

# WELCOME TO THE HILLVIEW LODGE



**696 – 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*

## TABLE OF CONTENTS

	<u>Page #</u>		<u>Page #</u>
The CAO's Welcome	1	Complete Price List	16
Our Core Values	2	Staff List and Important Phone Numbers	17
Moving into the Hillview Lodge	3-4	Housekeeping Schedule	18
Telephone	4	Fire Procedures and	
Television and Radios	4	Emergency Situations	19-26
Air Conditioners	4		
Storage	4	Policies:	
Resident Parking	5	2.01 Capacity Assessment Policy	27
Scooters & Motorized Mobility Aids	5	2.02 Motorized Scooter Policy	28
Mail	5	2.06 Guest Meal Policy	29
General Behavior	6	2.08 Room Cleanliness Standards Policy	30-31
Smoking and Alcohol	6	2.09 Pet and Animal Therapy	32-33
Meals	6	2.10 Palliative/End of Life Care Policy	34
Visitors	7	3.06 Protection of Persons in Care Policy	35
Activities	7	3.16 Concern Resolution Policy	36
Housekeeping of Resident Rooms	7-8	4.05 Smoking / Vaping	37
Isolation Procedures	8	4.06 Pet Visitation Program	38
Laundry	8	4.07 Bed Bugs	39
Maintenance	8	5.05 Involvement in Residents' Personal	
Personal Care	8-11	Affairs Policy	40
Health Care / Medical	11		
Hair Salon	11		
Safety and Security	12		
Water Temperature Safety	12		
Resident Survey	12		
Valuables	13		
Emergency Situations	13		
Personal Directives and Power of			
Attorney	13		
Rental Rates and Increases	13		
Resident Eviction	14		
Damages	14		
Move out Procedures	14		
Move to a Higher Level of Care	15		
Deceased Resident Procedure	15		



**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 is 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,

A handwritten signature in black ink, appearing to read 'Glenda Youngberg', written over a white background.

Glenda Youngberg, CAO  
Drumheller & District Seniors Foundation

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[cao@ddsf.ca](mailto:cao@ddsf.ca)  
[www.ddsf.ca](http://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 HILLVIEW LODGE**

The Drumheller & District Seniors Foundation, partnered with Alberta Health Services are committed to ensuring that residents of the Hillview Lodge:

- Are treated with respect and dignity
- Maintain their right to self-determination
- Have access to information which allows them to make responsible choices regarding their health & well-being
- Can achieve quality living, supported by relatives, friends and community networks together with responsive services and settings
- Are able to live safely where they choose
- Are part of a collaborative experience with health care providers
- Participate in all aspects of daily living and decision making
- Achieve an optimum level of health and social activity
- Achieve as high a level of independence as possible

New residents will be issued 1 room key, 1 mailbox 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 nightstand, window coverings, a bar sized fridge and a microwave. 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, toasters or air-fryers in their rooms. Electric blankets will be looked at by the Supportive Living Manager on a case-by-case basis.

Upon commencement of residency in the Lodge, a room inspection report will be completed with the new resident and/or family member 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.

Residents are responsible for providing their own:

- Toiletries, cosmetics, shampoo, facial tissues and soaps
- Dental hygiene products including toothpaste
- Personal clothing and footwear
- Nail clippers and files
- Disposable gloves
- Personal wipes
- Incontinence products

### **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. Telephone installation, relocation, disconnection, payment, etc. is the responsibility of the resident and/or family. 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 Fiber Optik TV & Internet 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 16**. Please ensure your TV has an HDMI plug. Tenants can order extra channels by contacting TELUS directly at 1-855-233-8111, report issues to 1-888-310-2267.

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 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.

## **5. STORAGE**

Each resident is provided with a small storage cage in the basement for seasonal items. The Activities staff will take your items to your cage 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 16**.

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 & MOTORIZED MOBILITY AIDS**

The Drumheller and District Seniors Foundation encourages the independence of residents.

Prior to power scooter use all Hillview residents must have an assessment done by occupational therapy prior to initial use.

Due to the width of the hallways at Hillview Lodge and the frailty of some residents, **the use of any motorized mobility aid is not allowed inside the lodge**. Motorized mobility aids encourage independent transportation outside of the facility.

Resident safety is a priority for both motorized mobility aid users and fellow residents. Residents using motorized mobility aids outside the facility need to demonstrate their understanding and ability to follow all safety rules pertaining to motorized mobility aids to operate their device safely.

The motorized mobility aid shall be parked and stored outside in a designated area in the facility that has been approved by the DSL Manager.

Any damage caused to the facility by the motorized mobility aid will be the responsibility of the owner.

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

Please refer to Policy 2.02 – Motorized Scooters on **page 28**.

## **8. MAIL**

Mail is delivered by Canada Post, Monday to Friday in the individual resident mailboxes. Flyers will not be delivered unless specifically requested.

## **9. GENERAL BEHAVIOUR**

Residents of Hillview Lodge are expected to respect the rights, privileges, and privacy of others. Proper manners and respect towards others are 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 #28 on **page 14**.

## **10. SMOKING AND ALCOHOL**

Smoking inside Hillview Lodge is prohibited. Smoking is allowed in the designated outside areas only.

When you move into Hillview Lodge your cigarettes will be held by Health Care Aide staff in the office. You may ask a Health Care Aide and they will retrieve one cigarette at a time for you. At the end of each day lighters are to be returned to Health Care Aide staff.

Residents may have alcoholic beverages, but it must be kept in the nurses' station for staff to administer and attest that it has been given. 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.

## **11. 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 the Supportive Living Manager 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.

<b>Mealtimes:</b>	Breakfast	8:30 am
	Dinner	12:00 pm
	Supper	5:00 pm

When you move into 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 at 7:30 pm.

### **Absence for meals:**

Residents are asked to put their name on the whiteboard (located just outside the staff room), or to inform a staff member 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 24 hours in advance. Special occasions will require more notice as space is limited. The cost of a guest meal can be paid at the Finances Office. For prices see the Guest Meal Policy 2.06 on **page 29**.

**12. 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, unless requested by the Supportive Living Manager in times of resident illness.

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

**13. ACTIVITIES**

A monthly Activity Calendar is given to all residents 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 activity area 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 Finances Office, 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 Coordinator.

Vending machines are available, stocked with some candy and soft drinks for the residents and visitors.

**14. HOUSEKEEPING OF RESIDENTS ROOMS**

Housekeeping staff will thoroughly clean the bathroom, wash floors, vacuum and change bedding & towels to a minimum of once per week. Extra cleaning will be provided as needed. See **page 18** 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.

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

Lodge staff are not responsible for breaking personal items that are kept in a residents' room nor for the care and cleaning of these items.

## **15. 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 Supportive Living Manager / Home Care Case Coordinator and HCA staff 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 isolated room

The Home Care Case Coordinator in conjunction with the Supportive Living Manager 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.

## **16. LAUNDRY**

Laundry service is provided for all Hillview Lodge residents on a weekly basis. The fee for this is added to the monthly rent. Please refer to the complete price list on **page 16**. 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.

## **17. MAINTENANCE**

The DDSF has a Project Operations Manager who oversees the Maintenance Department. There are 2 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.

## **18. PERSONAL CARE**

The primary goal of Hillview Lodge is to promote resident independence. Assistance is provided as documented in the resident's Care Plan on a 24-hour basis to accommodate scheduled and un-scheduled needs.

The following is a general overview of possible personal care that Hillview Lodge residents may require. Service requirements will vary with each individual resident, depending upon their assessed need.

Appointments:

- Assistance with scheduling appointments & transportation (i.e. dental/medical/valley bus)

#### Bathing:

- Assisting with bath / shower / sponge bath / bed bath
- Use of bath equipment may be required (including tub seat, “hand-held” shower)
- Established facility policy and procedure is followed regarding safe bathing temperatures.

#### Basic Skin Care:

- The application of non-prescription lotions / ointments / creams

#### Facial Grooming:

- The application of cosmetic products
- Beard trimming
- Shaving

#### Hair Care:

- Brushing
- Shampooing
- Styling

#### Mouth Care:

- Caring for dentures / teeth

#### Nail Care:

- Filing only
- Health Care Aide staff must not complete toenail care for residents with impaired circulation or specific medical conditions, including diabetes
- For infection control purposes, residents must supply their own nail care equipment

#### Eating:

- Encouraging adequate nutrition
- Monitoring food and liquid intake
- Observing eating behavior and monitoring safety risks
- Preparing foods for residents with eating difficulties (cutting) or who require a texture modified diet (pureed, minced, etc.) according to Continuing Care Standard 1.17
- Individual tray service may be provided on a short-term basis, based on specific resident need

#### Elimination:

- Assisting with menstrual care and products
- Assisting with the use of urinal, bedpan or commode
- Assisting with ostomy management as delegated by the Home Care Case Coordinator and taught by the Supportive Living Manager
- Assisting the management of constipation through diet
- Providing management and care related to incontinence including changing of incontinence products

#### Medication:

- Assisting with medication management as assigned by the Home Care Case Coordinator and as indicated on the Medication Assistance Program (MAP) care plan
- Contacting the pharmacy for refills
- Reporting unusual behaviors to the Supportive Living Manager or the Home Care Case Coordinator
- Cleaning and changing oxygen concentrators / tanks

#### Positioning:

- Assisting from back-lying to side-lying position
- Assistance with repositioning in wheelchair
- Use of positioning aids (pillows, rolls, cradles)

#### Range of Motion Exercises:

- Assistance with ambulation and rehabilitation exercises as directed by a Physical or Occupational Therapist

#### Transfers and Mobility:

- Assistance with transfers from/to wheelchair and bed/chair/toilet
- Assistance with the use of a wheelchair, walker or cane
- Providing one person transfer as needed

#### Dressing:

- Assisting residents in choosing indoor and outdoor clothing appropriate to the environment
- Assisting residents in arranging to purchase clothing and personal care items (contacting family to take shopping)
- Assisting residents with dressing and undressing
- Assistance with application and removal of pressure gradient stockings as directed by the Home Care Case Coordinator

#### External Relationships:

- Establishing and maintaining relationships with substitute decision maker/ trustee/family members/friends/other professionals as appropriate

#### Emergency Response:

- Accessing emergency medical response services (911) as required

#### Documentation:

- The completion of accurate, behaviorally specific documentation as required

#### Recreation & Leisure Activities & Programming:

- All personnel will be involved in creating an environment that supports a positive engagement with life philosophy in their daily resident interactions
- Refer to **Section 13: Activities on page 7.**

Allied Health Supportive Living Team:

- On a scheduled basis, Allied Health can provide Occupational Therapy, Physiotherapy, Respiratory Therapy and Speech Language Pathology to residents one-on-one

## **19. HEALTH CARE / MEDICAL**

Hillview Lodge is a Designated Supportive Living Level 3 facility which means,

- Health Care Aides are onsite 24 hours a day to provide support, personal care, and medication assistance
- Each Resident of Hillview Lodge is under the care of the Home Care Case Manager and their services are accessible 24 hours a day to also provide support for more complex needs as they may arise.
- Depending on the increased needs of the individual, scheduled professional care (nursing, rehabilitation therapy, etc.) will be provided through referrals from Home Care and coordinated by your Home Care Case Manager.
- In the event of emergency staff will phone 911 and an ambulance will be requested.
- Family and other informal caregivers are important members of your care team and are welcome to participate in the individual's care plan which is accessible to you the resident or resident's legal representative at any time.

Upon moving into Hillview Lodge, it is the resident's or resident's legal representative's responsibility to ensure a family Doctor is in place within the community if there is not one already. Hillview Lodge's preferred pharmacy is Riverside Value Drug Mart. They will supply resident's personal supplies and medications in compliance with Continuing Care Health Service Standards and the medication assistance program (MAP).

Home Care may be contacted at 403-820-6020 and you can request to speak to the Home Care Case Manager, or you can contact the Designated Supportive Living Manager at 403-823-3290 Ext. 238 for any questions or concerns with your health care needs.

## **20. HAIR SALON**

There is a licensed Hairdresser at Hillview Lodge on Wednesdays. Thursdays if needed. Residents are responsible for making their own appointments and paying their own charges directly to the Hairdresser. Prices are posted in the Salon.

## **21. SAFETY AND SECURITY**

The DDSF takes all reasonable precautions for the safety and security of all residents. This includes 24-hour Health Care Aide & 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 alarmed at 8:00 pm and locked at 9:30 pm daily. If a resident is out past 9:30 pm they have to push the call button in the entrance way and wait for staff to come and open the door. Residents are asked to inform a Health Care Aide 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 by the mailboxes.

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.

In the event of a power outage, Hillview Lodge has a back-up generator. In each resident room, the outlet directly below the Nurse Call button is powered by the generator. Candles are not allowed in resident rooms.

## **22. 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 Hillview 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 next to the mailboxes.

## **23. RESIDENT SURVEY**

A survey will be sent out to residents or family members annually to collect the opinions of the services provided at Hillview Lodge. After completion of the surveys a letter will be sent to the residents/family members to inform them of the results and actions taken. Management also has an “open door” policy for any concerns as they arise.

## **24. 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 Finances office for those residents requesting this service.

## **25. 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. Fire procedures and Emergency Situations can also be found in the Emergency Book by the Mailboxes. Refer to **pages 18 – 26** for Fire Procedures and Emergency Situations.

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

## **26. PERSONAL DIRECTIVES AND POWER OF ATTORNEY**

Residents are encouraged to provide a copy of a Personal Directive and/or Power of Attorney to the Supportive Living Manager, as well as Home Care.

## **27. 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 Finances Office 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 16**.

Full rental rates apply to all accommodations while the resident is absent from the Lodge regardless 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 \$31,230 to qualify for LAP grant funding. If a resident’s income is higher there will be \$450 added on to the Basic Rent.
- Each resident is left with a minimum of \$365 after the payment of the Basic Rent.

## **28. RESIDENT EVICTION**

The CAO &/or Board of Directors of DDSF reserve the right to request a resident to vacate the premises, in any of the situations listed in Section 11 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.

## **29. 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. Please use the stick-on tab type hangers for hanging pictures rather than nails or screws.

**33B. DAMAGE & LOSS OF CALL PENDANT:** It is the residents' responsibility to keep this device safe. It must be removed any time the resident leaves the Lodge for outings. If it becomes lost or damaged, the resident must inform Management and will be charged \$280.00 fee to replace the device.

## **30. 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.

### **31. MOVE TO A HIGHER LEVEL OF CARE**

When a resident of Hillview 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 Hillview Lodge.

### **32. DECEASED RESIDENT PROCEDURE**

The DDSF has a policy in place in regard to death of a resident. Policies are available next to the mailboxes.

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.

## HILLVIEW LODGE PRICE LIST

As of September 1, 2025

Basic Rent                               \$2433 / month

**Additions:**

Cable/Internet                         \$55 / month

Parking                                   \$15 / month

Laundry Service                       \$40 / month

Security Deposit                       \$400

## STAFF

Chief Administrative Officer	Glenda Youngberg
Project Operations Manager Maintenance Staff	Terry Williams Doug Stevenson Edwin Maglalang
Supportive Living Manager	Jessica Mills
Resident Manager Services Manager Finance & Compliance Manager	Debbie Laycock Dagmar Walters Melanie Graff
Sunshine Lodge Receptionist Hillview Lodge Administrative Assistant	Karleigh Thrane Mackenzie Oliver
Recreation Manager Activities Assistant	Kelsie Yavis Andrew Cartwright

## IMPORTANT NUMBERS

Police, Fire, Ambulance	911
Drumheller Associated Physicians Clinic	403-823-3345
Riverside Medical Clinic	403-823-5000
Hospital	403-823-6500
Drumheller Valley Bus	403-823-1319
Drum Taxi	403-436-4360
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 121, 122, 123, 124, 125, 126, 127, 128

## **TUESDAY**

Rooms 119, 120, 129, 130, 131, 132, 133

## **WEDNESDAY**

Rooms 101, 116, 117, 118, 134, 135, 136,

## **THURSDAY**

Rooms 102, 103, 104, 105, 106, 107, 115

## **FRIDAY**

Rooms 108, 109, 110, 111, 112, 113, 114

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.

## HILLVIEW 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 (Caron's Waste Management 403 321-6040).
- 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 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.

## HILLVIEW LODGE EMERGENCY SITUATIONS

### **Power Outage**

- Contact Maintenance On-Call, CAO &/or Delegate.
- Every resident should have a flashlight in their room.
- Keep residents' calm. Ensure that oxygen units are plugged into the outlets that are powered by the back-up generator, located in each resident room directly underneath the nurse call button.
  - As a last resort, extra oxygen tanks can be requested from EMS.
- Maintenance or CAO will contact Atco immediately at 1-800-668-5506.
- If power outage occurs at Sunshine Lodge (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.
- If power outage occurs at Hillview Lodge the generator will take over
- Advise residents to keep windows and outside doors closed to preserve heat or cool air.
- Staff call back, fan out and need to evacuate, will be implemented as determined by the CAO, Maintenance &/or Delegate.
- 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 Generator**

- Contact Maintenance On-Call, CAO &/or Delegate.
- A temporary generator may be rented from Drum Equipment.
- Family members would be contacted with the option of taking the resident home.
- CAO / Delegate will determine if evacuation procedures will be implemented depending on the severity of the situation.

### **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.

## **HILLVIEW LODGE EMERGENCY SITUATIONS**

- Family members may be contacted with the option of taking the resident home.

### **Nurse Call, Outer Doors, Fire Panel Failures**

- 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.
- “Building Walk-Around” sheets are 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, Hillview Lodge residents will be taken to Sunshine 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 / 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.

## HILLVIEW LODGE EMERGENCY SITUATIONS

### **Loss of Boilers (affects resident rooms & common areas)**

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

Hillview Lodge has 2 boilers. If one boiler of a pair goes down, the second one will suffice until it can be repaired.

If both boilers 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 Hillview Lodge residents to Sunshine 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, I 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.

### **Severe Weather Systems**

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

## HILLVIEW LODGE EMERGENCY SITUATIONS

### Tornado

- **Watch** is an advisory only. Nothing may happen but a **watch** could develop into a **warning**. Stay alert! Listen to your local radio station.
- **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 / 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 HCAs 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.

## HILLVIEW 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 and inform of evacuation. Start with the resident's 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.
- All residents and staff shall proceed from exit areas 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 the Sunshine 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.

## HILLVIEW LODGE EMERGENCY SITUATIONS

### MISSING PERSON

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

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



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	2.01
Title:	Capacity Assessment
Department:	Resident
Board Approval Date:	October 23, 2014
Revised Date:	August 22, 2025

**Policy Statement:** The Drumheller and District Seniors Foundation presume that every resident has the capacity to make decisions until the contrary is determined.

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 reasonably foreseeable consequences of the decisions.

2.01.02 Should the need for a capacity assessment become necessary, the guide to capacity assessment under the personal directives act will be followed while working closely with the resident, family, case coordinator, physician, and facility staff.

2.01.03 <https://canlii.ca/t/826z>



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	2.02
Title:	Motorized Scooters
Department:	Residents
Board Approval Date:	September 19, 2019
Revised Date:	

**Policy Statement:** 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 are a priority for both scooter users and fellow residents/tenants.

- 2.02.01 All motorized scooters shall be subject to approval by the DDSF prior to their operation on any property being managed by the DDSF.
- 2.02.02 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.
- 2.02.03 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.
- 2.02.04 Any damage caused to the facility by the motorized scooter will be the responsibility of the owner.
- 2.02.05 The owner will be responsible for the security and safety of the scooter as well as the appropriate liability insurance coverage.
- 2.02.06 The management reserves the right to require an assessment if he/she feels that the resident/tenant is unable to operate the scooter safely.
- 2.02.07 It is recommended that the scooter be equipped with a flag that is visible while in use on public sidewalks. It is also recommended that each resident carry a fully charged cell phone while operating their scooter, in case of an emergency.



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	2.06
Title:	Guest Meals
Department:	Resident
Board Approval Date:	January 16, 2020
Revised Date:	

**Policy Statement:** The Drumheller & District Seniors Foundation encourages a high quality of life for its residents and promotes interaction with family and friends by providing guest meals for a nominal fee.

- 2.06.01 Meals are provided for the residents of Sunshine Lodge at 8:00 am, 12:00 pm, and 5:00 pm daily.
- 2.06.02 Meals are provided for the residents of Hillview Lodge at 8:30 am, 12:00 pm, and 5:00 pm daily.
- 2.06.03 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.
- 2.06.04 It is recommended that a maximum of 2 guests per resident/couple be observed. The Lodge will accommodate a maximum of 10 guests at any one meal.
- 2.06.05 Guest meal prices are set as follows:
  - Dinner- \$10.00
  - Supper - \$ 7.00
  - Dinner + Special Occasions - \$18.00
- 2.06.06 Special occasions will include Christmas Day, New Year’s Day, Easter, and Thanksgiving Day, as well as any other occasion so designated by the CAO.



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	2.08
Title:	Room Cleanliness Standards
Department:	Resident
Board Approval Date:	September 19, 2019
Revised Date:	

**Policy Statement:** As a condition of residency, all residents are responsible for maintaining their room in a manner that meets the following DDSF Occupational Health and Safety 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 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 Residents are required to care for their own personal collectables, pictures, books, CDs, toiletries, etc. Please ensure that these items are placed on a shelving unit, in a cabinet, in a storage basket, etc. Residents are responsible for cleaning and/or dusting these items.
- 2.08.08 Residents are allowed a maximum of 2 recliners per room. Loveseats are **NOT** permitted.
- 2.08.09 In situations where conditions are unacceptable, residents will be provided with written notice of the following:



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	2.08
Title:	Room Cleanliness Standards
Department:	Resident
Board Approval Date:	September 19, 2019
Revised Date:	

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. If the area(s) is/are not corrected, DDSF may charge the resident an additional \$20/hour for cleaning the area(s) in question. However, should management determine that conditions continue to not meet DDSF standards, the resident may be required to seek alternative accommodation.



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	2.09
Title:	Pet and Animal Therapy
Department:	Resident Policies
Board Approval Date:	June 27, 2024
Revised Date:	

**Policy Statement:** To provide direction on animal interactions (e.g., personal pet visitations, animal assisted therapy, animal assisted activity, and qualified assistance dogs (service/guide dogs)) within a supportive living setting including the requirement for compliance with the Service Dogs Act (Alberta) and the Blind Persons’ Rights Act (Alberta).

- To provide direction on resident/facility animals at Hillview Lodge and Sunshine Lodge.
- To support the health, safety, and wellness of patients, designated family/support persons, and DDSF volunteers and employees.
- To communicate the expectations and requirements of this Policy and collaborate with patients, designated family/support persons, and visitors on all animal interactions within a Lodge setting.

Animal interactions are recognized as having a role in the health and wellness of patients, supporting commitment to patient and family-centered care.

- Sunshine Lodge and Hillview Lodge recognizes that the health and safety of patients, designated family/support persons, visitors, employees, and animals in Lodge settings are paramount in all animal interactions.
- This Policy is intended to balance wellness and environmental safety.

- 2.09.01 The animal requires the necessary immunizations to protect it against rabies and disease. The CAO can request that the animal be certified annually as healthy, fully immunized, and free of disease, wounds, and skin conditions as determined by a veterinarian.
- 2.09.02 Animals are not allowed in the dining room or laundry areas at any time.
- 2.09.03 Animal owners are responsible for cleaning up after their animal(s), both inside and outside the building. There will be a service charge for any cleanup that is done by staff.
- 2.09.04 The animal owner will be responsible for and pay for any damage or destruction caused by the animal to any unit or common area(s).



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	2.09
Title:	Pet and Animal Therapy
Department:	Resident Policies
Board Approval Date:	June 27, 2024
Revised Date:	

- 2.09.05      Gloves are to be worn when dealing with eliminated waste from an animal. Organic debris must be cleaned with a paper towel, placed in a plastic bag, and disposed of in a waste container. The affected area must then be cleaned with a community-approved disinfectant.
  
- 2.09.06      Residents, visitors, and staff must perform hand hygiene before and after contact with the animal.
  
- 2.09.07      Animal bites to any staff member, resident, family member, or visitor must be reported to the CAO.
  
- 2.09.08      If the CAO deems that the animal is a danger to people and property, or that it has the potential to injure people, or that the animal's behaviour or actions are such that they create a nuisance or disrupt and/or frighten people, the CAO may order that the animal be muzzled or banned from the premises.
  
- 2.09.09      Animal privileged may be withdrawn at any time at the discretion of the CAO. Potential reasons of animal privilege include:
  - failure to adhere to the guidelines outlined in this policy
  - complaints from other residents
  - complaints of allergies to the animal from other residents, staff, or visitors

**Background:** Alberta Health and Wellness Continuing Care Health Service Standards (July 2018) Standard 11.0 (11.1) mandates that an operator shall establish, implement and maintain documented IPC policies and procedures which must address but are not limited to the following: (l) IPC management of operator-owned, client-owned, and pet-therapy pets and animals.



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	2.10
Title:	Palliative Care, End of Life
Department:	Resident
Board Approval Date:	October 2019
Revised Date:	

**Policy Statement:** Palliative care is an approach that helps to improve the quality of life of residents and their families facing the problem(s) associated with life-threatening illness, through the prevention and relief of suffering by means of early identification, thorough assessment, treatment of pain and other problems and a focus on physical, psychosocial and spiritual care. DDSF will work with the resident and their family along with Alberta Health Services in order to provide those services not beyond Supportive Living 3 guidelines.

- 2.10.01 Works with AHS to manage the resident’s relief from pain and other distressing symptoms.
- 2.10.02 Affirms life and regards dying as a normal process.
- 2.10.03 Intends neither to hasten or postpone death.
- 2.10.04 Respects the psychological and spiritual aspects of the resident’s care.
- 2.10.05 Supports the residents to live as actively and as comfortably as possible.
- 2.10.06 Uses a team approach to address the needs of the resident and their family.
- 2.10.07 If at any time that resident’s care increases beyond a Supportive Living Level 3, we will follow regular placement request guidelines by asking for added care hours until a higher level of care placement can be found, request crisis placement, or send the resident to the hospital.



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	3.06
Title:	Protection for Persons in Care
Department:	Operational
Board Approval Date:	March 27, 2014
Revised Date:	

**Policy Statement:** The Drumheller and District Seniors Foundation provides housing in a safe and secure environment, where seniors are free from abuse and neglect by following the guidelines under the Protection for Persons in Care Act.

- 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.
- 3.06.04 The resident or their families have up to two years from the date of the alleged abuse to report it.
- 3.06.05 Where to report abuse:
  - To the government of Alberta Protection of Persons in Care reporting line: **1-888-357-9339** (toll free)
  - To the police if a person’s life or well-being is in immediate danger
  - 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 occurrences to the CAO who, if applicable, will report to Alberta Health Services.



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	3.16
Title:	Concern Resolution
Department:	Operational
Board Approval Date:	February 24, 2022
Revised Date:	

**Policy Statement:** The Drumheller & District Seniors Foundation promotes an easily accessible process to enable residents, families, and the general public to voice concerns and/or complaints related to the services provided.

- 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 public to follow is:
  - The concern/complaint form is to be used always, unless the concern/complaint is minor and can be resolved within a matter of a few minutes.
  - If the matter cannot be resolved quickly to the initiator’s satisfaction, the concern/complaint form must be used and the matter taken to the department supervisor.
  - 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 to senior management.
  - Senior management will begin to 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 within 10 days upon completion of the investigation.
  
- 3.16.04      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 or reprisal.



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	4.05
Title:	No Smoking / Vaping
Department:	Self-Contained Units
Board Approval Date:	May 26, 2016
Revised Date:	January 7, 2019

**Policy Statement:** Due to the irritation and known health risks of exposure to secondhand smoke, increased risk of fire, and increased maintenance, cleaning, and redecorating costs, all forms of smoking shall be prohibited. *(This includes but is not limited to tobacco, marijuana, vaping and e-cigarettes.)*

- 4.05.01 Tenants, visitors and business invitees shall not smoke tobacco or cannabis, vape, or use e-cigarettes in the unit rented or anywhere in the building where the tenant’s dwelling is located.
- 4.05.02 As of June 1, 2019, the building will be completely smoke free. Any smoking of tobacco or cannabis on the property will be in the designated areas only.
- 4.05.03 When smoking outside the building, tenants, visitors and business invitees must be 5 meters away from the building as per Alberta’s Smoke Free Legislation.
- 4.05.04 The tenant shall inform their visitors of the non-smoking policy. Further, the tenant shall give the landlord a written statement of any incident where smoke is migrating into the tenant’s unit from sources outside of the tenant’s unit.
- 4.05.05 Within reason, the landlord will investigate any infractions when notice of the presence of smoke or vapor is presented via personal knowledge, and/or written notice by a tenant.

The landlord disclaims any implied or express warranties that the premises will have any higher or improved air quality than any other rental property. The landlord does not warranty or promise that the rental premises or common areas will be free from secondhand smoke. The landlord’s ability to police, monitor, or enforce compliance with this policy is dependent in significant part on voluntary compliance by the tenants. Tenants with respiratory ailments, allergies, or any other physical, mental, emotional, or psychological conditions relating to smoke are advised that the landlord does not assume any higher duty of care to enforce this policy than any other landlord obligation under the lease agreement. Illegal substances are strictly prohibited on the premises. Should any illegal substances be found, the police will be contacted.



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	4.06
Title:	Pet Visitation
Department:	Self-Contained
Board Approval Date:	May 30, 2016
Revised Date:	August 22, 2025

**Policy Statement:** The DDSF has established guidelines for pets visiting our facilities. Reasonable precautions shall be taken to ensure the safety of individuals and to prevent the transmission of diseases from animals to residents, staff and visitors.

- 4.06.01 Dogs, cats, and caged tame birds may be brought into the Drumheller and District Seniors Foundation facilities for the purpose of visiting residents. Animals other than those listed may be brought into the facility with the approval of the Resident Supervisor.
- 4.06.02 Proof of immunization records must be presented prior to scheduling a visit. Copies of immunization records may be kept on file in the Resident Supervisor’s office if visitors wish; otherwise, the copies of immunization records must be presented prior to each scheduled visit.
- 4.06.03 Animals must not attend if they are unwell.
- 4.06.04 Pets are not permitted in the dining room or the food service area.
- 4.06.05 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.
- 4.06.06 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 always under the control of the owner.
- 4.06.07 The owner will immediately clean up any animal waste when accidents occur.
- 4.06.08 Should the animal show aggression, 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 shows aggression, scratches, or bites a resident, visitor or staff member, management reserves the right to revoke visitation privileges.



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**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	4.07
Title:	Bed Bugs
Department:	Self-Contained Units
Board Approval Date:	July 15, 2014
Revised Date:	

**Policy Statement:** The Drumheller & District Seniors Foundation is committed to an effective and efficient response to tenants who suspect they may have bed bugs.

- 4.07.01 The Resident Manager will collect a sample of the bug if possible and have the Public Health Inspector determine if it is a bed bug.
- 4.07.02 The Resident Manager will collect a sample of the bug if possible and have the Public Health Inspector determine if it is a bed bug.
- 4.07.03 If it is determined that bed bugs are present, the tenant will be provided with a detailed list of instructions for the removal and laundering of their personal items. DDSF is not responsible for washing, drying, and/or dry-cleaning.
- 4.07.04 The Resident Manager will notify the pest control company as soon as possible so the exterminator can be dispatched. Please note that should a tenant notify management on a weekend or holiday, the pest control company will be contacted on the next business day.
- 4.07.05 Once it has been determined that bed bugs are present in the unit, tenants may not, at any time deny the exterminator or DDSF staff access to the unit.
- 4.07.06 Bed bugs are a serious community issue and all tenants are expected to comply with all instructions given to them within 24 hours once bed bugs have been confirmed within their living space.
- 4.07.07 Insecticides alone will not control bed bug infestations. Tenant cooperation and following the instructions on the **Bed Bug Preparation Checklist** is required for the treatment to work. The tenant *must not* hinder the treatment of the unit. If the tenant does not cooperate and/or does not complete the checklist, DDSF may terminate the lease.



Where  
Friends  
Become  
Family!



**DRUMHELLER DISTRICT SENIORS FOUNDATION**

Policy:	5.05
Title:	Involvement in Residents' Personal Affairs
Department:	Personnel
Board Approval Date:	July 23, 2015
Review Date:	August 22, 2025

**Policy Statement:** The Drumheller & 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.

5.05.01 The Drumheller & District Seniors Foundation ensures the protection of both the residents and the employees, i.e. 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 (i.e. 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.