



Resident Handbook



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), Comfort Care Aides, 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/Designate of WestPark Lodge or the operators of the Lodge, as listed below.



Emma Vollmerhaus
Site Director
WestPark Lodge
evollmerhaus@westparklodge.com



Nicole Gaudet
President
Choices in Community Living
ngaudet@cicl-seniors.com



Jeff Bell
Vice-President
Choices in Community Living
jbell@cicl-seniors.com

Table of Contents

.....	1
Resident Handbook	1
Welcome to WestPark Lodge!	2
Table of Contents	3
History of Choices in Community Living and The WestPark Lodge	5
Things to Know at Move-in Time	7
Movin' In!	7
Residency Agreement / Termination of Residency	8
Monthly Payment	8
Comfort Fund (Trust Accounts)	9
Personal Supplies	9
Housekeeping	9
Laundry Rooms	10
Cable TV/ Internet	10
Telephone	10
Meals & Snacks	11
Insurance for Residents' Belongings	12
Personalizing Suites	12
About Your Care	13
Staff of WestPark Lodge	13
AHS Case Managers	13
Resident Care Plan	14
Resident Personal Decision-Making	14
Getting Involved	16
Recreation & Social Activities	16
Resident & Family Council Meetings	17
Visitors & Guests	17
Feedback, Concerns or Complaints	19
Resident Rights & Responsibilities	20
Privacy of Personal Information	21
Health & Safety	22
Absences from the Lodge	23
Abuse Prevention / Protection for Persons in Care Act	23
Call Bells	25
Emergency Preparedness & Fire Safety	25
Falls	26

Foot / Hand Care.....	26
Inspections & Licenses	27
Infection Prevention & Control.....	28
Maintenance Services.....	28
Managed Risk Agreements.....	29
Medications & Medication Assistance.....	29
Safe Bathing	30
Room Temperatures	30
Vehicle Transfers	31
Visiting Pets.....	31
Residents of WestPark Lodge.....	32
Life at WestPark Lodge	32
Cottage – East Wing	33
Hair Salon.....	33
Resource Information Board	33
Staff-Resident Relations.....	34
Smoking	34
Social Media	34
Garbage Disposal	35
Conserving Our Environment / Recycling	35
Parking	35
Keys.....	36
Mail	36
Newspaper.....	36
Vacating a Suite	37

History of Choices in Community Living and The WestPark Lodge

WestPark Lodge is operated by Choices in Community Living Inc. (CICL) which is owned by Phil and Evelyne Gaudet of Edmonton. Phil and Evelyne 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, and in 2011 by Jeff Bell. Both bring a fresh perspective and dedication to improving the lives of persons in care.



Mission

To provide excellent care in comfortable, joyful environments

Vision

Inspirational Assisted Living

Values

Respect, Responsibility, Enthusiasm

Guiding Principles

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

CICL got its start in 1996 with the opening of WestPark Lodge, the first private Assisted Living residence in Alberta. Following in the WestPark Lodge's footprints, 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 those 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 assistance 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.





Things to Know at Move-in Time

Movin' In!

We know that moving into a new home is a major life event and can be a stressful time.

We are committed to helping you and your family (friends and caregivers too) to ensure you feel comfortable and cared for during this time.

This Handbook provides information on what to expect at move-in time and provides an overview of life at WestPark Lodge.



Residency Agreement / Termination of Residency

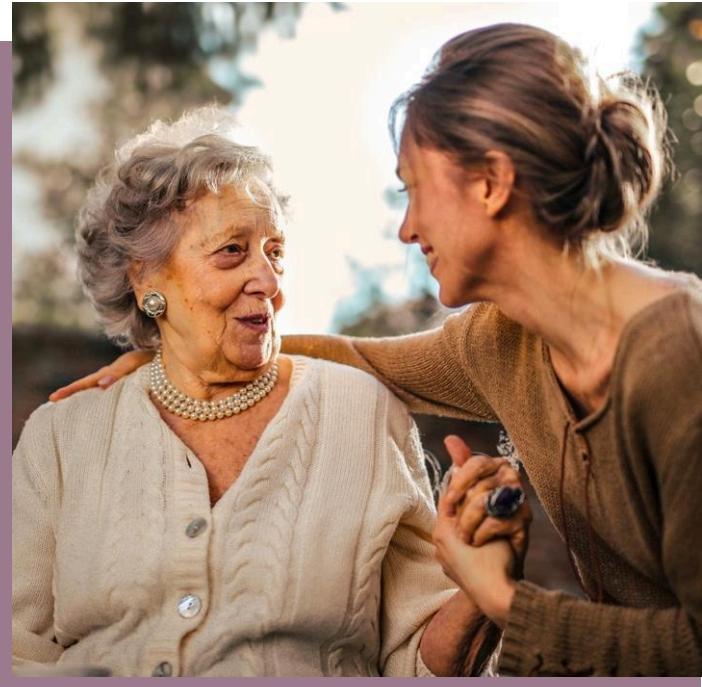
The Residency Agreement is the contract between you and WestPark Lodge. The Agreement outlines the spirit and intent of WestPark Lodge and acknowledges responsibilities of both the Residents and Management. It includes expectations regarding charges and payments, and termination of residency. Residency 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 and adjoining documents must be signed by all parties prior to move-in. One copy of the Agreement will be given to the Resident or Resident Advocate and another will be kept on file.

Monthly Payment

All fees are outlined in the *Fee Schedule* which will be signed before move-in. You will be required to give a \$1500 accommodation deposit, as well as the first month's rental fees/charges before moving in. Ongoing monthly payments will be made by automatic withdrawal from the bank account information provided. 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.

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.



Comfort Fund (Trust Accounts)

As a convenience to Residents, a Comfort Fund may be established with the Administrative Coordinators, 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 \$500.00 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 Coordinators 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.

Personal Supplies

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

Housekeeping

Weekly housekeeping, as well as daily spot 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 provides the cleaning supplies and equipment.

Staff are not responsible for cleaning, organizing and maintaining personal effects such as ornaments and Resident kitchenware. Residents and their families/friends have a shared responsibility to assure that personal effects are maintained – e.g. personal dishes washed - and that the Resident suite is tidy and safe for Residents and staff.



Laundry Rooms

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 *WestPark Lodge 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 and this charge, which is specified in the *Fee Schedule*, will appear on your monthly invoice. Laundry services may not be contracted out to anyone other than WestPark Lodge staff. An iron and ironing board are available for your convenience.

Cable TV/ Internet

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

If you wish to have internet in your suite, you must arrange for internet services with local providers, either [Rogers/Shaw](#) or [Telus](#).

Telephone

We encourage you to arrange for telephone service either through Rogers/Shaw – 403-314-5500 or Telus – 1-888-811-2323, two weeks in advance of your move-in date. Telephone costs are the responsibility of each Resident.





Meals & Snacks

All Resident meals are taken in the main Dining Room, and in the Cottage Dining Room for Cottage Residents; table service is provided. 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. If you are unwell, the staff can bring your meal or snack to your room.

A hot breakfast is served from 8 a.m. to 10:00 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. Mealtimes have been established in collaboration with Residents and Resident Advocates.

Daily menus, as well as the full seasonal menu, are posted at the entrance by the mailboxes.

We provide nutritionally balanced meals which are cooked in-house, and we can accommodate many 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 large diverse group of Residents.

Snacks such as fruit, cookies and muffins, and a limited selection of beverages are available 24 hours a day in the Servery. If you have specific snacks you want, we encourage you to purchase and stock them in your suite. If you need assistance, just ask the staff.

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.

Insurance for Residents' Belongings

WestPark Lodge insurance does not cover the contents of Resident suites, or damages caused by Residents to their suite or to the building. We encourage Residents to purchase Tenants' Insurance which should cover their personal belongings and any damages they may cause to the building. If Residents do not have Tenants' Insurance, they are still liable for any damage they might cause to their suite or to the building. Reduced insurance rates may be available for Residents as part of another family member's existing insurance coverage. We strongly encourage you to obtain Tenants' Insurance for your benefit and ours.

Residents are discouraged from keeping valuables and large sums of cash in their suites. 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.

Your Personal Suite

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 Manager when hanging pictures, shelving or other objects on their walls.

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

All personal over-the-counter medications and items for personal consumption, such as alcohol or cannabis, must be safely stored and secured in Resident's suite to ensure the safety other Residents. No weapons are permitted on site.

Residents are allowed to have small fridges in their rooms if they wish, but no microwaves or small appliances such as toasters are permitted due to a risk of fire.



About Your Care

Staff of WestPark Lodge

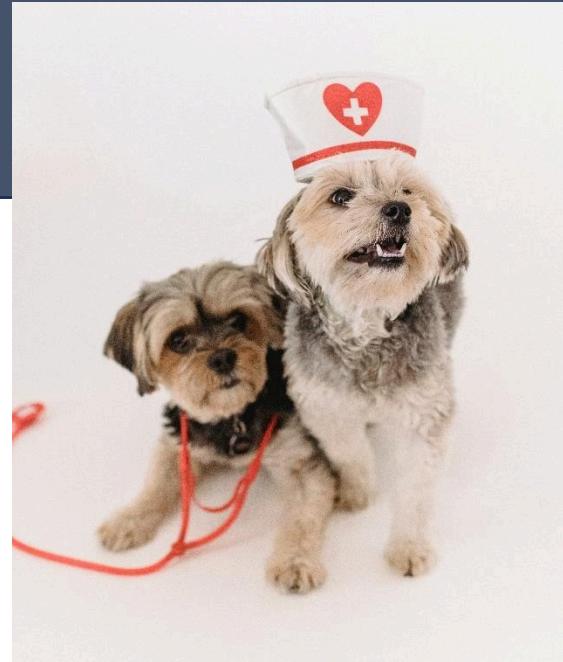
All of WestPark Lodge staff play a vital role in ensuring quality of life for our Residents. WestPark Lodge is successful because of the staffs' dedication, commitment and enthusiasm for their work.

WestPark Lodge is a Continuing Care Home Type B Facility with Licensed Practical Nurses (LPNs), Health Care Aides (HCAs) and Comfort Care Aides (CCAs) providing care 24 hours a day. AHS Case Managers are on site during the weekdays and are on call 24 hours a day.

The Site Director is responsible for the overall management of the operations and staff of WestPark Lodge, including the LPNs, HCAs, CCAs, Cooks, Kitchen Staff, Recreation Staff, Administrative Staff, Housekeepers, and the Maintenance Staff.

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 have an office on site, and they are available for consultation by phone to WestPark Lodge Care staff when 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.



Resident Care Plan

The AHS Case Managers will work with the Site Director/Designate of WestPark Lodge and you and/or your Advocate, to design a Care Plan based on your needs, choices and capacities. The Care Plan will focus on Person-Centered Care which incorporates the principles of individualization, transparency, recognition, respect, dignity and choice. It will address your physical, mental, emotional, social, intellectual and spiritual health needs and will include required areas of assistance with activities of daily living such as dressing and delivery of medication. Once developed, the Care Plan will be followed; however, it may be updated 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.

WestPark 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/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.

Resident Personal Decision-Making

An assessment of a Resident's decision-making capacity is completed at the time of the initial assessment by AHS Case Managers. Assessments may be repeated at any time to determine if there is a change in the cognition of the Resident.

The Lodge will comply with the legal documentation on record for the Resident regarding the area(s) of decision-making that have been reassigned; otherwise, it will be presumed that decision-making rests with the Resident.

Legal Definitions of Personal Decision-Making

Advance Care Planning - a process where people reflect and think about their values regarding future health care choices, and communicate their wishes and values to their loved ones, their alternate decision-makers and their health care team.

Alternate Decision-Maker – a person who is authorized to make decisions with or on behalf of the Resident when a Resident lacks capacity or has significantly impaired capacity.

Capacity - the Resident is mentally competent to make decisions and is able to understand the subject matter relating to the decisions, and able to appreciate the consequences of making the decisions.

Enduring Power of Attorney – a legal document that allows the Resident to name a person they can trust to make financial decisions on their behalf, either immediately or in the event that they are unable to make these decisions on their own.

Goals of Care Designation - a set of short-hand instructions which provide specific direction regarding clinically indicated life-saving and life-sustaining interventions, after consultation between the most responsible health practitioner and Resident or alternate decision-maker. A copy of the Goals of Care and Personal Directive is kept in a Green Sleeve, an AHS issued plastic pocket which is placed in the Resident Chart.

Guardian - an individual appointed by the Court who has the legal responsibility to make decisions on behalf of the Resident when the Resident lacks capacity to make specific personal decisions (non-financial), and does not have a Personal Directive.

Personal Directive - a written document in which an adult designates an agent(s) or provides instruction regarding their personal decisions, including the provision, refusal and/or withdrawal of consent to treatments/procedures. A personal directive (or part of) has effect with respect to a personal matter only when the maker lacks capacity with respect to that matter.

Trustee – a person appointed by the court who has the legal responsibility to make financial decisions for a person who lacks the capacity to make financial decisions, and does not have an Enduring Power of Attorney.

Getting Involved

We know that our Residents' overall experience is marked by major moments such as move-in time, special meals, events, visits, etc. It is also marked by small moments such as a smile. Our staff endeavor to identify these moments, talk about them and decide what we might do to make as many moments as we can special for our Residents. Everyone is expected to contribute to the engagement and joy of the Residents.

Besides keeping our Residents engaged and providing joy and diversion to our Residents on a daily basis, our staff encourage Residents to be involved in recreation programs, and assist Residents to participate in programs and special events. Our organized Recreation Program is focused on helping our Residents to maintain their individuality and independence, which is key to their physical and emotional well-being. Residents are also encouraged to share their ideas and provide feedback to the Recreation staff.

Recreation & Social Activities

A Recreation Coordinator and Recreation Assistant schedule entertainment, crafts, exercises, outings, and other activities to meet the needs of our Residents. The success of the Recreation 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.

Recreation activities and special events are advertised in the monthly *WestPark Lodge Recreation Calendar*, by posters, and by verbal communication. Residents are also encouraged to continue with their relationships with other community organizations, and to enjoy outings with family and friends.

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.

WestPark Lodge has a Lodge bus for Resident recreational activities.



Resident & Family Council Meetings

WestPark Lodge encourages Residents and their families/advocates to participate in the Resident and Family Council as outlined in the CICL *Resident and Family Councils Policy and Procedure*.

The Resident and Family Council offers an opportunity for the Residents/Resident Advocates and families to discuss ways of maintaining and enhancing the Resident's quality of life. The Council also provides a forum to discuss matters such as requests or concerns Residents may have, and any solutions to the requests/concerns that the participants may wish to propose.

Resident and Family Council Meetings are scheduled, 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.

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 special circumstances however, limitations on visitation and family presence may be required, in consideration of your safety and employee safety, as well as the need to protect your privacy and confidentiality. The front door is

open from 7:00 a.m. to 8:00 p.m. If you wish to visit outside these hours, you must ring the bell to the left of the sliding door, inside the entrance vestibule.

We strive to use the least restrictive approach required regarding visitations. Limitations may be based on:

- Current CMOH Directives
- Illness or contagious disease on the site
- Wishes/health needs of the Resident
- Legal reasons
- Family/visitor behavior concerns.

The Lodge is required to follow the current [AHS Visitation and Family Presence Directive](#) for addressing and managing limitations on visitations. Information regarding visitations is outlined in the [AHS Visitation Pamphlet](#) available in the Resource Centre on the main floor.



Your guests are also welcome to stay for a meal or snack. Advance notice is preferred for meals and we 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/friends are welcome to have their meals with you at your table.

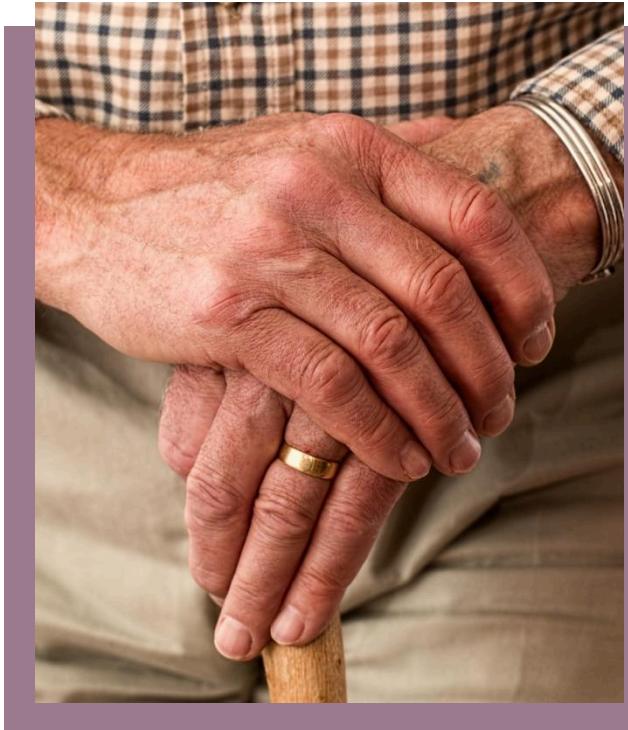
For Special Occasion Meals, prices will be posted before the event.

Tickets for meals may be purchased from the Administrative Coordinators.

If you wish to host a special meal – e.g. birthday party - please see the Site Director/Designate to make arrangements.

Feedback, Concerns or Complaints

In order to maintain the highest quality of services, and to create a comfortable environment, 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 Site Director or LPN, 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 CICL *Concern/Complaint/Request 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. CICL *Concern/Complaint/Request Forms* are available from the Administrative Coordinator.

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](#). (Refer to p. 23)

Residents/Resident Advocates, employees, and visitors are encouraged to use the Suggestion Box located at the Front Desk, for feedback they wish to share with us that does not warrant the CICL *Concern/Complaint/Request Resolution Procedure*.

Resident Rights & Responsibilities

Residents have the Right to:

- Have their privacy acknowledged and respected and their confidentiality maintained.
- Share their views and concerns regarding their care without fear of interference, coercion, discrimination or reprisal.
- Participate in the activities of their choice
- To refuse services, respecting their beliefs, values and preferences.
- Be safe in the comfort of their home, free of abuse, harassment, and discrimination.
- Access legal representative or other to advocate and participate in concerns, questions, and decision making without fear of interference, coercion or reprisal.



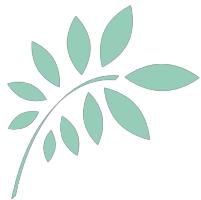
Residents have the Responsibility to:

- Participate in the planning of their own health care and treatment.
- Collaborate with their health care team to determine their Care Plan, treatments and services.
- Care for their own health and well-being as much as they are able to.
- Respect the rights, needs and property of other Residents and staff
- Not behave in a way which promotes discrimination as to race, colour, religion, or sexual orientation.
- Respect the rights of staff and management to work in an environment that is free from harassment and abuse.
- Refrain from behaviour that is dangerous or threatening to themselves or others.
- Ensure that their personal belongings follow the Lodge's safety requirements.
- Respect the confidentiality of others by not disclosing information overheard or seen while at the Lodge.

Privacy of Personal Information

AHS is responsible for ensuring that 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 [FOIP Act](#) protects the personal information collected for the authorized use of CICL. 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 the [FOIP Act](#), 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”.





Health & Safety

WestPark Lodge encourages maximum independence; however, we have some policies in effect to keep Residents safe and accounted for.

Absences from the Lodge

WestPark Lodge encourages maximum independence; however, we suggest that Residents notify the Front Desk and sign out and sign in, when they leave and return to the premises. We want to ensure that all Residents are 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 WestPark Lodge is unable to account for the location of a Resident at any time, the CICL *Missing Resident Procedure* 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 / Protection for Persons in Care Act

It is important to understand that incidents may occur in Supportive Living environments, where there are Residents with disease-related impairments. WestPark Lodge and AHS are committed to working together with Residents, families and advocates to manage, care for, and protect all Residents.

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/Designate. Any allegations of abuse involving a Resident shall be reported as per the [Protection for Persons in Care Act \(PPCA\)](#), on the *Information and Reporting Line* at: 1-888-357-9339 (toll-free in Alberta).

The *Protection for Persons in Care Act* 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.

The Residents/Resident Advocates, employees, visitors, or contract service providers will also complete a CICL *Incident Report* as per the CICL *Incident Management Procedure* for any abuse of Residents, employees, visitors, or contract service providers. The CICL *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](#) for abuse involving Residents.

If you need help, press your call button and a staff member in the area will respond as soon as possible.

Call Bells

You will receive a Call Pendant to wear at all times. If you need help (e.g. a fall), press the button and the call will go to a staff member in the area. The staff member will respond as soon as possible. Once you press the Call Button you do not need to press it again. The call goes out to staff and will escalate as time passes. Wait times vary depending on how busy staff are; however, attending to Call Bells is a staff priority.

If the Call Button can't be used as intended, other arrangements will be made with the Care Team. There is a replacement fee for lost or damaged Call Pendants.

In the case of an emergency, staff trained in Emergency First Aid will provide assistance, and if needed staff will call 911 to assist you.

Emergency Preparedness & Fire Safety

Emergency Preparedness 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 on the street behind the Lodge.

Should it be necessary to evacuate 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 AHS and 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. An *Emergency Preparedness Manual* is located at the Front Desk, outlining the *Emergency Response Plans and Procedures*.

Fire Safety is of primary importance. Fire drills are conducted regularly. All of the suites at 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. Yearly fire prevention inspections take place, 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.

Foot / Hand Care

HCAs may trim toe and/or fingernails as needed, if the procedure is simple and straightforward. You must provide your own fingernail and toenail equipment. If you are a diabetic or have toe and/or fingernails that require special attention, then we advise professional management by a Foot Care Nurse who is contracted by the Lodge to come in every six weeks. If you would like any foot care services, please inform the staff.



Inspections & Licenses

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 Continuing Care Act](#). The Act, Regulation and Standards were developed to support operators of Continuing Care Homes and Supportive Living Accommodations in providing quality accommodations and services that promote the safety, security and quality of life of Albertans residing in Continuing Care Home settings. The Accommodation Standards include but are not limited to maintenance and environmental requirements, social and leisure activities, menu and nutritional requirements, laundry services, cleaning requirements, and Resident safety and security.

The Lodge is also audited for compliance to the [Alberta Health Continuing Care Health Service Standards](#). The Standards are designed to guide Continuing Care staff delivering publicly-funded health services, in providing quality, comprehensive, and individualized care based on the assessed needs of each Resident. There are twenty standards that set the minimum requirements that operators must comply with in the provision of health care, including but not limited to infection prevention and control, medication management, safe bath and shower temperatures, and sharing of Resident information.

The Lodge is regularly inspected for compliance to [Alberta Health Public Health Regulations](#), including food regulations and general sanitation regulations, and for compliance to the [City of Red Deer Emergency Services](#). Copies of our licenses, inspection reports, and policies and procedures are available from the Administrative Coordinator/Designate.

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 might 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 WestPark Lodge follow infection prevention and control measures to ensure a safe and healthy environment. WestPark Lodge practises a person-centered approach with Residents, and strives to balance this with safety and potential risks.

Residents are encouraged to practice good hand hygiene by washing their hands regularly, and by using 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 Guide for Outbreak Prevention and Control](#) will be followed and signs will be posted informing Residents/Resident Advocates, staff and visitors of the outbreak. Pamphlets may also be distributed with information about the type of outbreak and what to expect. 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 when site restrictions will be lifted.

In the case of special circumstances such as a Pandemic, specified AHS Guidelines and CMOH Directives will be followed.

WestPark Lodge will arrange for a yearly Influenza and Pneumococcal Vaccine Clinic at the site, and Residents will be encouraged to receive the vaccines. The Lodge will also arrange for immunizations required for special situations and circumstances.

Residents/Resident Advocates will be required to sign a CICL Consent/Refusal Immunization 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 indicate that choice on the Consent/Refusal Resident Immunization Form.

Maintenance Services

WestPark Lodge's Maintenance Manager 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.

Managed Risk Agreements

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 assessed 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.

Medications & Medication Assistance



Medications for all Residents at WestPark Lodge are provided by a contracted pharmacy provider. The pharmacy requires information about your prescriptions, and payment for your medications will be debited from your bank account by the pharmacy. The *Resident Information Form*, and the *Credit Card Payment Authorization Letter* should be completed before move-in to ensure that medication is available to you on move-in day.

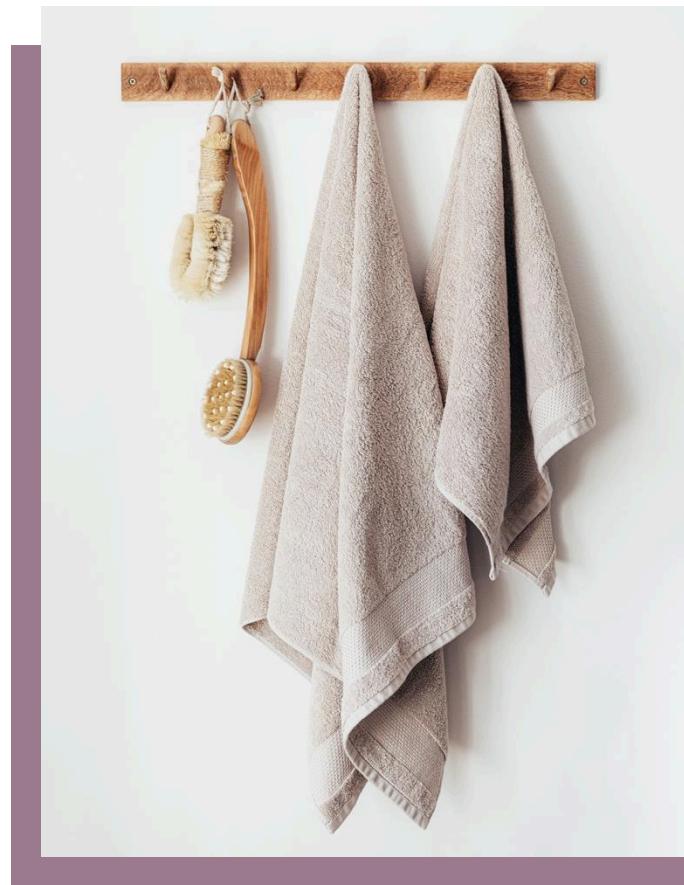
If you require assistance with your medications, they will be administered to you as per your doctor's instructions. If the AHS Case Manager determines that you are able to manage your medications on your own, you are required to purchase a lock box to store your medications in.

Over-the-counter medications must not be left in the Residents' suites for the Residents or their Resident Advocates/families to administer, and must be administered by the HCAs or LPNs. A *Physician's Standing Orders* list signed by a physician, is required for all over-the-counter medications, along with the use of a *Medication Record* which documents the medications administered, and is signed by the Care Worker who administers the medications.

Safe Bathing

Residents are provided with an opportunity for bathing at least twice a week by their preferred method, 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.



Room Temperatures

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.



Vehicle Transfers

WestPark Lodge 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. The AHS Rehabilitation staff at WestPark Lodge are available for consultation about transfers.

Visiting Pets

All Pet Therapy and Volunteer Pet Visitation is encouraged, as these programs provide the positive aspects of well-being, stimulation, motivation and cooperation that human/animal interaction can offer. WestPark Lodge follows the pet guidelines outlined in the CICL *Visiting Pets Procedure*, in order to protect the health and safety of Residents, employees and visitors, and to minimize injuries and the transmission of infections in the Lodge.



Life at WestPark Lodge

WestPark Lodge maintains the highest quality of services to create a safe and comfortable environment for all Residents.



Residents of WestPark Lodge

The 36 suites at WestPark Lodge are rented by Residents from various cultures and backgrounds. The diversity of our Lodge enriches our community!



Cottage – East Wing

The eight suites located at the east end of the Lodge are separated by a secured door and provide specialized care for Residents with dementia who require secure spaces (as assessed by personal physicians). 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.

Hair Salon

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



Resource Information Board

The Resource Information Board is located at the front entrance and provides Residents and visitors with information about relevant programs and services available in the community.

If you or your family wish to donate current magazines, books, puzzles or games, please check with the Administrative Coordinator before bringing them to the Lodge.

Paying staff “on-the-side” for any service or as a gratuity, is not allowed.

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 except for small gratuities such as a card or gift of candy. If you have any concerns about a gift/donation please discuss this with the Site Director/Designate. A Resident/Resident Advocate/family 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.

Smoking/Vaping

WestPark Lodge is a smoke-free environment. Smoking or vaping is not 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.

WestPark
Lodge is a
smoke-free
environment.

Social Media

Social Media is a great way to keep in touch with family and friends. At WestPark Lodge it is essential that Residents are mindful and avoid sharing photos or personal information about fellow residents and staff on social media without their consent. For more information please see the section on Personal Information and Privacy.

Garbage Disposal

Your garbage will be collected on a daily basis. If you require assistance with disposing of large items, please do not hesitate to ask. There are large garbage bins at the back of the building.

Conserving Our Environment / Recycling

WestPark Lodge encourages you to reduce and recycle. Please turn off lights and appliances which are not being used, adjust your thermostat when you feel that the temperature can be reduced, and recycle whenever possible. Recycling bins for bottles, cans, newspapers and plastics are located at the Rear Service Corridor, behind the kitchen. All proceeds from recycled bottles and cans are donated to the General Petty Cash Fund.

Parking

The front driveway is 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.



Keys

On your move-in day you will receive one key for your suite. The key may not be duplicated and must be returned when you leave. If you lose the key there will 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 they 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.

Newspaper

The newspaper that is delivered daily 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 – 403-343-2400. 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.

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 CICL *Guidelines for Vacating a Suite* pamphlet is available from the Administrative Coordinator/Designate. Please speak to the Site Director or Administrative Coordinator/ Designate for more information.

**Thank you for taking the time to familiarize
yourself with this Resident Handbook. We
wish you much happiness and comfort in your
new home!**



Appendix: Legislation & Acts Applicable to Choices in Community Living Inc.

Alberta Human Rights Act
Canadian Code for Volunteer Involvement
Continuing Care Act & Regulations
Employment Standards Code
Employment Standards Code - Employment Standards Regulation
Emergency Management Act
Freedom of Information & Protection of Privacy Act (FOIP)
Health Information Act
Health Professions Act
Labour Relations Code
Occupational Health and Safety Act, Regulation & Code
Personal Information Protection Act (PIPA)
Protection for Persons in Care Act & Regulation
Public Health Act
Public Health Act - Communicable Diseases Regulation
Public Health Act - Coordinated Home Care Program Regulation
Public Health Act - Food & Food Establishments Regulation
Public Health Act - Forms Regulation
Public Health Act – Immunization Regulation
Public Health Act - Nuisance & General Sanitation Regulation
Public Health Act - Personal Services Regulation
Public Trustee Act – Public Trustee General Regulation
Safety Codes Act
Workers' Compensation Act
Workers' Compensation Act - Workers' Compensation Regulation