

WELCOME TO THE SUNSHINE LODGE



**698 – 6 Ave East, Drumheller, Alberta
403-823-3290**

Vision

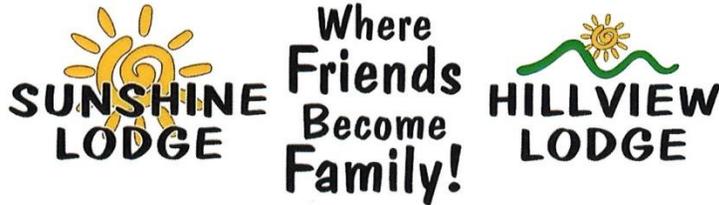
To lead our community in age-friendly, home-like accommodation.

Mission

We ensure Drumheller and area seniors have a high quality of life by providing affordable and supportive accommodations.

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DRUMHELLER DISTRICT SENIORS FOUNDATION

Dear New Resident,

It is with great pleasure that I welcome you to your new home. It's my desire that you discover a wealth of memories within its walls. New friendships, leisure opportunities, a carefree environment and pleasurable experiences will be a part of your daily routine.

The Drumheller & District Seniors Foundation takes pride in ensuring its residents are comfortable, satisfied, and safe in each lodge it administers. We know that it's important for you to feel at home in your new surroundings and will do our utmost to ensure a smooth transition.

As Acting Chief Administrative Officer for the Drumheller & District Seniors Foundation I am responsible for the Lodge Program, ensuring that it continues to address the needs of the residents within. Please be assured that our lodges meet or exceed all government standards for which they are regularly inspected.

Further, I am proud of all my staff who play an integral part in the successful operation of the Foundation. Our united goal is to make each lodge environment a pleasing one for residents.

Again, welcome to your new home. I look forward to getting to know you better and hope your stay is both enjoyable and memorable.

Respectfully,

Melanie Graff, (Acting) CAO
Drumheller & District Seniors Foundation

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finance@ddsf.ca
www.ddsf.ca

Our Core Values

We value dignity and respect.

We believe in the inherent value and worth of all individuals and that they should be treated without discrimination or prejudice.

We value choice.

We believe that providing personal preferences to each Resident is essential in delivering an enriched, fulfilled and comfortable lifestyle.

We value collaboration.

We believe that we are interdependent with each other and our environment and that as a team we can achieve greater impact in the context of the common good of our community.

We value integrity.

We believe in an open, honest approach and accountability that strengthens relationships between our Residents, Employees, Stakeholders and the DDSF.

We value compassion.

We believe that all individuals have the right to be treated with kindness and empathy.

We value well-being.

We believe in the intrinsic value, dignity, safety and uniqueness of each individual and that well-being encompasses all aspects of physical, mental, spiritual and social life.

1. MOVING IN TO THE SUNSHINE LODGE

New residents will be issued 1 room key, 1 mail box key and 1 Emergency Call Pendant. Should the pendant be lost or damaged the resident will be responsible for the cost of replacement.

Each resident room will be furnished with a twin bed, dresser, a night stand and window coverings. Couples suites will include 2 twin beds. Bed linens and towels are also provided. Residents are welcome to personalize their rooms by hanging pictures, using their own bedspread, or bringing other personal items as long as they are not deemed excessive or hazardous.

All resident owned electrical equipment must be inspected by our maintenance department to ensure good working order and CSA approved prior to being installed.

For Health & Safety reasons residents are not allowed to have humidifiers, space heaters, or toasters in their rooms. Electric blankets are allowed as long as they have an automatic shut off setting.

Residents are asked to refrain from using rubber-backed mats in the bathroom, as they ruin the finish on the flooring.

Rooms in the 100, 200, 300 wings and couples suites are supplied with a bar sized fridge. Residents in the 400, 500 or 700 wings are welcome to bring their own bar sized fridge.

Upon commencement of residency in the Lodge, a room inspection report will be completed with the new resident as to the exact state of the room. When residency is terminated for whatever reason, any and all damages will be charged to the resident.

Buddy System:

If need be, we will buddy you up with another resident to assist you with the day to day routine of the Lodge.

Country Kitchen:

Coffee, teas, juices, cold water & snacks are available all day in our Country Kitchen area. Please help yourself and visit with your fellow residents.

2. TELEPHONE

Each resident room has one telephone jack; couples suites have one in the living room and one in the bed room. Telephone installation, relocation, disconnection, payment, etc. is the responsibility of the resident. It is recommended that each resident have their own phone. Staff members are not responsible for resident messages or telephone calls.

3. TELEVISION & RADIOS

Earphones for radios and/or TVs are recommended for those who may have a hearing impairment so as not to disrupt your neighbors.

Telus Fibre Optik TV is provided in each room. Each room is equipped with a Telus box and remote. The monthly fee is added to your rent. Please refer to the complete price list on **page 12**.

Residents are asked to help conserve power by turning off TVs, radios, etc. when leaving their room.

4. AIR CONDITIONERS

If a resident wishes to have an air conditioner in their room, they will be responsible for the purchase of a Portable Unit. Maintenance staff will install air conditioners in May and remove them for storage at the end of September each year. If family members are able to take the Air Conditioner home for storage it would be appreciated as space is limited. There will be a fee added to the monthly rent for those 5 months. Please refer to the complete price list on **page 12**.

5. STORAGE

Each resident is provided with a small storage locker in the basement for seasonal items. The Activities staff will take your items to your locker and bring them up for you as required.

6. RESIDENT PARKING

Resident parking is provided on a first-come first-serve basis subject to availability. The monthly fee for parking is determined by the Board of Directors, who may adjust the fee as they see fit. Please refer to the complete price list on **page 12**.

Resident vehicles must be kept in running order and either the resident or a family member must be able to move the vehicle for snow removal or other maintenance of the parking lot.

The DDSF is not responsible for loss or damage to any vehicles parked on their property.

7. SCOOTERS

Prior arrangements for use of and parking of power scooters need to be made with Management. For the safety of others, use of scooters inside the building is prohibited.

Please refer to policy 2.02 – Motorized Scooters on **page 25**.

8. MAIL

Mail is delivered by Canada Post, Monday to Friday in the individual resident mail boxes. Flyers will not be delivered unless specifically requested. Please see the receptionist if you wish to have flyers delivered. Stamps can be purchased from the Activities Canteen.

9. RECYCLING

There is a recycling bin located in a locked closet in the Country Kitchen for bottles and cans and is managed by the Activities staff. Residents are encouraged to recycle as much as possible.

10. GENERAL BEHAVIOUR

Residents of the Sunshine Lodge are expected to respect the rights, privileges and privacy of others. Proper manners and respect towards others is expected at all times. Abuse and/or harassment of any kind (physical, sexual or verbal) towards residents or staff will not be tolerated. Rude, inappropriate behavior or repeated violation of DDSF regulations may result in an eviction notice. Management reserves the right for immediate eviction if the situation is considered serious enough. (e.g. physical assault) Refer to #31 on **page 10**.

11. SMOKING AND ALCOHOL

Sunshine Lodge is a smoke free building. There are designated smoking areas outside at the main entrance, old main entrance, and wandering garden. Please ensure that you use the ashtrays provided.

Residents may have alcoholic beverages in their suites for an occasional drink, or to entertain their guests. Residents are not permitted to have alcohol while in the common areas of the Lodge. Chronic use or abuse of alcohol will not be tolerated.

12. MEALS

Well-balanced, nutritious meals are provided. The Canada Food Guide is followed and our menus are approved by a Registered Dietician annually. Diabetic desserts are also available. Please inform kitchen staff or management of any special diet requirements.

Our facility is licensed under the Public Health Act and follows the food regulations under the Food Handling Permit as posted.

Dinner and Supper menus for the current and next day are posted at the entrance to the dining room.

Meal times:	Breakfast	8:00 am
	Dinner	12:00 pm
	Supper	5:00 pm

When you move in to the Lodge you will be assigned a specific seat in the dining room. This is where you will sit for all meals.

An evening snack will be served in the Activity area at 7:30 pm

Absence for meals:

Residents are asked to put their name on the white board (located beside the menu board) if they will be away for a meal, or for an extended period of time. Rooms will be checked when a resident fails to appear for a meal if staff have not been notified prior.

Guest meals:

You are welcome to have guests join you for a meal. You are required to notify the kitchen staff before 3:00 pm one day before. Special occasions will require more notice as space is limited. The cost for a guest meal can be paid to the receptionist. For prices see the Guest Meal Policy 2.06 on **page 26**.

13. VISITORS

Visitors are welcome at any time, provided they do not disrupt other residents. All guests are welcome to coffee, tea or juice from our Country Kitchen. Overnight guests are not permitted.

It is the policy of the DDSF not to accept or allow the use of a resident's room to family for any purposes during times of a resident's illness.

DDSF has created a Dwelling Suite at Sunshine Lodge for guests of residents to stay overnight. Refer to **page 23**. Please see the CAO or Resident Manager at Sunshine Lodge for more information.

14. ACTIVITIES

A monthly Activity Calendar is given to all residents, posted on our website (www.ddsf.ca) and can also be emailed to family members upon request. The calendar includes exercises, bingos, church services and various social events which are planned by our Activity Department staff. Each morning the activities for the day are posted in the dining room with any changes that have been made.

Birthday Treats:

If a resident wishes to purchase a special dessert to have at dinner on their birthday, please inform the kitchen staff well in advance so they can make these arrangements for you. We will order, and pick up the item (cake, revels, etc.). The resident will be charged for the cost of the item. Payment can be made to the Receptionist, Monday – Friday between 8:00am and 4:00pm.

Resident Birthday Parties:

A resident birthday party is held each month for all residents and the names of those celebrating are posted on the monthly bulletin board. If you do not wish to have your birthday posted or acknowledged please inform the Activities Manager.

The Activities department has a canteen in which residents can purchase small items on Monday to Friday, from 8:00 am to 4:00 pm (i.e. stamps, greeting cards, toiletries, candies, chocolate bars, pop, water, etc.).

15. HOUSEKEEPING OF RESIDENTS ROOMS

Residents are responsible for daily upkeep of their rooms (dusting, tidying, making bed, daily garbage removal, etc.) For health and sanitation reasons, cleanliness is expected.

Housekeeping staff will thoroughly clean the bathroom, wash floors, vacuum and change bedding & towels once per week. See **page 14** for cleaning schedule. Residents are asked to leave their room while it is being cleaned.

Housekeeping staff will defrost fridges every two months as required, whether or not the fridge belongs to the Foundation.

Housekeeping staff will conduct a “Deep Clean” once a year. This will include wall washing & carpet shampooing.

Lodge staff is not responsible for breakage of personal items that are kept in a resident’s room nor for the care and cleaning of those items.

16. ISOLATION PROCEDURES

When a resident becomes ill they will be asked to remain in their room to protect the rest of the population. During this time, all meals will be served to the resident in their room. They will be checked on by the Home Care nurse to keep track of their symptoms.

Visitors are allowed while a resident is in isolation provided:

- They wear a gown, gloves and mask while inside the room
- They do not visit any “well” residents after being inside the isolation room

The Home Care nurse will determine when an isolated resident will be allowed out of their room based on the type of illness and symptoms. At this time, the housekeeping staff will conduct a “Deep Clean” and the resident will not be allowed to re-enter their room until that is complete.

17. LAUNDRY

For residents who wish to do their own personal laundry (excluding bedding & towels), the laundry room in the 200 wing is available for resident use Monday to Friday from 12:00 pm – 10:00 pm, and Saturday and Sunday from 7:00 am to 10:00 pm.

For residents who do not wish to do their own personal laundry, our staff will do it on a weekly basis. Please refer to the complete price list on **page 12**. Residents will be assigned a laundry day, and staff will pick laundry up from their room after 3 pm. Laundry will be washed, dried, ironed, and returned to the resident’s room the following day. Clothes will be hung if hangers are provided at the time laundry is picked up.

18. MAINTENANCE

The DDSF has a Project Operations Manager who oversees the maintenance department. There are 3 maintenance staff on daily during weekdays, and 1 on call during evenings, weekends and holidays. Residents may report any concerns or repairs needed to any staff member and they will contact maintenance.

19. PERSONAL CARE

The Sunshine Lodge does not provide personal care services. Home Care comes into the Lodge on a daily basis to provide the following scheduled services to those who require it:

- Bath Assist
- Medication Assistance
- Dressing and other personal care

If you are new to the Home Care program please contact the Continuing Care Access Centre at 1-855-371-4122. The local Home Care office number is 403-820-6020.

20. HAIR SALON

There is a licensed Hair Dresser at the Sunshine Lodge on Wednesdays and Thursdays. (She will be at Hillview Lodge on Tuesdays.) Residents are responsible for making their own appointments and paying their own charges directly to the Hair Dresser. Prices are posted in the Salon.

21. RECREATIONAL EQUIPMENT

The Sunshine Lodge has recreational equipment for resident use. There is a Waiver included in section 17 of the Tenancy Agreement.

22. APPOINTMENTS

Residents or their family/friends are responsible for making outside appointments and/or travel arrangements. (For example: doctor, dentist, valley bus, etc.)

23. TRANSPORTATION

Residents are responsible for arranging their own transportation outside the Lodge.

- Valley Bus Service – 403-823-1319
- Classic Cabs – 403-820-7777
- Badlands Taxi – 403-820-4461

24. SAFETY AND SECURITY

The DDSF takes all reasonable precautions for the safety and security of all residents. This includes 24 hour non-medical staffing, checking on residents who do not come out for meals and alarmed security doors at night. In addition the CAO (or delegate) will contact family or Home Care staff should a health issue arise. Despite these measures the DDSF cannot guarantee individual monitored supervision as residents are free to come and go as they wish at any time.

The outside doors are locked at 9:30 pm daily. If a resident is out past 9:30 pm they are to push the large red button in the entrance way and wait for staff to come and open the door. Residents are asked to sign out at the front desk when they plan to be out past 9:30 pm.

If in trouble while in your room, push the button on your Emergency Call Pendant, push the Call button on the wall in the main room, or pull the chord on the wall in the bathroom to call staff for assistance.

All inspection reports related to Accommodation Standards or Health & Safety are available for you to read. They are located in a binder at the reception area.

When a resident chooses to engage in a risk activity or chooses to live in an accommodation that cannot fully meet their needs, the resident or their representative and the accommodation enter into a Managed Risk Agreement whereby the consequences of or liability for the risk is determined. See the Resident Manager for more information.

Resident safety in the event of a power outage is a concern. Residents are required to have a working flashlight in their room. Candles are not allowed.

25. WATER TEMPERATURE SAFETY

The DDSF has policies and procedures in place to ensure the provision of safe bath and shower water temperatures for all residents at Sunshine Lodge. The hottest flowing water at bathtubs, showers, and all other taps that can be accessed by a resident shall not exceed 49°C. Policies and procedures are available at the reception desk.

26. RESIDENT SURVEY

A survey will be handed out to all residents annually to collect the opinions of the different services provided at the Lodge. The results will be discussed at the first resident meeting following completion of the surveys. Management also has an “open door” policy for all concerns as they arise.

27. VALUABLES

For security reasons, residents are encouraged to lock the door to their room while absent. The DDSF will not be responsible for lost, stolen or mislaid property of a resident. Residents are discouraged from keeping large amounts of cash in their rooms. To facilitate a secure method of cash control while at the same time allowing each resident the independence to handle their own finances, management will make available to each resident the use of a “trust” account which may be established with the receptionist for those residents requesting this service.

28. EMERGENCY SITUATIONS

For resident and staff safety, fire drills are conducted on a regular basis. Fire procedures are posted on the inside of all residents rooms. Refer to **pages 15 – 22** in this handbook for Fire Procedures and Emergency Situations. Fire procedures and Emergency Situations can also be found in the Emergency Book in the Reception area.

In the case of an emergency, or perceived emergency, staff have the right to enter your room. The resident, irrevocably authorizes DDSF staff to call an ambulance (if necessary) and then to notify the family member or contact person.

29. PERSONAL DIRECTIVES AND POWER OF ATTORNEY

Residents are encouraged to provide a copy of a Personal Directive and/or Power of Attorney to the Resident Manager, as well as Home Care (if the resident is a Home Care client).

30. RENTAL RATES AND INCREASES

Rental rates are set by the Board of Directors and are reviewed annually. If there is an increase in rent, residents will be informed in writing 3 months in advance.

Rent is due on or before the first of each month, and can be paid to the receptionist between 8:00 am – 4:00 pm weekdays. Electronic funds transfers are accepted for your convenience. Please refer to the complete price list on **page 12**.

Full rental rates apply to all accommodations while the resident is absent from the Lodge regardless for the reason of the absence.

DDSF requires all residents to submit a copy of their Notice of Assessment after the completion of their income tax return annually to ensure the following:

- Resident's annual income must be less than **\$28,650** to qualify for LAP (Lodge Assistance Program) grant funding. If a resident's income is higher there will be \$385 added on to the Basic Rent.
- Each resident is left with a minimum of \$315 after the payment of the Basic Rent.

31. RESIDENT EVICTION

The CAO &/or Board of Directors of the DDSF reserve the right to request a resident to vacate the premises, in any of the situations as listed in Section 12 of the Tenancy Agreement.

In the event of a Lodge resident physically assaulting another resident or staff member the RCMP will be called. Immediate eviction may follow.

32. RELOCATION WITHIN THE LODGE

When relocation of a resident within the Lodge is requested by the resident, the resident is responsible for all expenses of his/her location, such as change of address and/or transfer of the telephone. There is also an administration fee payable to the DDSF which is determined by the Board of Directors. At management's discretion, this fee may be waived in part or in full if the move is due to medical reasons. Please refer to the complete price list on **page 12**.

33. DAMAGES

The DDSF strongly recommends that you carry contents & liability insurance as the Foundation's insurance policy will not cover personal loss. This is the responsibility of the resident.

In the event that DDSF property is damaged by a resident or one of a resident's guests, the resident will be responsible for payment of the damage. Any damage caused by resident negligence will be the financial responsibility of that resident.

No additions, extensions, fixtures or renovations are to be done to any DDSF property without prior approval.

Residents or their families are responsible for the cost of repairing any damage beyond normal wear and tear, which occurs in a resident's room. All items of a permanent nature fastened to DDSF property are to remain in the room when the resident vacates. Residents and their families are responsible for hanging pictures and related items so as to minimize damage to walls. Do not use any glued or stick on tab type hangers. Please use picture hooks rather than screws.

34. MOVE OUT PROCEDURES

When a resident moves out of the Lodge and the resident's personal belongings have been removed, a Move Out Inspection Form will be completed by Management and signed by the resident or their designate. The resident will be charged for damages to DDSF property beyond normal wear and tear.

All keys and pendant are to be returned at this time.

35. MOVE TO A HIGHER LEVEL OF CARE

When a resident of the Sunshine Lodge has been determined by the DDSF (in conjunction with Home Care) to have reached a health status level that requires assistance beyond what is provided, the resident will no longer be eligible for accommodation at the Sunshine Lodge.

36. DECEASED RESIDENT PROCEDURE

The DDSF has a policy in place in regards to death of a resident. Policies are available at the reception desk.

Responsibility will not be accepted by the DDSF for any unauthorized entry made by family or friends holding a room key.

After the deceased resident's personal belongings have been removed, a move out inspection form will be completed by Management and signed by the resident's designate. Keys and pendant are to be returned at this time.

The estate will be billed for any outstanding charges. (i.e. rental charges, damages to DDSF property beyond normal wear and tear, etc.) If there are no damages beyond normal wear and tear a cheque for the refund of the security deposit will be issued to the estate.

SUNSHINE LODGE PRICE LIST

As of March 1, 2018

Basic Rent:

100, 200 & 300 wings	\$1230 /month
400 & 500 wings	\$1102 / month
700 wing	\$1143 / month
Couples Suites	\$2010 / month

High Income Residents:

Addition to basic rent	\$ 385 / month
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Additions:

Cable	\$28 / month (+ 1.40 GST)
Parking	\$10 / month
Laundry (do your own)	\$10 / month
Laundry (weekly service)	\$40 / month
Laundry (couple service)	\$50 / month
Air Conditioner use	\$10 / month

Moving within the Lodge	Up to \$700
Security Deposit	\$350

STAFF

Acting Chief Administrative Officer	Melanie Graff
Project Operations Manager Maintenance Staff	Terry Williams Lloyd Goodine Paul Smith Tony Butt
Resident Manager Services Manager Finance & Compliance Manager	Debbie Laycock Dagmar Walters Melanie Graff
Receptionist	Sylvia Sinclair
Activities Manager Activities Assistant	Marcel Aughey Andy Cartwright Penny Head Brittney DeLeeuw

IMPORTANT NUMBERS

Police, Ambulance, Fire	911
Doctor Clinic	403-823-3345
Hospital	403-823-6500
Drumheller Valley Bus	403-823-1319
Badlands Taxi	403-820-4461
Classic Cabz	403-820-7777
Senior Services	403-823-1317
Home Care	403-820-6020
Pioneer Trail Society	403-823-6565
Health Link Alberta	811
Seniors Outreach	403-820-7863
Protection for Persons in Care	888-357-9339
Alberta Aids to Daily Living	877-644-9992
Alberta Blue Cross	800-661-6995
Alberta Health Services	800-408-5465
Alberta Seniors Benefit	877-644-9992
Canada Revenue Agency	800-959-8281
GST Credit	800-959-1953
OAS / CPP / GIS Call Centre	800-227-9914
Veterans Affairs	866-522-2122
Victim Services	403-823-4233

HOUSEKEEPING SCHEDULE

MONDAY

Rooms 101 – 111

TUESDAY

Rooms 201 – 206

Rooms 401 – 418

WEDNESDAY

Rooms 301 – 312

THURSDAY

Rooms 501 – 518

Rooms 601 – 604

FRIDAY

Rooms 701 - 715

Any changes to this schedule due to holidays, etc. will be posted on the Activities White Board.

FIRE PLAN REGULATIONS:

Residents are requested to familiarize themselves with these regulations and to cooperate with safety measures by smoking only in designated areas and carefully disposing of matches and cigarette butts. Also refrain from tampering with light fixtures and flammable materials.

FIRE RULES:

- Any person discovering a FIRE shall immediately and ALWAYS sound the alarm. Notify a member of the staff, or use a responsible resident.
- Where practical, all windows, doors, and similar openings shall be closed when the alarm sounds.
- All residents are required to contribute their full cooperation by taking the following actions:
 1. When residents are in their rooms, but not in immediate danger when the alarm sounds, they should dress and remain in their room waiting for instruction from the staff member in charge. If instructions are given to leave the room, each resident should proceed as directed.
 2. If a resident is in the corridor when the alarm sounds, or if the fire is between the resident and his/her room, the resident should proceed to the nearest safe common area.
 3. Residents that are in the dining room, recreation room or a sitting area, when the alarm sounds, should remain in that location until receiving further instruction from the staff member in charge.
 4. Persons in immediate danger shall proceed to a place of safety without awaiting instructions.
 5. No one should open a door leading to a corridor without first placing a hand upon it to ascertain its temperature. If it is HOT, the door should not be opened.

SUNSHINE LODGE EMERGENCY SITUATIONS

Water or Sewer Problems

- Contact Maintenance On-Call, CAO &/or Delegate
- Maintenance will determine cause and contact appropriate repair company if unable to complete repair as per telephone contact list in the general info. tab.
- In the case of no water, bottled water may be purchased from various vendors and grocery stores in town, for drinking and cooking (Water Pure & Simple 403-823-7088)
- Use hand sanitizers and wipes
- Arrange for portable chemical toilets (Top Waste 403-823-7227/403-823-0746)
- CAO &/or Delegate will determine if additional staff need to be called in depending on the severity, or if evacuation procedures need to be implemented
- Family members may be contacted with the option of taking the resident home

Disruption of Hospitality Services

- Depending on the circumstances of the disruption CAO &/or Delegate will make the decision on an individual basis.
- If the kitchen in Hillview Lodge is not operating, Sunshine Lodge will prepare and supply food for Hillview residents.
- If the kitchen in Sunshine Lodge is not operating, Hillview Lodge will prepare and supply food for Sunshine residents.
- If we are unable to provide meal service from within food will be provided by outside vendors:
 - Double D Catering – 403-823-7948
 - Drumheller IGA – 403-823-3995
 - Any of the local restaurants
- If the laundry services in Sunshine Lodge are not operating, Hillview Lodge will supply laundry service for Sunshine Lodge.
- If the laundry services in Hillview Lodge are not operating, Sunshine Lodge will supply laundry service for Hillview Lodge.
- If we are unable to provide laundry services from within the two lodges, then the laundry will be taken to a local laundry-mat for short term. (Laundromats listed in the general info. tab) If this is for a prolonged period, arrangements will be made with local facilities.
- Maintain 3 days supply of disposable dishes and cutlery.
- Family members may be contacted with the option of taking the resident home

SUNSHINE LODGE EMERGENCY SITUATIONS

Power Outage

- Contact Maintenance On-Call / CAO &/or Delegate
- The Fire Panel and Nurse Call System have back up batteries so they will continue to operate
- Every resident should have a flashlight in their room
- Keep residents calm
- Verify that residents using Oxygen have an adequate supply. If necessary, these residents or their portable concentrators can be taken to Hillview Lodge for re-charging at designated outlets
 - As a last resort, extra oxygen tanks can be requested from EMS.
- Maintenance, CAO or Delegate will contact Atco immediately at 1-800-668-5506.
- If power outage occurs in the cooler months of the year, and lasts longer than 8 hours, it will be determined by CAO, Maintenance &/or Delegate to move Sunshine residents to the Hillview Lodge which has a back-up generator.
- Advise residents to keep windows and outside doors closed to preserve heat or cool air.
- Emergency lighting in halls will last up to 30 minutes
- Staff call back, fan out and need to evacuate, will be implemented as determined by the CAO, Maintenance &/or Delegate
- Set up portable generators if available. (Drum Equip & Rentals 403-823-8383)
- Family members may be contacted with the option of taking the resident home
- “Building Walk-Around” sheets will be available in the Fire Books

Loss of Air Conditioning Unit

- Contact Maintenance On-Call, CAO &/or Delegate
- Maintenance will turn all units to “fan only”
- Keep all blinds closed
- In extreme heat keep all windows and outside doors closed
- Offer extra fluids to residents
- Recommend residents dress appropriately
- Residents may be moved to common areas where the air flows more than in rooms.
- If the unit cannot be repaired in a reasonable amount of time, family members may be contacted with the option of taking the resident home.
- “Portacool” units may be rented from Drum Equipment if necessary.
- CAO &/or Delegate will determine if evacuation procedures will be implemented depending on the severity of the situation.
- Family members may be contacted with the option of taking the resident home.

SUNSHINE LODGE EMERGENCY SITUATIONS

Nurse Call, Outer Doors, Fire Panel Failure

- Contact Maintenance On-Call, CAO &/or Delegate
- Maintenance will determine cause and contact appropriate repair company if they are unable to fix.
- Staff will complete visual checks on residents on a continual rotating basis, at a minimum of hourly.
- Residents will be asked to stay in rooms with door open and to advise staff if they move to a different area of the lodge.
- “Building Walk-Around” sheets will be available in the Fire Books

Gas Leak

- Keep residents calm.
- Call Maintenance On-Call, CAO &/or Delegate.
- Contact Alta Gas at 1-866-222-2068
- Open windows for ventilation and move any residents that are in close proximity to another location within the building depending on severity.
- Call Alta Gas immediately if you detect an odor that you think may be natural gas. If the odor is strong or if you hear a “hissing” sound that might indicate escaping gas, leave the building immediately
- Do not use the phone or turn any electrical switches on or off. Phone Alta Gas or the Fire Department from a safe location. Do not return to the building or allow anyone else to do so.
- If it is determined that lives are in danger, follow evacuation procedure located in the FIRE PLAN

Heat Loss – Furnace (affects hallways)

- Contact Maintenance On-Call, CAO &/or Delegate
- Keep all windows and outside doors closed. Building will maintain heat for up to 8 hours. If it cannot be repaired within 8 hours, it will be determined by CAO &/or Delegate to move Sunshine Lodge residents to Hillview Lodge.
- Maintenance will determine cause and contact appropriate repair company if unable to complete repair.
- In extreme cold, temperatures suggest residents dress appropriately. Alternate heat sources other than power loss are fireplaces, vestibules, and unit heaters.
- CAO &/or Delegate will determine if evacuation procedures will be implemented depending on the severity of the situation.
- Family members may be contacted with the option of taking the resident home

SUNSHINE LODGE EMERGENCY SITUATIONS

Loss of Boilers (affects resident rooms & common areas)

- Contact Maintenance On-Call, CAO &/or Delegate

Sunshine Lodge has 2 boilers for the 100 – 500 wings, and another 2 boilers for the 600 – 700 wings. If one boiler of a pair goes down, the second one will suffice until it can be repaired.

If both boilers of a set go down:

- Keep all windows and outside doors closed. Building will maintain heat for up to 8 hours. If it cannot be repaired within 8 hours, it will be determined by CAO &/or Delegate to move Sunshine Lodge residents to Hillview Lodge.
- Maintenance will determine cause and contact appropriate repair company if unable to complete repair, as per telephone contact list attached.
- In extreme cold temperatures suggest residents dress appropriately. Alternate heat sources other than power loss are fireplaces and unit heaters. Residents may also be moved into heated areas to keep together and warm.
- CAO &/or Delegate will determine if evacuation procedures will be implemented depending on the severity of the situation.
- Family members may be contacted with the option of taking the resident home

Fire

- Staff follow procedures as outlined in the Fire Plan section of this binder located in the staff room.

Severe Weather Systems

- Contact CAO, Maintenance On-Call &/or Delegate
- CAO, Maintenance On-Call &/or Delegate will consult with Town Authorities for assistance
- Staff unable to report to work will follow union contract of reporting.
- Staff listens to local radio stations for public announcements.
- CAO / Delegate will contact staff when he/she arrives at the lodge.
- Staff on shift will remain at lodge until relieved by other staff
- Schedule replacement staff
- Request assistance from administration staff
- Recruit family members
- Utilize volunteers

SUNSHINE LODGE EMERGENCY SITUATIONS

Tornado

- A **Watch** is an advisory only. Nothing may happen but a watch could develop into a warning. Stay alert! Listen to your local radio station.
- A **Warning** means that the event is imminent. Take precautions and listen to your local radio station.
- Residents / staff will find protection in inner hallways, washroom or closet away from exterior window. The shelter must be able to offer protection from flying glass, debris and furniture.
- CAO &/or Delegate will determine if evacuation procedures will be implemented depending on the severity of the situation.

Flood

- If the town is being evacuated, the Town emergency plan will be followed.

Staff Shortages

Due to a Union Walk-Out:

- Management, Administration, any other non-union staff and Board Members would be called in
- Family members would be called with the option of taking the resident home, or coming in to help if able
- Contact any volunteers
- Contact the Lodge in Hanna or Three Hills for any available staff
- Refer to Disruption of Hospitality Services section in regards to Food Service and Housekeeping Services

Due to an Outbreak:

- Management, Administration, any other staff and Board Members would be called in
- To cover shortage of HCA's at Hillview Lodge Home Care would be contacted
- Contact the Lodge in Hanna or Three Hills for any available staff in Housekeeping or Kitchen
- Family members would be called in to volunteer or with the option of taking the resident home
- Contact any volunteers
- Staff would be required to bring a change of clothes, shoes and personal care products
- A shower area and sleeping area would be made available for staff
- Refer to Disruption of Hospitality Services section in regards to Food Service and Housekeeping Services

SUNSHINE LODGE EMERGENCY SITUATIONS

BUILDING EVACUATION PROCEDURE:

When an evacuation is ordered:

- Staff will retrieve the evacuation checklists from the staff room as instructed by the Person in Charge.
- Staff will proceed to each resident's room & inform of evacuation. Start with the residents room closest to the exit and work back. Staff will record on the checklist if the resident was found or if they were not in their room.
- Residents will evacuate as appropriate, depending on the location of the fire.
- For example:
 - 100 wing – 100 wing exit
 - 200 wing – 100 wing exit
 - 300 wing – Dining Room exit
 - 400 wing – Main Entrance (Alternate is Dining Room Exit)
 - 500 wing – Main Entrance
 - 600 wing – 600 wing exit
 - 700 wing – 700 wing exit
- Staff will be positioned at each exit with stairs to assist residents with walkers (if available).
- All residents are to proceed to a safe location depending on the location of the fire.
- If evacuation is not necessary, residents are asked to wait inside their room for further instruction. If the fire or problem area is not in their particular wing, they should stay in their room with their doors unlocked and wait for further instruction.
- If evacuation of one wing is necessary and the weather is inclement; residents should be evacuated to another part of the building away from the problem area, or to Hillview Lodge.

IN THE EVENT OF TOTAL EVACUATION

- Evacuated residents will be assisted by the Valley Bus or by Taxi, to the Nazarene Church located at 627 – 6 Street East, Drumheller, phone number 403-823-2156.
- Staff will call family members of residents as listed on the NOK contact sheets contained in the fire books. If the resident can be taken to the home of a family member, the family member will come to the evacuation location and pick up the resident. The family member will sign their name as the responsible person on the sheet and record the date and time of picking up the resident. Residents who do not have available family members will remain at the evacuation center to await further instructions.
- If the Town is being evacuated, the Town emergency plan will be followed.

SUNSHINE LODGE EMERGENCY SITUATIONS

MISSING PERSON

When a resident is determined to be missing, notify your supervisor.

- The supervisors office will be the central command post
- Follow the instructions on the Missing Person Incident Form (copies in staff room)

NAME AND DATE: _____

The DWELLING PLACE is a suite in Sunshine Lodge where it is hoped people will feel welcomed and cared for. A place to sojourn, to heal, to become stronger. The word "WELL" is within the name and wellness is promoted.

All applicants for the Dwelling Place will first be approved by the CAO in advance of the move-in. Seniors will have the first priority.

The DWELLING PLACE” has been created for the following purposes/people:

1. To provide supportive housing for those individuals at a Lodge level of wellness and/or whose care givers/families may need a time of respite.
2. To provide supportive housing for those individuals who have been ill – either in hospital or in their home and are in need of supportive housing for a short time until they are strong enough and well enough to return to their home.
3. To provide supportive housing for individuals wishing to try out Lodge living on a trial basis.
4. To provide lodging for family members of the Lodge Residents, for the purpose of visiting their Senior.
5. To provide a place for Staff to stay should an emergency or pandemic require an extra Staff Member in the building.

The DWELLING PLACE has the following prerequisites/rules in place:

1. The DWELLING PLACE will be booked in advance with the CAO or Staff Member acting on behalf of the CAO.
 - The CAO must approve the request prior to the individual moving in to the suite.
 - The length of stay will be discussed and approved before the individual moves into the suite.
2. Every individual staying in the Dwelling Room, with the exception of a Staff Member, will be required to pay \$75.00/ night. This amount will include regular Lodge meals and snacks.
 - The \$75.00 per day, or \$1110.00 per month for seniors, will be paid in advance of the stay.
3. The Sunshine Lodge Dwelling Place Rules, Regulations and Requirements will be adhered to, and an Agreement signed before moving into the suite.
4. A Family Member will be limited to no more than 3 nights in the DWELLING PLACE. The \$75.00 is charged to each individual.
5. The occupant of the DWELLING PLACE will pay for any damages that may be incurred.
6. The occupant will keep the DWELLING PLACE neat and tidy on a daily basis and the suite will be tidied by the Occupant at the end of their stay. The suite will be cleaned and cared for on a regular basis, by Lodge Staff, according to the Housekeeper’s schedule. The Lodge will supply the bedding and towels and face cloths.
7. The CAO, or Staff acting on behalf of the CAO, shall have the final say on any rules or decisions pertaining to the occupancy within the DWELLING PLACE

<u>POLICY:</u>	<u>CAPACITY ASSESSMENT</u>
<u>DEPARTMENT:</u>	<u>RESIDENT</u>
<u>BOARD APPROVAL DATE:</u>	<u>OCTOBER 23, 2014</u>

- 2.01.01 CAPACITY IS THE ABILITY TO UNDERSTAND THE INFORMATION THAT IS RELEVANT TO THE MAKING OF A PERSONAL DECISION AND THE ABILITY TO APPRECIATE THE REASONABLE FORESEEABLE CONSEQUENCES OF THE DECISIONS.

- 2.01.02 THE DRUMHELLER AND DISTRICT SENIORS FOUNDATION PRESUME THAT EVERY RESIDENT HAS THE CAPACITY TO MAKE DECISIONS UNTIL THE CONTRARY IS DETERMINED.

- 2.01.03 SHOULD THE NEED FOR A CAPACITY ASSESSMENT BECOME NECESSARY, THE GUIDE TO CAPACITY ASSESSMENT UNDER THE PERSONAL DIRECTIVES ACT [ATTACHED] WILL BE FOLLOWED WHILE WORKING CLOSELY WITH THE RESIDENT, FAMILY, CASE COORDINATOR, PHYSICIAN, AND FACILITY STAFF.

<u>POLICY:</u>	<u>MOTORIZED SCOOTERS</u>
<u>DEPARTMENT:</u>	<u>RESIDENT</u>
<u>BOARD APPROVAL DATE:</u>	<u>NOVEMBER 28, 2013</u>

THE DRUMHELLER AND DISTRICT SENIORS FOUNDATION ENCOURAGES THE INDEPENDENCE OF RESIDENTS AND TENANTS. THE USE OF A MOTORIZED SCOOTER ALLOWS FOR INDEPENDENT TRANSPORTATION OUTSIDE OF THE FACILITY. RESIDENT AND TENANT SAFETY IS A PRIORITY FOR BOTH SCOOTER USERS AND FELLOW RESIDENTS/TENANTS.

1. ALL MOTORIZED SCOOTERS SHALL BE SUBJECT TO APPROVAL BY THE DDSF PRIOR TO THEIR OPERATION ON ANY PROPERTY BEING MANAGED BY THE DDSF.
2. THE MOTORIZED SCOOTER SHALL BE PARKED AND STORED IN A DESIGNATED AREA OUTSIDE THE FACILITY AS APPROVED BY THE RESIDENT SUPERVISOR. FAILURE TO COMPLY WITH THE PARKING/STORAGE REQUIREMENTS WILL RESULT IN THE REMOVAL OF THE UNIT FROM THE FACILITY AT THE OWNER'S EXPENSE. SCOOTERS ARE NOT ALLOWED INSIDE THE BUILDING AND MUST BE DRIVEN ON SIDEWALKS **ONLY**, NOT LAWNS.
3. THE OWNER OF THE MOTORIZED SCOOTER WILL BE CHARGED A MONTHLY FEE FROM MAY THROUGH SEPTEMBER TO HELP COVER THE COST OF ELECTRICITY, PARKING, AND STORAGE. THIS FEE WILL BE DETERMINED BY THE BOARD OF DIRECTORS AND WILL BE PAYABLE WITH THE MONTHLY RENT.
4. ANY DAMAGE CAUSED TO THE FACILITY BY THE MOTORIZED SCOOTER WILL BE THE RESPONSIBILITY OF THE OWNER.
5. THE OWNER WILL BE RESPONSIBLE FOR THE SECURITY AND SAFETY OF THE SCOOTER AS WELL AS THE APPROPRIATE INSURANCE COVERAGE.
6. THE MANAGEMENT RESERVES THE RIGHT TO REQUIRE AN ASSESSMENT IF HE/SHE FEELS THAT THE RESIDENT/TENANT IS UNABLE TO OPERATE THE SCOOTER SAFELY.
7. IT IS RECOMMENDED THAT THE SCOOTER BE EQUIPPED WITH A FLAG THAT IS VISIBLE WHILE IN USE ON PUBLIC SIDEWALKS.

DRUMHELLER & DISTRICT SENIORS FOUNDATION

POLICY 2.06

POLICY: GUEST MEALS
DEPARTMENT: RESIDENT
BOARD APPROVAL DATE: SEPTEMBER 28, 2006

2.06.01 MEALS ARE PROVIDED TO THE RESIDENTS OF THE SUNSHINE LODGE AT 8:00 AM; 12:00 PM; AND 5:00 PM DAILY.

MEALS ARE PROVIDED TO THE RESIDENTS OF THE HILLVIEW LODGE AT 8:30 AM; 12:00 PM; AND 5:00 PM DAILY.

IT IS THE POLICY OF THE DRUMHELLER AND DISTRICT SENIORS FOUNDATION TO ALLOW RESIDENTS TO HAVE GUESTS JOIN THEM FOR THE NOON OR EVENING MEAL AT A FEE AS ESTABLISHED BY THE BOARD ANNUALLY.

2.06.02 IN ORDER TO ALLOW SUFFICIENT TIME FOR MEAL PREPARATION AND DINING ROOM SET UP THE KITCHEN STAFF WOULD REQUIRE NOTIFICATION THE DAY BEFORE FOR A GUEST MEAL THE FOLLOWING DAY.

2.06.03 IT IS RECOMMENDED THAT A MAXIMUM OF 2 GUESTS PER RESIDENT/COUPLE BE OBSERVED. AT ANY ONE MEAL THE LODGE WILL ACCOMMODATE A MAXIMUM OF 10 GUESTS.

2.06.04 GUEST MEAL PRICES ARE SET AS FOLLOWS:
DINNER \$ 7.00 +GST
SUPPER \$ 4.00 +GST
DINNER \$15.00 +GST SPECIAL OCCASIONS

2.06.05 SPECIAL OCCASIONS WILL INCLUDE CHRISTMAS DAY, NEW YEARS DAY, EASTER, MOTHERS DAY, FATHERS DAY, AND THANKSGIVING DAY, AS WELL AS ANY OTHER OCCASION SO DESIGNATED BY THE CAO.

<u>POLICY:</u>	<u>ROOM CLEANLINESS STANDARDS</u>
<u>DEPARTMENT:</u>	<u>RESIDENT</u>
<u>BOARD APPROVAL DATE:</u>	<u>MAY 3, 2012</u>

AS A CONDITION OF RESIDENCY, ALL RESIDENTS ARE RESPONSIBLE FOR MAINTAINING THEIR ROOM IN A MANNER THAT MEETS THE FOLLOWING DDSF STANDARDS:

- 2.08.01 FLOORS ARE TO BE KEPT FREE FROM CLUTTER, SUCH AS BOXES, SUITCASES, ETC. (CLOSETS ARE EXEMPT). ALL DIRTY CLOTHES ARE TO BE SET IN A CLOTHES HAMPER OR BASKET.
- 2.08.02 TUBS AND SHOWERS ARE NOT TO BE USED FOR STORAGE. EMPLOYEES MUST BE ABLE TO MAINTAIN A CLEANLINESS PROGRAM EVEN IF THE RESIDENT DOES NOT USE THE TUB.
- 2.08.03 SHOWER RODS ARE NOT TO BE USED FOR HANGING CLOTHES ON A PERMANENT BASIS.
- 2.08.04 THE BED AREA MUST BE KEPT CLEAR OF CLUTTER, BOXES AND FURNITURE TO ALLOW FOR VACUUMING AND MAKING OF BEDS. THERE IS TO BE NO STORAGE OF MATERIALS UNDER A BED (UNLESS STORED ON WHEELS FOR EASY MOBILITY) IN ORDER TO ALLOW FOR PROPER CLEANING.
- 2.08.05 THE ROOM AND BATHROOM DOORWAYS MUST BE FREE FROM OBSTRUCTION TO ALLOW DDSF EMPLOYEES OR EMERGENCY PERSONNEL TO GAIN ENTRANCE.
- 2.08.06 RADIATOR SHUT-OFF VALVES MUST BE ACCESSIBLE AT ALL TIMES.
- 2.08.07 IN SITUATIONS WHERE CONDITIONS ARE UNACCEPTABLE, RESIDENTS WILL BE PROVIDED WITH WRITTEN NOTICE OF THE FOLLOWING:

THE ROOM OR IDENTIFIED AREAS THAT DO NOT MEET DDSF STANDARDS WILL BE GIVEN A ONE (1) MONTH TIME FRAME IN ORDER TO CORRECT THE SITUATION AND A DATE SET FOR A FOLLOW-UP INSPECTION.

SHOULD MANAGEMENT DETERMINE THAT CONDITIONS STILL DO NOT MEET DDSF STANDARDS; THE RESIDENT MAY BE REQUIRED TO SEEK ALTERNATIVE ACCOMMODATION THE DDSF WILL ENSURE AN EASILY ACCESSABLE PROCESS TO ENABLE RESIDENTS, FAMILIES AND THE GENERAL PUBLIC TO VOICE CONCERNS/COMPLAINTS RELATED TO THE SERVICES PROVIDE

<u>POLICY:</u>	<u>PET VISITATION PROGRAM</u>
<u>DEPARTMENT:</u>	<u>RESIDENT</u>
<u>BOARD APPROVAL DATE:</u>	<u>MAY 22, 2014</u>

IN SUPPORT OF PROVIDING QUALITY CARE, AND TO BALANCE THE ENVIRONMENTAL AND LEGISLATIVE REQUIREMENTS WITH THOSE THAT ENCOURAGE THE EMOTIONAL WELL BEING OF RESIDENTS, THE DRUMHELLER AND DISTRICT SENIORS FOUNDATION HAS ESTABLISHED GUIDELINES FOR PETS VISITING OUR FACILITIES. REASONABLE PRECAUTIONS SHALL BE TAKEN TO INSURE THE SAFETY OF INDIVIDUALS AND TO PREVENT THE TRANSMISSION OF DISEASES FROM ANIMALS TO RESIDENTS, STAFF AND VISITORS.

- 2.09.01 DOGS, CATS AND CAGED TAME BIRDS MAY BE BROUGHT INTO THE DRUMHELLER AND DISTRICT SENIORS FOUNDATION FACILITIES FOR THE PURPOSE OF VISITING RESIDENTS.
- 2.09.02 PROOF OF IMMUNIZATION RECORDS MUST BE PRESENTED PRIOR TO SCHEDULING A VISIT. COPIES OF IMMUNIZATION RECORDS MAY BE KEPT ON FILE IN THE ACTIVITY OFFICE IF VISITORS SO WISH; OTHERWISE, THE COPIES OF IMMUNIZATION RECORDS MUST BE PRESENTED PRIOR TO EACH SCHEDULED VISIT.
- 2.09.03 ANIMALS MUST NOT ATEND IF THEY ARE UNWELL.
- 2.09.04 PETS ARE NOT PERMITTED IN THE DINING ROOM OR THE FOOD SERVICE AREA.
- 2.09.05 THE PET OWNER ASSUMES RESPONSIBILITY FOR THE ANIMAL DURING THE VISIT, AND MUST ACCOMPANY THE ANIMAL AT ALL TIMES. STAFF WILL NOT ASSUME RESPONSIBILITY FOR ANIMAL CARE.
- 2.09.06 UNDER NO CIRCUMSTANCES ARE ANIMALS ALLOWED TO ROAM FREELY IN OUR FACILITIES. ANIMALS MUST BE ON A LEASH OR IN A PET CARRIER AND MUST BE UNDER THE CONTROL OF THE OWNER AT ALL TIMES.
- 2.09.07 THE OWNER WILL IMMEDIATELY CLEAN UP ANY ANIMAL WASTE WHEN ACCIDENTS OCCUR.
- 2.09.08 SHOULD THE ANIMAL SCRATCH OR BITE AN INDIVIDUAL, STAFF MUST BE NOTIFIED IMMEDIATELY TO ENSURE APPROPRIATE TREATMENT IS GIVEN AND ADEQUATE DOCUMENTATION OCCURS. [e.g. INCIDENT REPORT AND/OR EMPLOYEE WCB REPORT AND SEEK MEDICAL TREATMENT IMMEDIATELY. PUBLIC HEALTH WILL BE NOTIFIED [403-820-6004] IF AN ANIMAL SCRATCHES OR BITES A RESIDENT, VISITOR OR STAFF MEMBER, MANAGEMENT RESERVES THE RIGHT TO REVOKE VISITATION PRIVILEGES.

<u>POLICY:</u>	<u>PROTECTION OF PERSONS IN CARE</u>
<u>DEPARTMENT:</u>	<u>OPERATIONAL</u>
<u>BOARD APPROVAL DATE:</u>	<u>MARCH 27, 2014</u>

3.06.01 ALL STAFF SHALL REPORT INCIDENTS WHERE THEY HAVE REASONABLE AND PROBABLE GROUNDS TO SUSPECT THAT THERE IS, OR HAS BEEN, ABUSE AGAINST A RESIDENT.

3.06.02 ALL STAFF ARE RESPONSIBLE TO BE FAMILIAR WITH THE PROTECTION OF PERSONS IN CARE ACT.

3.06.03 ABUSE SHALL BE REPORTED "AS SOON AS REASONABLY PRACTICAL" ONCE THE SAFETY OF THE RESIDENT AND OTHERS HAVE BEEN ADDRESSED.

THE RESIDENT OR THEIR FAMILIES HAVE UP TO TWO YEARS FROM THE DATE OF THE ALLEGED ABUSE TO REPORT IT.

3.06.04 WHERE TO REPORT ABUSE:

- TO THE GOVERNMENT OF ALBERTA PROTECTION OF PERSONS IN CARE REPORTING LINE: 1-888-357-9339 [TOLL FREE]; AND
- TO THE POLICE IF A PERSON'S LIFE OR WELL BEING IS IN IMMEDIATE DANGER; AND
- IF THE INCIDENT INVOLVES A PROFESSIONAL, SUCH AS A REGISTERED NURSE OR PHYSICIAN, A REPORT MAY BE MADE DIRECTLY TO THE APPLICABLE PROFESSIONAL COLLEGE OR ASSOCIATION.
- IN ADDITION TO THE ABOVE, REPORT ALL OCCURENCES TO THE CAO WHO, IF APPLICABLE, WILL REPORT TO ALBERTA HEALTH SERVICES.

<u>POLICY:</u>	<u>CONCERN RESOLUTION</u>
<u>DEPARTMENT:</u>	<u>OPERATIONAL</u>
<u>BOARD APPROVAL DATE:</u>	<u>SEPTEMBER 25, 2008</u>

- 3.16.01 THE DDSF WILL ACKNOWLEDGE THE RECEIPT OF ALL CONCERNS/COMPLAINTS WITHIN THREE [3] WORKING DAYS.
- 3.16.02 THE RESOLUTION OF A CONCERN/COMPLAINT WILL BE HANDLED AS CLOSE AS POSSIBLE TO THE SOURCE OF THE CONCERN/COMPLAINT.
- 3.16.03 THE PROCESS FOR RESIDENTS, FAMILIES AND THE GENERAL PUBLIC TO FOLLOW IS:
1. APPROACH THE FRONT LINE STAFF. IF THE CONCERN/COMPLAINT CAN BE RESOLVED NO FURTHER ACTION IS REQUIRED. IF THE MATTER IS NOT RESOLVED TO THE INITIATOR'S SATISFACTION, THE MATTER WILL BE TAKEN TO THE DEPARTMENT SUPERVISOR.
 2. THE SUPERVISOR WILL INVESTIGATE THE CONCERN/COMPLAINT BY CONDUCTING INTERVIEWS WITH THE PARTIES INVOLVED, IF APPROPRIATE WITHIN THREE [3] WORKING DAYS. IF THE MATTER IS STILL NOT RESOLVED TO THE INITIATOR'S SATISFACTION, THE MATTER WILL BE TAKEN, IN WRITING, TO SENIOR MANAGEMENT.
 3. SENIOR MANAGEMENT WILL INVESTIGATE THE WRITTEN CONCERN/COMPLAINT IN A TIMELY MANNER NOT TO EXCEED FIVE [5] WORKING DAYS. INVESTIGATION MAY INCLUDE MEETINGS WITH ALL PARTIES INVOLVED. RESOLUTION OUTCOME WILL BE PROVIDED TO THE INITIATOR OR THE CONCERN/COMPLAINT IN WRITING.
- 3.16.05 THE DDSF WELCOMES AND ENCOURAGES FEEDBACK FROM RESIDENTS, FAMILIES AND THE GENERAL PUBLIC AND PROMOTES AN ENVIRONMENT WHERE THEY CAN VOICE THEIR CONCERNS WITHOUT FEAR OF RETRIBUTION

POLICY: INVOLVEMENT IN RESIDENTS' PERSONAL AFFAIRS
DEPARTMENT: PERSONNEL
BOARD APPROVAL DATE: JULY 23, 2015

5.05.01 THE DRUMHELLER AND DISTRICT SENIORS FOUNDATION MUST ENSURE THAT RESIDENTS, THEIR REPRESENTATIVES, EMPLOYEES AND VOLUNTEERS ARE AWARE OF THE POLICIES REGARDING INVOLVEMENT OF EMPLOYEES AND VOLUNTEERS IN THE FINANCIAL AND NON-FINANCIAL AFFAIRS OF RESIDENTS.

THIS POLICY IS IN PLACE TO PROTECT BOTH THE RESIDENTS AND THE EMPLOYEES [IE TO PREVENT THE EMPLOYEES FROM TAKING ADVANTAGE OF VULNERABLE RESIDENTS AND TO PREVENT THE RESIDENTS FROM ACCUSING EMPLOYEES OF THEFT AFTER DOING BUSINESS WITH THEM].

- 5.05.02 EMPLOYEES / VOLUNTEERS / AFFILIATES WHO ARE ACTIVELY PARTICIPATING IN THE TREATMENT AND/OR CARE OF A RESIDENT SHALL NOT:
- REFER THE RESIDENT TO A PRIVATE PRACTICE OR BUSINESS IN WHICH HOME CARE OR ALBERTA HEALTH SERVICES HAS A VESTED INTEREST
 - TAKE MONEY TO RUN ERRANDS OR DO FAVORS FOR A RESIDENT [IE GOING TO THE STORE] NO MONEY OR GIFTS MAY EXCHANGE HANDS BETWEEN A RESIDENT AND A STAFF MEMBER FOR ANY REASON.
 - KNOWINGLY BE APPOINTED AS A POWER OF ATTORNEY; NAMED AS A BENEFICIARY OR EXECUTOR IN A WILL; NAMED IN A PERSONAL DIRECTIVE; OR ANY OTHER TYPE OF GUARDIANSHIP OF A RESIDENT.
 - USE THEIR EMPLOYMENT AT DDSF TO BENEFIT THEIR BUSINESS. THIS INCLUDES CONDUCTING THIS BUSINESS WHILE ON DUTY, OR WHILE ON THE EMPLOYER'S PROPERTY, OR USING MEANS OF COMMUNICATION AVAILABLE TO STAFF FOR SOLICITING BUSINESS.
 - ANY SITUATION THAT MAY ARISE OUT OF THE NORMAL SCOPE **MUST** HAVE PRIOR APPROVAL OF THE CAO.