke detectors and in addition, the hallways and all common areas are connected to a sprinkler system. Fire alarm pull stations and fire extinguishers are located throughout the building. Fire prevention inspections take place at least yearly, and the Staff is trained regularly in fire safety.

FALLS

Staff cannot prevent every fall, but they do work with our Residents to minimize the risk of falls and injuries from falls. Residents can help by wearing appropriate footwear, using recommended assistive devices, participating in exercise programs, and following other safety strategies.

HEALTH & SAFETY / INSPECTIONS & LICENSES

The WestPark Lodge is committed to the health, safety and wellness of its Residents, Staff and Visitors, by providing its services in an environment that is safe and appropriate for the needs of all parties. The Lodge provides health and safety education, training and support to Residents and Staff, and complies with all applicable workplace health and safety legislation.

The Lodge is inspected and licensed under the **Alberta Health Supportive Living Accommodation Licensing Act**, audited for compliance to the **AHS Continuing Care Health Service Standards**, inspected for compliance to **AHS Public Health Regulations**, and inspected by the **City of Red Deer Emergency Services**. Copies of our licenses, inspection reports, and policies and procedures are available from the Site Director.

It is the Lodge's expectation that Residents will do their utmost to ensure their own health and safety, as well as the health and safety of other Residents and Staff. Management may make regulations concerning or restricting activities that may place the Residents and/or Staff at risk.

INFECTION PREVENTION & CONTROL

Preventing and controlling infections means a better quality of life for Residents, Visitors, and Employees. Employees of the WestPark Lodge follow infection prevention and control measures to ensure a safe and healthy environment.

Residents are encouraged to practice good hand hygiene by washing their hands regularly, and by using the hand disinfectant throughout the day. When you cough or sneeze, please cover your mouth and nose with a tissue, or cough or sneeze into your sleeve not your hands. If a gastrointestinal or respiratory outbreak occurs, Staff will inform the Residents of the control measures that need to be implemented. The **AHS Guidelines for Outbreak Management** will be followed and signs will be posted informing Residents/Resident Advocates, Staff and Visitors of the outbreak. Visitations may be restricted and Residents who are symptomatic will be confined to their rooms and receive meal tray service. Alberta Public Health will determine when the outbreak is over, and site restrictions will be lifted.

The WestPark Lodge will arrange for a yearly Influenza and Pneumococcal Vaccine Clinic at the site and Residents will be encouraged to receive the vaccines. Residents/Resident Advocates will be required to sign a **Consent Form** before receiving immunizations, and records of vaccines received will be added to each Resident's file. If a Resident does not wish to receive the immunizations, the Resident/Resident Advocate will be required to sign a **Refusal Form**.

MAINTENANCE SERVICES

WestPark Lodge's Maintenance Coordinator is on site during the week and available to address any maintenance requests or concerns regarding suites or any areas of the building. If Residents require maintenance assistance, they should notify a Staff member.

MEDICATIONS / MEDICATION ASSISTANCE

Medications for all Residents at WestPark Lodge are provided by a Contracted Pharmacy. The Pharmacy requires information about your prescriptions, and payment for your medications will be debited from your bank account by the Pharmacy. The Pharmacy **Admission Form, Services Consent Form and Client Billing Information Form** should be completed before move-in to ensure that medication is available to you on move-in day.

If you require assistance with your medications, they will be administered to you as per your doctor's instructions, usually in your room in the mornings and at bedtime, and in the Dining Room at mealtimes.

Over-the-counter medications must not be left in the Residents' suites for the Residents or their Families to administer, and must be administered by the HCAs or LPNs. A **Standing Order Medication** List signed by a physician is required for all over-the-counter medications, along with the use of a **Medication Record** which documents the use of medications.

PROTECTION FOR PERSONS IN CARE ACT

The **Protection for Persons in Care Act (PPCA)** promotes the prevention and reporting of abuse of adult Albertans who receive publicly funded care or support services such as those at WestPark Lodge. **The Protection for Persons in Care Act** states that anyone who believes that there is or has been abuse involving a Resident must report that abuse as soon as possible. Failure to report abuse is an offence. If a Resident's safety is in immediate danger, call the police.

Residents who experience abuse are not required to report the abuse unless they choose to do so. If Residents choose to report abuse, they must do so within two years from the date the alleged abuse occurred.

If you have concerns about abuse of a Resident at WestPark Lodge call:

Information and Reporting Line at:
1-888-357-9339 (toll-free in Alberta) or
780-422-1155

<https://www.alberta.ca/protection-for-persons-in-care.aspx>

<https://open.alberta.ca/publications/9781460141045>

SAFE BATHING

Residents are provided with an opportunity for bathing at least twice a week by the method of their preference and more frequently when determined by their Care Plan. The staff strive to promote dignity, independence, preferences, privacy and safety during all bathing assistance.

The WestPark Lodge **Safe Bath Delivery Procedure** will be followed for all assisted baths/showers, with the safe water temperature range specified by AHS, which is 38° to 43°C. If a Resident requests a water temperature below 38°C, the Resident/Resident Advocate must sign a **Resident Bath/Shower Water Temperature Consent** and this preference will be noted in the Resident's Care Plan. The maximum allowable temperature for assisted bathing/showering is 43°C.

VEHICLE TRANSFERS

Staff are not permitted to assist with transferring Residents into and out of personal vehicles. If Residents require assistance, the individual providing transportation should be prepared and able to assist the Resident. AHS Rehabilitation Staff are available for consultation about transfers.

LIFE AT WESTPARK LODGE

CONSERVING OUR ENVIRONMENT

The WestPark Lodge encourages you to reduce and recycle. Please turn off lights and appliances which are not being used, recycle whenever possible, and adjust your thermostat when you feel that the temperature can be reduced.

COTTAGE – EAST WING

The eight suites located at the east end of the Lodge are separated by a locked door and provide specialized care for Residents with dementia. The Cottage is accessed by a controlled locked door, to ensure the security and privacy of the Residents. Access to the Cottage is monitored by Staff.

STAFF / RESIDENT RELATIONS

Staff, including Employees, Volunteers, or Contract Service Providers are not to engage in any activity relating to a Resident's personal affairs, including but not limited to financial and nonfinancial affairs, Power of Attorney, Wills, Estates, Personal Directives, and Guardianship.

Staff cannot accept money from Residents/Resident Advocates/Families at any time or provide any kind of service for Residents/Resident Advocates outside of work hours. Paying staff "on-the-side" for any service, or as a gratuity, is not allowed.

Personal gifts or donations from Residents/Resident Advocates/Families may not be accepted by Staff. Gratuities such as a card or small gift of candy may be accepted. If you have any concerns about a gift/donation please discuss this with the Site Director. A Resident/Resident Advocate may make a donation to the Staff Social Fund as a gift to the Staff, or to the WestPark Lodge Recreation Fund, if they wish.

FEEDBACK / CONCERNS / COMPLAINTS

In order to maintain the highest quality of services, and to create a comfortable environment, the WestPark Lodge encourages communication and feedback from its Residents/Resident Advocates, Employees, and Visitors. You and your family/friends will come into contact with many people at the Lodge and you may not know who to speak to about questions/concerns. It is helpful if you address any issues with the LPN or the Site Director, and if you designate one primary family member as the key contact person for the staff to communicate with.

We encourage everyone to tell us immediately about any concerns or complaints that they may have, and we will attempt to resolve them to the best of our ability (as per the ***Concern/Complaint Resolution Procedure***).

Some concerns/complaints may be resolved verbally with the complainant, at the first point of contact. Other concerns may warrant a more formalized process. A concern/complaint shall warrant a resolution if it compromises the health, well-being, or safety of a Resident/Resident Advocate, Employee, or Visitor. ***Concern/Complaint Communication Forms*** are available from Staff.

For concerns regarding abuse of Residents, the Accommodation Standards, or actions of a decision-maker, Trustee or Guardian, you may call the Reporting Line specified under the **Protection for Persons in Care Act** section (see p. 13).

Residents/Resident Advocates, Employees, and Visitors are encouraged to use the Suggestion Box located by the mailboxes, for feedback they wish to share with us that does not warrant the ***Concern/Complaint Resolution Procedure***.

FOOT / HAND CARE

Health Care Aides will manicure your fingernails as needed. Toenail and foot care are provided by a Foot Care Nurse who is contracted by the Lodge to come every six weeks. If you would like any foot care services, please inform the Staff.

GARBAGE DISPOSAL / RECYCLING

Your garbage will be collected on a daily basis. Recyclables such as pop cans, bottles, newspapers and plastics can be brought to the rear service corridor where recyclable bins are located. The money from the pop cans and bottles is put into the General Petty Cash Fund.

HAIR SALON

Hair Salon services are available on various days. Check with the Front Desk to see what the current Hair Salon schedule is. Appointments are encouraged and can be made with the Hairdresser. Payments can be made directly to the Hairdresser either by cash, or arrangements can be made with the Administrative Coordinator to pay the hairdresser with money from your Comfort/Trust Fund.

HOUSEKEEPING

Weekly housekeeping, as well as daily spot cleaning and bathroom cleaning is included in the Basic Rental Rate. Your suite will be vacuumed, dusted, the bed linens and towels changed, and the bathroom cleaned during the weekly cleaning. The Lodge supplies the cleaning materials

and equipment.

LAUNDRY ROOM

There are four washers and dryers, and laundry supplies available for Resident use in the Laundry Room. Charges for use of the laundry facilities are specified on the Fee Schedule and will be added to your monthly invoice. Families are invited to help you with your laundry.

WestPark Lodge Staff may also be contracted to do your personal laundry using their laundry supplies, and this charge which is specified on the Fee Schedule, will appear on your monthly invoice. Laundry services may not be contracted out to anyone other than the WestPark Lodge Staff. An iron and ironing board are available for your convenience.

LIBRARY / RESOURCE CENTRE

An informal library is located in the corner of the Main Lounge. If you or your family wish to donate current magazines, books, puzzles or games, please check with the Front Desk before bringing them to the Lodge.

The Resource Centre is located at the front entrance along with the information board that provides Residents and Visitors with information about relevant programs and services available in the community.

MEALS & SNACKS

All meals are taken in the main Dining Room and Cottage Dining Room for Cottage Residents; table service is provided. If you are unwell, the Staff can bring your meal or snack to your room. Upon moving into the Lodge, you will be assigned seating in the Dining Room, with respect and consideration of your needs. If at any time you wish to change your table seating, please let the Staff know.

A hot breakfast is served from 8 a.m. to 9 a.m. A hot lunch with a choice of two entrees is served from 12 noon to 1 p.m., and a hot supper, also with a choice of two entrees, is the large meal of the day and is served between 5 p.m. and 6 p.m. You are invited to arrive anytime between those times; however most of our Residents prefer to arrive at the beginning of the mealtime. If you are late for meals, there will always be food available for you.

Snacks such as beverages, desserts, fruit, sandwiches and cookies are available 24 hours a day and you are invited to help yourself from the snack cooler. If you need assistance, just ask the Staff.

We provide nutritionally balanced meals which are cooked in-house, and we can accommodate some special diets. Each Resident's dietary needs are addressed at the Pre-Admission

Conference. Meal and snack choices have been approved by a dietitian. If you have any special requests, please let the Staff know. We do our best to accommodate food preferences, however this is not always possible due to the diverse group of Residents.

Mealtimes have been established in collaboration with Residents and Resident Advocates. Daily menus are posted at the entrance by the mailboxes, as well as the full seasonal menu.

There is a vending machine located in the server area for drinks.

Feedback from Residents/Resident Advocates regarding meals and mealtimes is welcomed and is addressed at Resident and Family Council Meetings or at any time that it is a concern.

PARKING

The front driveway is to be used by vehicles to pick up or drop off those Residents who have difficulty ambulating. Please discourage delivery persons or Visitors from using the front driveway for any purpose other than this. Visitors are asked to park on the Lodge side of the street, rather than directly in front of neighboring homes.

RECREATION & SOCIAL ACTIVITIES

A Recreation Coordinator and Recreation Assistant schedule entertainment, crafts, exercises, outings and other activities to meet the needs of our Residents. At the beginning of each month a schedule of the events and activities planned for that month is given to everyone. The success of the program depends upon your participation and your input as to what works and what doesn't. We depend on you for leadership and direction to make recreational and social activities successful. Come and talk to us about your ideas.

We encourage you to utilize community services in Red Deer and area, and to get out and about as much as you wish. We register all Residents for services with the Red Deer Transit Action Bus service, and can assist with arrangements for rides. The Action Bus allows Residents to be accompanied by a companion such as family member.

The WestPark Lodge also has a bus for Resident recreational activities.

RESIDENT & FAMILY COUNCIL MEETINGS

WestPark Lodge encourages Residents and their Families/Advocates to participate in Resident and Family Councils, and to assist in providing activities and programs to support the mission of CICL to provide excellent care in comfortable, joyful environments.

The Resident and Family Council offers a forum for the Residents and Families/Advocates to discuss ways of maintaining and enhancing the Resident's quality of life. The Council also provides a forum to discuss matters, including any requests or concerns Residents may have and

any solutions to the requests/concerns that the participants may wish to propose.

Resident & Family Council meetings are scheduled quarterly, and everyone is invited to attend. Our service structure recognizes the Resident's preferences, personal expressions, decision making and autonomy, and we work to maximize the opportunities to reflect these. Never underestimate the vital importance of your contribution to making WestPark Lodge a place you are proud to call **HOME**.

ROOM TEMPERATURE

The building is maintained at a constant temperature, higher in winter than in spring or fall, and air-conditioned in the summer. As well, each suite has its own radiant heating and temperature control.

Please do not hesitate to let the Staff know if you need assistance with your thermostat. Your comfort is important to us. During the transition seasons, spring and fall, a constant comfortable temperature is more difficult to maintain because more heat is needed at night and more cooling during the day.

VACATING A SUITE

Whether a Resident is vacating a suite because of a change in personal circumstances or because of death, the Lodge has established guidelines to assist with this process. The ***Guidelines for Vacating a Suite*** pamphlet is available at the Front Desk. Please speak to the Site Director or Administrative Coordinator for more information.

Thank you for taking the time to familiarize yourself with this Resident Handbook. If you have any questions or concerns, please contact the Site Director of the WestPark Lodge or the operators of the Lodge:

Phil/Nicole Gaudet
Choices in Community Living Inc.
#315, 10113 – 104 Street
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Phone: (780) 757-9134
Email: ngaudet@cicl-seniors.com

Sincerely,

Jennifer Kennelly, Site Director
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Jeff Bell, Director of Operations
Choices in Community Living Inc.
jbelle@cicl-seniors.com