WELCOME TO THE SUNSHINE LODGE



698 – 6 Ave East, Drumheller, Alberta
T0J 0Y5

P: 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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SUNSHINE LODGE Where Friends Become Family! HILLVIEW LODGE

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,

Glenda Youngberg CAO
Drumheller & District Seniors Foundation

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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 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, and mattress and window coverings. It is your choice to bring your own dresser and night table. We highly recommend you purchase your own locked box for personal items e.g. cash, jewelry, and medications. Suites will include 1 or 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 if they are not deemed excessive or hazardous.
No oversized furniture or loveseats.

For Health & Safety reasons residents are not allowed to have space heaters, or toasters in their rooms. Electric blankets are allowed if they have an automatic shut off setting. Humidifiers are allowed but must use distilled or demineralized water only.

Rooms in the 100, 200, 300 & 600 wings and Suites are supplied with a bar sized fridge. Residents in the 400, 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.

1B. MOVING IN TO THE SUNSHINE LODGE 500 WING SUITES

Sunshine Lodge 500 Wing Suites are 8 luxurious units equipped with a full kitchen & laundry. Bathroom with a walk-in shower, and private patio deck off the living room.

Residents are responsible for their own bedroom, living room furniture, dining room furniture, and air conditioner, along with double sets of towels & linens. Housekeeping staff at the Lodge will clean the floors and bathrooms in the suites. Bed linens will also be washed by the staff. All other laundry, dusting, and all kitchen cleaning will fall under the responsibility of the resident. If the resident chooses to pay for the laundry package, housekeeping will do all residents laundry in suite.

The meal package is optional, which includes Breakfast, Dinner, and Supper.

With the extra fire protection of these units, toasters are allowed.
Mailboxes are located at the Lodge.
There is a storage locker assigned to each unit.
Smoking only in designated areas outside, no smoking on deck.

These 500 Wing Suites do not fall under the government regulations regarding subsidized rent.

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 bedroom. 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 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 13**). Tenants can order extra channels by contacting TELUS directly at 1-855-233-8111, report issues to 1-888-310-2267.
(Suites) The main TV hook up will be in the living room. If the resident wants a TV in the bedroom, they will need to call TELUS for a "2nd TV top-up". This will be an additional charge to the resident.
Residents are asked to help conserve power by turning off TVs, radios, etc. when leaving their room.
Please be considerate of other residents by keeping volume at a reasonable level.

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 check and install air conditioners in May and remove them for storage at the end of September each year. If family members can take the Air Conditioner home for storage it would be appreciated as space is limited. Otherwise, A/Cs are stored in the Resident's room.

5. STORAGE

Each resident is provided with a small storage locker in the basement for seasonal items. The Recreation 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 13**.

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 the 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 the complete price list on **page 13**.
Please refer to policy 2.02 – Motorized Scooters on **page 20**.

8. MAIL

Mail is delivered by Canada Post, Monday to Friday in the individual resident mailboxes. Flyers will not be delivered unless specifically requested. Please see the receptionist if you wish to have flyers delivered.

9. RECYCLING

There is a recycling bin located in the Public Washroom next to the hairdresser for bottles and cans and is managed by the Recreation staff. Please remember to rinse milk cartons three times, & bottles & cans at least once. 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 are always expected. 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 11**.

11. SMOKING AND ALCOHOL

Sunshine Lodge is a smoke-free building. There are designated smoking areas outside, past the 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 bring alcohol into 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 week are posted at the entrance to the dining room. Alternatives may vary.

Mealtimes:	Breakfast	8:00 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 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 21**.

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.

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, bingo, church services and various social events which are planned by our Recreation 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 Recreation Manager.

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

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 15** 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 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 are not responsible for breakage of personal items that are kept in a resident's room nor for the care and cleaning of those items.

*****Please see page 3 (1B) for specific housekeeping for the 500 wing Suites*****

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 Resident Manager or 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 residents use Monday to Sunday from 7:00 am to 11:00 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 13**. 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 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.

19. PERSONAL CARE

The Sunshine Lodge does not provide personal care services. Home Care comes into the Lodge daily 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 Hairdresser at the Sunshine Lodge Tuesdays and Wednesdays. Thursdays by appointment 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. 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, denturist, Valley Bus, etc.)

23. TRANSPORTATION

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

- Valley Bus Service – 403-823-1319
- Drumheller Taxi – 403-436-4360

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 (you should feel it vibrate), or pull the cord 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 in a binder in 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 in bathtubs, showers, and all other taps that can be accessed by a resident shall not exceed 49^{o}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 residents and staff safety, fire drills are conducted on a regular basis. Fire procedures are posted on the inside door of all resident rooms. Refer to **pages 16-18** in this handbook for Fire Procedures.

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 13**.

Full rental rates apply to all accommodation while the resident is absent from the Lodge regardless of the reason for 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 **the income threshold** to qualify for LAP (Lodge Assistance Program) grant funding
- Each resident is left with a minimum of **$373** after the payment of the Basic Rent.

31. RESIDENT EVICTION

The CAO &/or Board of Directors of the DDSF reserves 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.

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 to minimize damage to walls. Do not use any glued or stick on tab type hangers. Please use picture hooks (small nails) 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.
TV cable box, cords (HDMI) and remote are to remain in the room.
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 regarding 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 residents 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 is no damage beyond normal wear and tear a cheque for the refund of the security deposit will be issued to the estate.

SUNSHINE LODGE PRICE LIST

March 10, 2026

Basic Rent:

100, 200 & 300 wings	$1800 - $2250 / month
400 wing	$1550 - $1900 / month
500 wing suites	$2800 / month
-with meal package option	$325 / month, per person
600 wing Suites	$2500 - $2800 / month
700 wing	$1700 - $2050 / month

Additions:

Cable & Internet	$55 / month
Parking	$15 / month
Scooter Parking	$75 / year
Laundry (do your own)	$10 / month
Laundry (weekly service)	$40 / month
Laundry (couple service)	$75 / month

Security Deposit	$400
Security Deposit 500 Wing	$500

STAFF

Chief Administrative Officer	**Glenda Youngberg**
Project Operations Manager	**Jason Westin**
Maintenance Staff	**Doug Stevenson**
	Edwin Maglalang
Resident Manager	
Services Manager	**Dagmar Walters**
Finance & Compliance Manager	**Melanie Graff**
Sunshine Lodge Receptionist	**Karleigh Thrane**
Hillview Lodge Administrative Assistant	**Mackenzie Oliver**
Recreation Manager	**Ashley Berlando**
Activities Assistants	**Andy Cartwright**
	Mandy Addison

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 101 – 111

TUESDAY
Rooms 201 – 206
Rooms 401 – 418

WEDNESDAY
Rooms 301 – 312

THURSDAY
Rooms 500-508
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

Power Outage

- 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.
- Your electric power recliner should have battery backup.
- 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.
- If a 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.
- Keep windows and outside doors closed to preserve heat or cool air.
- Emergency lighting in halls will last up to 30 minutes.

Loss of Air Conditioning Unit

- Keep all blinds closed.
- In extreme heat keep all windows and outside doors closed.
- Residents should increase their fluids.
- Residents may be moved to common areas where the air flows more than in rooms.

Heat Loss – Furnace (affects hallways)

- 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.

BUILDING EVACUATION PROCEDURE:

When an evacuation is ordered by the Fire Department:

- 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.
- **Always evacuate from the affected area first.**
- 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
- All residents ae 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 (including Flood), the Town emergency plan will be followed.

MISSING PERSON

If a resident is determined to be missing, notify Management immediately.

- The Resident Manager's office will be the central command post.

SUNSHINE LODGE Where Friends Become Family! HILLVIEW LODGE

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:	Resident
Board Approval Date:	September 19, 2019
Revised Date:	

Policy Statement: The Drumheller & District Seniors Foundation encourages the independence of residents and tenants. The use of a motorized scooter or motorized wheelchair allows for independent transportation outside of the facility. Resident and tenant safety are a priority for both mobility-device users and fellow residents/tenants.

2.02.01 All motorized scooters and motorized wheelchairs 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 or motorized wheelchair 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 mobility device from the facility at the owner's expense. Motorized scooters and motorized wheelchairs are not allowed inside the building and must be driven on sidewalks only, not lawns.

2.02.03 The owner of the motorized scooter or motorized wheelchair 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 or motorized wheelchair will be the responsibility of the owner.

2.02.05 The owner will be responsible for the security and safety of the motorized scooter or motorized wheelchair 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 motorized scooter or motorized wheelchair safely.

2.02.07 It is recommended that the motorized scooter or motorized wheelchair 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 motorized scooter or motorized wheelchair, 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 and 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 to the residents of the Sunshine Lodge at 8:00 am, 12:00 pm, and 5:00 pm daily.

2.06.02 Meals are provided to the residents of the 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. At any one meal the lodge will accommodate a maximum of 10 guests.

2.06.05 Guest meal prices are set as follows:

- Dinner- $10.00
- Supper - $ 7.00
- Breakfast - $3.00
- 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 to clean and/or dust 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:

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 not corrected DDSF may charge the resident an additional $20/hr. 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.

DRUMHELLER DISTRICT SENIORS FOUNDATION

Policy:	2.09
Title:	Pet and Animal Therapy
Department:	Resident
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).

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

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

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:	2.14
Title:	Resident Dress Code
Department:	Resident
Board Approval Date:	February 21, 2019
Revised Date:	

Policy Statement: Along with maintaining appropriate personal hygiene, we always require residents to wear clean suitable clothing.

2.14.01 Clothing should not be too revealing.

2.14.02 Pajamas, housecoats, and bathrobes are not permitted in common (public) areas. They may be used by the resident to go from their room to the public bath/shower.

2.14.03 T-shirts and sweatshirts with lounge pants may be worn at the breakfast meal only.

2.14.02 For safety, shoes, sandals, and slippers with gripped soles are to be worn at all times in public areas of the Lodge.

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DRUMHELLER DISTRICT SENIORS FOUNDATION

Policy:	2.16
Title:	Resident Trust Account
Department:	Resident
Board Approval Date:	July 25, 2024
Revised Date:	

Policy Statement: To provide the resident with access to personal funds, the residents/decision maker will be given the option of establishing a trust account to pay for any authorized goods and services.

2.16.01 A resident trust account petty cash float is maintained by the administration. Money in the trust account is stored in a locked device in the administration office.

2.16.02 Residents with authorized trust accounts can withdraw cash from their Trust Account during business office hours: Monday through Friday (excluding stat holidays) between the hours of 8:00 am and 4:00 pm.

2.16.03 If required, cash withdrawal receipt may be signed by the resident/decision maker receiving the cash and the DDSF designate dispersing the cash.

2.16.04 The administration will notify the resident/decision maker of the trust petty cash if the trust account is depleted, and replenishment will occur as needed.

2.16.05 Administration maintains a trust summary spreadsheet for each resident, which summarizes what services/bills have been authorized for payment. If the resident or family member wish to review the receipts or statements, DDSF administration will provide all upon request.

2.16.06 A maximum amount of $800 will be allowed for each residents' trust account.

2.16.07 Complaints from the resident/decision maker or other person regarding the handling of residents' personal trust fund should be directed to the CAO of the DDSF. If the complaint is not resolved at the administration level, the person may refer the complaint to the Board of Directors for investigation.

2.16.08 If a resident moves out or passes away, the amount of money in their trust account will be returned to them or their emergency contact, in cash, within 15 working days.

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DRUMHELLER DISTRICT SENIORS FOUNDATION

Policy:	2.19
Title:	Pet Visitation
Department:	Resident
Board Approval Date:	May 30, 2016
Revised Date:	August 22, 2015

Policy Statement: 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 ensure the safety of individuals and to prevent the transmission of diseases from animals to residents, staff and visitors.

2.19.01 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.

2.19.02 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.

2.19.03 Animals must not attend if they are unwell.

2.19.04 Pets are not permitted in the dining room or the food service area.

2.19.05 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.

2.19.06 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.

2.19.07 The owner will immediately clean up any animal waste when accidents occur.

2.19.08 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.

2.19.09 Pets will be permitted on the premises for visitation only. Residents must obtain approval from the Landlord for any overnight visitation, such approval being at the sole discretion of the Landlord

DRUMHELLER DISTRICT SENIORS FOUNDATION

Policy:	2.20
Title:	Raised Toilet Seat
Department:	Resident
Board Approval Date:	April 30, 2026
Revised Date:	

Policy Statement: To outline the Drumheller and District Senior's Foundation (DDSF) position regarding the installation, maintenance, and cleaning of raised toilet seats in resident suites to ensure safety and clarify responsibilities.

2.20.01 The Drumheller and District Senior's Foundation shall not be held liable for any injuries or incidents resulting from the use, improper installation, or condition of raised toilet seats.

2.20.02 Residents shall be responsible for ensuring that raised toilet seats are properly and safely installed in accordance with manufacturer recommendations.

2.20.03 Residents shall be responsible for maintaining raised toilet seats in a safe and sanitary condition, including regular cleaning.

2.20.04 Housekeeping staff will complete routine weekly cleaning of bathroom areas, including cleaning accessible surfaces of raised toilet seats, without removing or adjusting the equipment.

2.20.05 Drumheller and District Seniors Foundation staff shall not remove, disassemble, or reinstall raised toilet seats at any time.

2.20.05 Any concerns related to the cleanliness or safety of raised toilet seats observed by staff or residents shall be reported promptly to Management.

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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.

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.

DRUMHELLER DISTRICT SENIORS FOUNDATION

Policy:	5.05
Title:	Involvement in Resident's Personal Affairs
Department:	Personnel
Board Approval Date:	July 23, 2015
Revised 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. preventing 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.

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DRUMHELLER DISTRICT SENIORS FOUNDATION

Policy:	5.13
Title:	Protection and Privacy of Personal Information
Department:	Personnel
Board Approval Date:	March 27, 2014
Revised Date:	

Policy Statement: To ensure the collection, use, access, and disclosure of personal information and health information in the custody or control of the Drumheller & District Seniors Foundation complies with the Freedom of Information and Protection of Privacy Act (FOIP) and the Health Information Act (HIA).

5.13.01 All employees of the DDSF collecting, accessing, using, or disclosing personal or health information shall comply with FOIP and HIA legislation. Employees shall use the information responsibly and appropriately, and shall maintain the confidentiality, security, integrity, and accuracy of the information. Breaches of confidentiality shall be considered grounds for disciplinary action up to and including dismissal.

5.13.02 Personal information and health information shall only be accessed or disclosed and used within DDSF without individual consent for the purposes permitted by FOIP, HIA, and other applicable legislation. Disclosure of personal or health information for any other purpose shall require the written consent of the individual who is the subject of the information.

5.13.03 The Chief Administrative Officer is the head of DDSF for the purpose of FOIP and HIA. Attached for reference are:

- A guide to Alberta's Freedom of Information and Protection of Privacy Act (FOIP)
- Frequently asked questions for housing management bodies
- A guide to Alberta's Health Information Act (HIA)