



WESTVIEW
CARE COMMUNITY

we care...

Resident & Family Handbook
Supportive Living

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RESIDENT HANDBOOK INDEX

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WELCOME TO WESTVIEW CARE COMMUNITY

The staff and management of Westview Care Community would like to extend a warm welcome to you, your family members, and friends to your new home.

Our goal is to provide you with a home-like environment, where members of a care team will assist and support you - while respecting your dignity and encouraging you to be as independent as possible.

We are dedicated to caring for the physical, social, psychological, and spiritual needs of our residents. Our care programs are centered on resident and family participation.

All residents and families are encouraged to participate in social, educational and recreational activities. There is onsite access to hair services, massage therapy, dental hygiene, and foot care. The facility will provide dietary, pharmacy, housekeeping, laundry, and maintenance services as needed.

If you have questions about the information included in this handbook, please speak to a member of the care team or the Managing Director.

Please Note:

The information in this handbook is based on the policies and procedures of Westview Care Community. This information is subject to change, and Westview Care Community will strive to provide the most up-to-date information.

BELIEFS & VALUES

Our Mission

To compassionately care for the disabled and elderly, preserving dignity, respect, and independence without discrimination, in the physical, social, emotional, and spiritual aspects of life.

Our Values

Realizing the need for care for the disabled and aged in our area, we wish to provide this service in an unselfish and humble manner, consistent with the teachings of Christ.

We believe that every individual, no matter how incapacitated, no matter what race or religious persuasion, has the right to respect, dignity, a secure environment, medical treatment, and as much assistance as he/she needs to live as meaningful a life as possible.

Person Centered Care is our goal as described below:

- the patient and family (as defined by the patient) feels they are truly listened to
- their perspectives and concerns are elicited
- they are treated with empathy and understanding of their needs as individuals
- their emotional needs (especially their fears and anxieties) are responded to
- their values are respected
- their diversity, cultural and spiritual needs are identified and responded to
- their medical needs are anticipated and responded to (e.g. access to timely care, safe evidence-based care, physical comfort, pain control, call bells, noise levels)

RESIDENT RIGHTS

As a resident of a Westview Care Community, you have the right to:

- Be treated with compassion, courtesy, fairness, and dignity.
- Live in an environment free of abuse and harassment.
- Live with respect for your beliefs, values, preferences, and changing capacity.
- Make your room within Westview Care Community comfortable and homelike.
- Have your personal privacy acknowledged and respected.
- Have confidentiality maintained in accordance with policies and guidelines.
- Live in a comfortable, clean, safe, and secure environment.
- Raise your concerns, ask questions, and participate in decision making without fear of restraint, interference, coercion, or reprisal.
- Participate in activities and organizations of your choice.
- Maintain personal independence, which includes accepting the responsibility for your actions and choices.
- Continue to make and maintain control over the personal aspects of your daily life, your financial affairs, and your personal possessions.
- Accept risk and not have your actions and choices restricted because they may include an element of risk.
- Be able to access information about your rights, care, accommodation, and any other information that relates to you personally.
- Access to translation and interpretation services as required to assist communication.

The Care of the Resident is our first responsibility

RESIDENT RESPONSIBILITIES

As a resident of Westview Care Community, you are expected to uphold the following responsibilities:

- Respect the rights and needs of other residents, as well as the management and staff.
- Honor the right of management and staff to work in an environment free from abuse and harassment.
- Take responsibility for your own health and well-being to the best of your ability.
- Ensure that your personal belongings meet safety standards and do not infringe on the rights of other residents.
- Actively participate in the planning of your healthcare and treatments.
- Adhere to the mutually agreed-upon treatment plan or inform the Care team if you choose not to follow it.
- Pay all required fees, including room charges, rent, and comfort expenses, in a timely manner.
- Follow Westview Care Community policies and procedures and engage in behavior that is safe and non-threatening to yourself and others.
- It is the responsibility of each resident, to the best of their ability, to maintain the integrity of his/her suite by always keeping it reasonably clean and in good condition. Resident suites will be cleaned once weekly. This includes cleaning of all bathroom and kitchen fixtures, mopping of floors and wiping uncluttered horizontal surfaces, cleaning of the window exteriors shall be the responsibility of Westview Care Community.
- If required for mobility, small electric scooters are allowed in the building. Scooters cannot obstruct hallways and fire exits. Residents are responsible for ensuring that wheels are clean prior to entering the building.

- Residents shall be totally responsible for the conduct of their guests or visitors and shall ensure the provisions of these rules and regulations are observed.
- Westview Care Community promotes a scent-free environment. The use of scented products, including perfumes, essential oils, liniments, etc., must be restricted to where it is not readily noticed by the other guests or visitors. If it is noticed outside of the resident's room, then it is too strong.
- When repairs are required to anything owned by the facility, the resident shall report the problem to Management as soon as possible. Outside of regular business hours, residents should contact the Managing Director only in case of an emergency.
- Privacy is important to you and your family as it is to others. We ask that you, your family, and visitors respect the privacy of others by not disclosing information you may have access to or inadvertently have seen or overheard while at Westview Care Community.

CONTINUING CARE OVERVIEW

Continuing Care is an integrated range of services supporting the health and wellbeing of individuals living in their own home, a supportive living, or continuing care home setting.

Continuing care clients are not defined by age, diagnosis or the length of time they may require service, but by their need for care. Continuing Care includes programs and services under; Home Care, Continuing Care Home, Supportive Living, Hospice and End of Life/Palliative Care.

SUPPORTIVE LIVING

When living at home is no longer a safe option or an individual's needs have changed significantly and require a greater level of care than can be provided with, scheduled care in their home – Supportive Living may be an option.

Here at Westview Care Community, we accommodate eighteen Supportive Living Suites, offering supportive services in a private yet congregate living setting. It is a non-institutional alternative for those who are no longer able to live in their own home, with a focus on health promotion, well-being, independence, and maintaining functional abilities.

Westview Care Community Supportive Living accommodates three levels of care to respond to individual needs:

- Supportive Living Level 1
- Supportive Living Level 2
- Supportive Living Level 3

Supportive Living Levels 1 - 3 provide a higher level of personal care supports on-site for scheduled, and occasionally unscheduled, care needs according to the plan of care for clients that are living with physical disability, mental health diagnoses, or mild dementia with no known risk of wandering, and who are not a risk to self or others.

A Health Care Aide is on-site 24 hours a day to provide support, personal care, and medication assistance. Depending on the needs of the individual, scheduled professional care will be provided and coordinated by a Case Manager. Family

(approved by resident) and other informal caregivers are important members of the care team and are welcome to participate in the individual's care and care planning.

Supportive Living Level 4 is required for those who have more complex medical needs that are predictable and safely managed with on-site, professional nursing under the direction of the Home Care Case Manager.

Supportive Living Level 4D is for those individuals with moderate dementia who require 24 hour on-site scheduled and unscheduled professional and personal care support. A Registered Nurse is available on-call 24 hours a day, and on-site professional nursing care is provided by Licensed Practical Nurses. Care will also be provided by Health Care Aides who are on-site 24 hours a day.

Here at Westview Care Community Supportive Living, we do not have the nursing support to accommodate SL4 or SL4D. In the case of someone currently living in Supportive Living here, who requires this level of support, the Home Care Case Manager will be notified to assess needs and facilitate placement.

END of LIFE CARE/ PALLIATIVE CARE

Here at Westview Care Community, we will strive to relieve suffering and endeavour to improve the quality of life for residents with end stage disease. In caring for the palliative resident, the following will be addressed as an interdisciplinary team:

- ◆ Physical, psychological, social and spiritual needs.
- ◆ Loss, grief and bereavement
- ◆ Preparation for and management of the dying process.
- ◆ Pain and symptom management

Priority for use of the palliative care room will be given to individuals already residing in Westview Care Community. There will be no extra charge above the normal accommodation charges for residents moving from their regular rooms to the palliative care room. Family members of residents using the palliative care suite may use the facilities in the room and in the adjacent family room.

The Nurse Manager (or the nurse in charge when the Nurse Manager is not

present) is responsible to make the decision as to when a resident needs to move from his/her regular room to the palliative care room, taking into consideration the resident's condition and his/her family's wishes to stay with the resident because of his/her condition.

At the discretion of the Nurse Manager and the Managing Director, use of the palliative care suite may be given to members of the community who need palliative care. In cases where use of the palliative care suite is given to members of the community, there will be no charge, but donations will be accepted.

At the discretion of the Managing Director and the Nurse Manager, the palliative care room may be used for respite care as the need arises.

ADMISSION PROCESS

(Family/applicant may schedule a tour of the suites at any time in this process)

1. Submit application.
2. A family conference will be held with the Managing Director, Nurse Manger, and Case Manager to complete supportive living level assessment and determine suitability for being admitted.
 - a. Review information booklet.
 - b. Sign rental contracts.
 - c. LPN will begin care assessment.
 - d. Dietary needs will be assessed.
3. Admission of resident.
4. LPN will complete care plan.

HOUSING SERVICES

- A private suite and access to group areas
- Room features independent heat thermostat
- Water, Gas, Electricity
- Suites are not air conditioned
- Maintenance of facility, equipment, and grounds
- Operation of Facility respects privacy, safety and security of residents, staff, and public

LAUNDRY SERVICES

Laundry facilities are available for use by a resident or their family member. Machine washable personal clothing and slippers may be laundered for residents as a personal choice option for an additional fee. Dry cleaning services are available through local agencies and will be arranged by WCC staff or by your family, but payment of charges for such services will be your responsibility.

PERSONAL BELONGINGS

Residents are required to supply their own furnishings, furniture, bed, mattress, linens, etc.

Decorations and alterations; the resident has the option to decorate their suite as desired, following the guidelines provided by WCC administration. Structural or physical changes to the suite may not be done unless expressly approved in writing by WCC administration.

The resident (or legal representative) assumes all responsibility for personal property brought with the resident or for the resident's use in the facility, including time when absent from WCC premises. Tenant Insurance is encouraged to cover contents.

The property referred to includes:

- Damage to the tenant's suite as well as related damage to the rest of the building deemed to be the fault of the tenant.
- Clothing, dentures, eyeglasses, jewellery, toilet articles, hearing aides, etc.
- Furnishings, electric wheelchair, and any other personal possessions.
- Money

The resident (or legal representative) hereby releases the facility, its medical staff and all employees and volunteers for the loss or damage to any of the said articles.

On vacating the room, personal belongings must be removed within 48 hours or at such time as is negotiated with management.

TEAM MEMBERS

Business Office

The business office is open from 8:00 AM to 4:00 PM, Monday to Friday, excluding Statutory Holidays. All your business is transacted here, including payments for accommodation and other business matters relating to your life here in the facility. Payments for accommodation are paid using Electronic Funds Transfer, one month in advance on the 10th day of every month. Mail will be delivered to resident rooms by a volunteer or by office staff.

Mail - A Care team Member will ensure residents receive any incoming mail on a regular basis. For outgoing mail, postage may be purchased at the office.

Medical and Pharmacy Team

Physician: Prior to moving in, you must arrange to be under the care of a physician. Your physician will provide orders for directing the medical care of you. You have the option of coming under the care of our facility doctors. They visit the Suites every Wednesday.

LPN Nurse Manager: Oversees the resident care plan and is responsible and accountable for providing direction, leadership, support and supervision to various levels of nursing staff. The Nurse Manager ensures that care follows best practice guidelines, policies, provincial standards and legislation.

Nursing services available as part of the Core Services include:

- Basic assessment by LPN. Upward referral as needed.
- Monitoring specific conditions and medications
- Medication assistance
- Isolation precautions
- Dressing changes

RN Case Manager: The Supportive Living Case Manager completes the Supportive Living Assessments to determine level of care needed for all residents seeking admission, within three months after admission, annually and with significant changes to resident care plan. They liaison with the Supportive Living Nurse Manager to assist with care planning and decision making as needed.

Health Care Aide (HCA): Health Care Aides provide basic health care support and

services while under the supervision of health care professionals. All Health Care Aides are trained and certified.

Care assistance is available to help individuals with tasks they cannot perform independently that may require support or assistance in the following areas:

- Eating - set-up only
- Dressing
- Grooming
- Bathing
- Medication
- Ostomy Care

***Westview Care Supportive Living is staffed 24 hours by an HCA**

Pharmacy:

- All residents that need assistance with medication delivery will be required to purchase all medications through the pharmacy company designated by Westview Care Community. This assures that medication will be provided safely and in a pre-approved format.
- Residents have a duty to notify and disclose all medications, vitamins, herbals taken and medication changes.

Dietary Team

Food services are provided under the direction of a Dietary Manager.

- Provision of 3 meals per day plus snacks
- Meals provided in accordance with special diets - including diabetic, gluten-free, and other allergy exceptions.
- Meals served in the Facility dining room except in rare cases where a resident's medical condition does not permit him/her to come to the dining room
- Starting on the 8th day of absence, meals will be deducted from the monthly rental fee.

Environmental Team

- Housekeeping services provided to each suite once a week (including damp mop floors and cleaning the bathroom fixtures, kitchen counter)
- Garbage in the room emptied daily and as required
- Windows in the suite cleaned twice per year and as needed
- Fridge defrosted 1 time per year
- Common areas cleaned and maintained by the Facility

Maintenance Team

Equipment and facilities of Westview Care Community are kept in good condition by the maintenance staff. Maintenance staff will hang pictures, clocks, plants, mirrors, etc. If you or your family notice anything in the environment that is unsafe or does not function properly, please report this to the nurse in charge so that a safe and efficient environment can be maintained.

Life Enrichment Team

Life enrichment services (including social and recreational activities) are designed to meet preferences and lifestyles of residents. You are encouraged to join the other residents for activities such as group exercises, games, BBQ's, evening devotions, and singings, etc. These activities are posted daily in the dining room area.

Rehabilitation Team

For therapeutic services required, a resident can arrange it on their own, or if unable to do so, staff will assist a resident in arranging for such services.

****All employees, volunteers and students are required to provide a current Criminal Record Check before they are employed by Westview Care Community.***

TEAM COMMUNICATION

Information Boards & Brochures

Westview Care Community maintains an information board providing residents, families and visitors with various news items such as resident/family council meeting minutes, information on upcoming events, etc. The SBAR Resident & Family Concerns form is here.

A variety of brochures are also available and contain information on topics such as Protection for Persons in Care, Health Link, Palliative Care Services, etc.

If you require further information not provided in the brochure display, please contact your Care team or Managing Director.

Translation & Interpretation

Westview Care Community will provide access to translation and interpretation services as needed to communicate effectively with each of our residents.

Surveys

Surveys are an important part of gathering information vital to ensuring residents receive quality and safe care. Surveys may be presented to residents and their legal/financial representatives or approved family members through Westview Care Community on an annual basis or externally by the Health Quality Council of Alberta, etc.

All survey responses are voluntary and anonymous. Residents and their legal and/or financial representatives or approved family members are encouraged to participate as results will be used to develop action plans and improve programs and services.

When available survey results will be shared through a variety of means such as resident and family council meetings, newsletters, postings on informational boards, etc.

If you have questions regarding the various surveys or results, please contact the Managing Director.

CARE PLAN CONFERENCE & REVIEWS

A resident specific care plan is completed on admission. A care plan conference and review are scheduled within three months of admission, annually, and with significant health care changes. This conference will include the resident, the resident's family as preferred, Nurse Manager, and Supportive Living Case Manager at minimum.

Residents have the right to invite individuals of their own choosing to participate in the development and review of their care plan, determination of their health care service needs and services options and may access the care plan upon request.

**** Residents and their legal/financial representative or approved family member are an essential part of the care team and attendance and participation in multidisciplinary team conferences and care planning is highly encouraged.***

RESIDENT & FAMILY COUNCIL

Resident and Family Councils meet on a bi-monthly basis. In addition, this council meeting may be initiated by residents and their family members at any time.

These forums give the residents and families the opportunity to have input on decisions that may impact the everyday lives of the residents. Residents and their family members, or legal/financial representatives are welcome and encouraged to participate. Meeting minutes will be posted in a location that is visible to residents and their families (i.e. informational boards)

CONCERNS REPORTING & RESOLUTION

Westview Care Community is committed to and accountable for providing high quality, safe, caring and respectful services to the people we serve. If your experience does not meet your expectations, you have the right to give feedback and have your concerns dealt with. Our team will work with you to find a mutually agreeable solution to resolve any concerns as quickly as possible.

As a first step, we encourage you or your family to speak directly to your Health Care Aide and/or Charge Nurse. Since the care team knows you or your family member best, discussing your concern with them may resolve the concern right away.

If the concern cannot be resolved by the Charge Nurse, the next step is to fill out an SBAR Resident/Family Concern Form found in the brochure file in our front entry. The form may also be found on our website. This will go to the appropriate manager. You will receive a response within two business days of when we receive the form.

If a mutually agreeable solution is still not realized, the concern will continue up the chain of management. The Managing Director will become involved and if necessary, the Board of Directors, until the concern is addressed.

CARE TRANSITIONS

Shift Report

Every nursing shift hand over of care will overlap to accommodate a complete report of each resident over the last twenty-four hours. All staff coming on to shift must attend.

Transfer of Care To/From Another Facility

Residents may require admission to hospital or an alternate facility as care needs change. For care transitions to and from Westview Care Community we plan to ensure continuity of care throughout transition.

Readmissions should be done during business hours, Monday- Friday prior to 1500. When readmission is done outside of business hours, Monday-Friday 0800-1500, resident and/or family is responsible for all discharge orders, medication updates and changes to care plan until Regulated Health Care professional is in office.

When a resident is admitted to an alternate care facility, all transfers back to Westview, will require a Best Possible Medication History form completed by the nurse manager, with two sources, and signed by current physician.

It is the responsibility of the resident and/or family to communicate all care changes and/or medication changes to the Regulated Health Care professional in a timely manner.

If resident is on the MAP program, all medications will need to be filled and administrated by resident and/or family until Nurse Manager can complete the medication review process and communicate with pharmacy.

RESIDENT SAFETY INFORMATION

Westview Care encourages everyone, including all staff, volunteers, residents, families, and caregivers to report all safety incidents.

Reporting Resident Safety Incidents:

What incidents: Any “harmful” incident, any “no-harm” or “near miss” that could have caused harm but didn’t.

When do you report: As soon as possible

How do you report: Report to your Health Care Aide or to the Charge Nurse. You may also complete a SBAR Resident & Family Concern form found on the bulletin board near the front entrance.

Building Security:

1. All unattended exterior doors shall be kept closed and always locked.
2. Access code should be only given to necessary parties.
3. Moving shall be restricted between the hours of 8:00 AM and 8:00 PM.
4. Residents are reminded to purchase content and personal liability insurance.

Floor Signs: For your safety, please observe all floor washing signs, as floors may be slippery when wet.

Abuse: Westview Care Community is committed to ensuring a healthy abuse-free environment, as well as a legal and ethical duty to protect residents from abuse and to maintain a reasonable level of safety. Acts of abuse by or against any employee, medical staff, student, volunteer, visitor, or resident are considered intolerable and unacceptable conduct.

Restraints: As part of the ongoing commitment to maximize independence, self-worth, and dignity for each resident, Westview Care Community practices a belief in **least restraint**. We are working towards a goal of eliminating the use of items that restrict the ability to move freely. The care teams will work to meet the residents’ needs in the least restrictive manner possible and will discuss any risks associated with alternatives.

Challenging Behaviors: Challenging behaviors are anticipated in a Care Centre. The environment and staff training are intended to minimize challenging behaviors to maintain safety for all. If you observe behaviors that you do not

understand, please talk to the care team or the Managing Director.

Equipment Use/Training: Residents and family using medical devices require training and/or education, prior to use and as needed thereafter. The training and/or education provided to residents and family will be documented in the resident's care plan. Training and/or education will be provided by the appropriate health care professional, but not limited to; Occupational Therapists, Registered Nurses, Managing Directors, etc.

Electrical Appliances

Any electrical appliance brought into the facility must be inspected by maintenance personnel before use of the item.

Emergency & Communication Call Systems: Residents may have access to call bells and/or pendants to further enhance resident safety. Residents will be instructed on how to use or access these systems during their orientation to Westview Care Community. Regular inspections of these systems take place to maintain proper working order.

Emergency & Disaster Preparedness Plan:

A disaster and emergency preparedness plan are developed and implemented. It is reviewed with Alberta regulations annually. Information is communicated to residents at time of admission.

The plan may be accessed by residents, their legal/financial representative and approved family members upon request. The unique needs of the residents are considered in the event of an emergency or unexpected disruption.

Fire Drills: Every effort is made to protect residents, volunteers, visitors, and staff. Fire control expertise is maintained by holding regular fire drills. Upon activation of a fire alarm, bells will ring, and fire/smoke doors will close automatically. In the event of a fire or a fire drill, staff, visitors, volunteers and residents must follow the instructions of the care team.

Fire Safety

If the fire alarm sounds, all residents should remain where they are until instructions are received from the staff

Emergency Exits: Each Care Centre has emergency exit directional signage to assist in the event of an emergency. Upon admission, residents will receive an

orientation/overview and families may contact the care team or the Managing Director for further information.

FALLS PREVENTION

Older adults have an increased risk of falling and risk of injury from falling. As such, staff will work with residents to find individual approaches to reduce risk factors. For example, Westview Care Community will provide handrails, adequate lighting, smooth surfaced flooring, and hallways as clear as possible to create a safe environment.

Starting at the time of admission, a Risk Assessment for Potential to Fall is completed to assist in identifying any potential health issues that will increase the risk of falls. This assessment is completed annually or with a significant change in health status on an ongoing basis.

The care team will recommend preventative safety strategies based on the assessments to protect against falls and injuries and your care plan will be updated if you are at risk.

Residents can protect themselves from the risk of falling by wearing sensible footwear, participating in exercise programs, following recommended safety strategies, and discussing any questions or concerns with their care team.

A Post Fall Assessment and follow up will be completed if a fall happens. This will inform the care plan and further fall prevention.

PRESSURE INJURY PREVENTION

Westview Care Community is committed to the prevention of pressure injuries by following best practices in pressure injury prevention. A Braden Scale assessment, that tells us of pressure injury risk, is completed on admission and then scheduled annually. This will then inform us of the risk for pressure injuries and assist us in developing a care plan to reduce risk.

Goals we have, to prevent pressure injuries are as follows:

- 1) **Manage moisture and incontinence.** Products we use for incontinence keep moisture from sitting against skin. Apply quality lotions to skin daily.
- 2) **Enhance mobility and activity.** Decreased mobility increases the risk of pressure injuries. Staying as active as possible is very important. Residents are encouraged to attend exercises.
- 3) **Optimize nutrition and hydration.** It is important to maintain a balanced diet with enough hydration and protein to promote healing. We have a Dietitian who reviews menus to ensure balanced nutrition provided.
- 4) **Minimize pressure, shear and friction.** Being stagnant or sitting/laying in one position for many hours will cause skin breakdown. Adjusting positions regularly will prevent this.
- 5) **Skin integrity is maintained and assessed.** Our health care team is trained to continuously monitor and report signs of skin breakdown.

INFECTION PREVENTION & CONTROL

Our goal is to prevent and control infections among our residents, staff and volunteers. We have the support of an Infection Prevention & Control onsite nurse and IPC central zone team, which provides support and expertise on infection control issues including education, outbreak surveillance and management, consultation, resident immunization and policy development based on best practices.

Hand hygiene audits are completed on staff monthly. The results of these audits will be posted for you to see.

There are some basic rules, which will substantially reduce the spread of germs and protect the health of all residents, staff, volunteers, and visitors:

Handwashing: Handwashing is the single most effective way to prevent the spread of infections. Hand washing with soap and water is strongly recommended as the best infection prevention strategy.

We strongly encourage everyone to wash their hands **before** you: visit – on entry to a healthcare facility or prior to entering a residents room, prepare to eat food, treat or cut a wound, tend to someone who is sick, do any kind of activity that involves putting your fingers in or near your mouth, eyes (i.e. contact lens), etc. and when your hands look or feel dirty. Everyone should also wash their hands **after** you: visit – on exit of resident room and the health care facility, go to the washroom, handle uncooked foods (especially raw meat), eat, blow your nose, cough, sneeze, handle garbage, tend to someone who is sick, change a diaper and after you play with or touch a pet.

How to Wash with Soap and Water:

- Turn water on – not too hot or not too cold
- Wet hands, then apply soap
- Wash hands between fingers, wrists, under fingernails & back of hands (should take about 15 seconds)
- Rinse well
- Pat dry your hands with paper towel then turn off taps using paper towel



Hand Sanitizer Stations: Numerous hand sanitizer stations are strategically placed throughout each Care Centre to support good hand hygiene practice. If you are unable to wash your hands with soap and water, please utilize the hand sanitizer stations as an alternative.

How to Use Hand Sanitizer Stations:



- Use on dry hands that are not visibly soiled
- Squirt a Loonie-size amount in the palm of your hand
- Rub hands palm to palm and then turn your hands over getting the tops of each hand.
- Interlace your fingers getting in-between each finger. Grab your thumb in your palm and vice versa.
- Continue to rub hands until dry (should take about 15 seconds)

Infection Prevention & Control Policies & Procedures: Residents and their legal representatives/family members may request copies of the infection prevention and control policies and process.

Responsible Visiting: Visitors are encouraged to refrain from visiting if feeling ill, have symptoms of vomiting, diarrhea, fever, cough, sore throat and generalized aches and pains

Respiratory Etiquette: Remember to cover your mouth and nose when coughing or sneezing. Please sneeze into your sleeve or if you use a tissue make sure you put the tissue in the garbage and wash your hands.

Immunizations: The pharmacy provides annual and as needed immunization opportunities for all residents. We strongly promote getting all vaccinations to guard against respiratory illness.

Outbreaks: During an outbreak, notices will be posted at the entrances with specific instructions for all visitors to follow. As soon as the outbreak is declared over, normal activities will resume. Westview Care follows current provincial outbreak prevention and control guidelines.

SAFE BATHING

Westview Care Community is committed to the provision of safe shower water temperatures for all residents receiving assistance with showering in accordance with applicable legislation, codes, standards, and evidence informed practices.

Alberta Health Services recognizes 38°C to 43°C to be a safe water temperature for residents entering into or exposed to during a staff assisted shower.

All staff assisting with showers are fully trained and competent in safe bathing and showering temperatures and procedures. Staff assisting with showers will ensure that the water temperature is at an acceptable level (38°C to 43°C) prior to a resident entering the shower.

Staff will perform three (3) water temperature checks for each shower in accordance with Alberta Health Services Safe Bathing/Temperature Policies and Procedures and will record each temperature in a logbook for accountability purposes.

Thermometers used in measuring water temperatures are approved, calibrated, and maintained in accordance with manufacturer's instructions.

If assistance with bathing is needed, residents are provided with the opportunity for showering at minimum, twice weekly, and more frequently when determined by the care plan. Based on the 2016 Continuing Care Health Service Standards, bathing is defined as tub baths, showers, full body sponge baths, and bed baths.

DISCLOSURE of RESIDENT SAFETY INCIDENTS

Where incidents occur such as sudden illness, falls, change of consciousness, acute wounds etc. the HCA on duty will call 911. In all cases, the family will be contacted and where possible will be involved in decision making. The charge nurse in Westview Care Community is not responsible for the residents in the suites.

To meet your needs, your families will be informed of care issues. The following is a guideline for conditions under which your families would be called:

- When you need or request the presence of a family member
- When you have fallen
- Any significant illness, incident or injury, admission or a visit to the acute care or the emergency department
- Death of resident

SERVICES AVAILABLE

Dental Care

Arrangements for you to see your dentist or denturist are primarily your responsibility, or your family's. Assistance will be given if needed by Westview Care Community staff.

A dental hygienist is available for assessment and cleaning on site.

Hairdresser and Barber Services

Hairdresser and barber services are provided but charges for these services are your responsibility. If you prefer, you may make appointments with the hairdresser or barber of your choice, in which case transportation to and from the appointment, as well as charges for the appointment, are your responsibility.

Hearing Aid Assistance

Hearing testing can also be arranged with the visiting Hearing Aid Company. Hearing aid servicing and repairs will be arranged when necessary.

Foot Care

A foot care nurse visits Westview Care Community approximately every 6 weeks. These charges are your responsibility and will be added to your monthly bill.

Massage Therapy

A massage therapist visits Westview Care Community approximately every 4 weeks. These charges are your responsibility and will be added to your monthly bill.

Private Events

Arrangements can be made to hold family celebrations in a private setting within Westview Care Community. Please allow for sufficient notice for booking private celebrations and keep in mind that families are responsible for ensuring the room/area is cleaned after each celebration.

POLICIES AND REGULATIONS

Westview Care Community reserves the right to amend, delete or add to the following terms from time to time when deemed necessary. Residents may submit suggested amendments in writing to Westview Care Community for consideration. All tenants will be advised in writing of any changes made.

All residents are requested to carefully read this whole document. Ignorance of any provision herein will not be accepted as a reason for non-compliance.

GENERAL

- Ownership of the building, including each suite, all supplied fixtures, and major appliances, etc. shall remain with Westview Care Community. However, it is expected that residents will take pride in their residence and cooperate in keeping the building and outside areas clean and tidy.
- Westview Care Community assumes responsibility for all maintenance of WCC owned property.
- The Managing Director, who is responsible to Westview Care Community, shall oversee the day-to-day operation. He will be the residents' contact with Westview Care Community. Residents may deposit notes, letters, etc. at the front reception desk.
- A resident may appeal in writing to Westview Care Community regarding any Management action taken against the resident because of violation of these Rules and Regulations.

COMMON AREAS

- The Common Areas shall be defined as being all areas outside of residents' suites including all hallways, dining areas, sitting rooms, laundry rooms, exterior walkways, passages, parking areas, green space, etc.
- The personal patio areas in the hallway are to be attractively decorated. They are not to be used as a storage area for walkers, wheelchairs, electric scooters etc.
- **Absolutely No smoking** will be allowed within the building or on the outside premises.
- Parking areas, other outdoor areas, and indoor common areas shall be kept free of any resident's personal property.

- Residents shall be responsible to Westview Care Community for the conduct of their guests and shall be held fully accountable for any breach of these rules and regulations by such visitors.

PARKING

- Parking of vehicles is NOT allowed in the pick-up area at the building entrance except for delivery vehicles or moving vans while loading or unloading.
- Residents are granted the use of parking space by the building for the purpose of parking one vehicle during the term of this lease. Residents must ensure that they park their vehicles in an orderly manner on the north side of the building in their designated space.
- Residents may only have a vehicle on site if they have a current driver's license. Upon loss of driver's license, the resident's vehicle must be removed.
- Westview Care Community will not be responsible for any damage to vehicles parked on WCC property.

DISTURBANCE OF OTHER RESIDENTS

- Residents shall be always considerate of others in the building so that all may have quiet enjoyment of the building. Residents shall not unreasonably interfere with or disturb others.
- If a resident feels that another tenant is unreasonably disturbing them on a continuing basis, it is recommended that a direct approach be made to the offending neighbor. The offended party should be reasonable and, preferably, have another resident verify that there is a problem. If this situation occurs, both parties are expected to act and respond in a responsible and courteous manner and to make every effort to resolve the situation satisfactorily. If the problem cannot be resolved between the two parties, a written complaint should be forwarded to the Managing Director who will investigate the situation.

EXTERIOR APPEARANCE OF BUILDING

- It is the policy of Westview Care Community to maintain an attractive, uniform appearance on the exterior of the building. Therefore, no resident shall allow any personal items such as laundry, clothing, garbage containers, equipment, etc. to be visible from the outside of

the building.

- No shades, awnings, supplementary heating, or air conditioning devices, etc. may be used or installed in or about the building without the written approval of the Administration.

DECORATING or ALTERING SUITES

- Residents shall undertake no painting, decorating or alterations of any kind without prior written permission from the Managing Director. Residents should submit their plans in writing together with samples to the Management. Residents may be asked to sign an agreement with Westview Care Community that the suite will be returned to its original state at the resident's expense when vacating their suite.
- Care must be taken to avoid damage to walls and woodwork when hanging fixtures, pictures, etc. No nails or screws of any kind are to be used on any wood surfaces or counter tops in the unit. On wall surfaces, normal, small nail holes or molly-type screw holes, which can easily be repaired, will not be considered as damage. No adhesive-type hangers are allowed on walls.
- Individual suites will be repainted, and flooring replaced at Westview Suite's expense when required due to normal wear and tear. If necessary, a resident should request this in writing to the Managing Director specifying which area needs attention. If the request, upon review, appears to be based on reasonable grounds, arrangements will be made to complete the work.
- No wires, electric lights, ceiling fans, television or radio connections or otherwise are to be introduced, nor the position of any existing wires altered, without the written consent of Westview Care Community. The telephone shall be permitted only at the place in the premises provided for same.
- Window coverings are supplied by Westview Care Community. Any other window coverings must be approved by the Managing Director and installed by a professional drapery installer.

PETS

- Pets are allowed in the facility for the purpose of visitation only.
- All pets must be free of contagious disease and infection and all vaccinations must be up to date. All the following are also applicable:
- Must be clean and well groomed

- Must be on a leash or caged while in the common areas
- Must not be in dining rooms during mealtimes.
- Must not have any behavioral issues or temperamental problems.
- Any excrement is to be cleaned by the person(s) responsible for the animal, and housekeeping is to be informed as soon as possible for a final washing of the contaminated area.

VACATING A SUITE

- Residents/families are asked to leave the suite ready to clean and paint with all resident's belongings removed.
- As a rule, alterations made, or fixtures or other equipment installed by a resident, which, when removed, would be deemed to cause unreasonable damage to the suite, shall, at Westview Care Community's discretion, either (a) be left intact and become part of the suite or (b) be removed and repairs made at the resident's expense.
- Outgoing residents may be required, at management's discretion, to remove special decoration materials (e.g., wallpaper, tile) and to leave the walls in good condition. Prior permission granted by management for such decoration shall not release the resident from his/her responsibility to comply. General appearance and condition of the decoration will be factors in management's decision.
- All belongings must be removed from the suite within 48 hours of the resident vacating the suite, or as negotiated with Management. Please note: If the resident is moved to Palliative Care or to a hospital, the fee for the suite continues to be the responsibility of the resident until discharged from Westview Suites.

GIFT GIVING

- Gifts of money should not be given to individual employees or volunteers, rather donations may be given to the facility to be shared by all the staff or to use to increase quality of care for the resident. Gifts of gratitude under \$50.00 may be accepted after discussion with the supervisor.

MUSICAL INSTRUMENTS /RADIO

- Residents, and their visitors, who wish to use the radio, music recorders of any form or musical instruments must do so in the privacy

of the residents' own room with minimal disturbance to the other residents. Using headphones would be greatly appreciated.

EMPLOYEE INVOLVMENT IN RESIDENTS' PERSONAL AFFAIRS

- Witnessing the signing of legal documents for residents will be done exclusively by the Managing Director. Legal documents include but are not limited to the following:
 - Power of Attorney
 - Wills and Estates
 - Guardianship
 - Personal Directives

- Witnessing the signing of legal forms regarding the residents' functional abilities may be done by the Managing Director or the Nurse Manager
- Witnessing the signing of consents for treatment may be done by regulated nursing staff. Care must be taken to ensure that the resident, legal guardian, or agent understands what he/she is consenting to.

ALBERTA HEALTH LEGISLATION

DECISIONS ON CARE



If there is a time when you are unable to speak for yourself, it is important that your loved ones and your healthcare team understand your wishes for health care. None of us know what tomorrow might bring or can predict our future health. Planning today can ensure that your wishes are known, no matter what the future holds. Advance Care Planning may bring comfort and peace of mind to you, your family, and to those who may have to make health care decisions on your behalf.

Advance Care Planning is a way to help you think about, talk about and document wishes for health care in the event that you become incapable of consenting to or refusing treatment or other care. You may never need your advance care plan - but if you do, you'll be glad that it's there and that you have had these conversations, to make sure that your voice is heard when you cannot speak for yourself.

Goals of Care Designation is a medical order used to describe and communicate the general aim or focus of care including the preferred location of that care. There are three subcategories under the Goals of Care Designations, which are used to further define and communicate individual Goals of Care to health care providers. Residents are encouraged to talk to the Health Care team about which Goals of Care Designation best reflect their health circumstances, wishes and values. GOC are reviewed at minimum annually.



Resuscitative Care - Focuses on prolonging or preserving life using medical or surgical interventions, including, if needed, resuscitation and intensive care.



Medical Care - Focuses on medical tests and interventions to cure or manage a person's illness but does not use resuscitative or life support measures.



Comfort Care - Focuses on providing comfort for people with life-limiting illness when medical treatment is no longer an option.

Communication is integral when personal decisions are made and ask that residents also share information regarding funeral arrangements, organ donations, and any other special requests/needs with the Managing Director or Care team. Further information can be accessed at the following websites: www.conversationsmatter.ca & www.albertahealthservices.ca

PERSONAL DIRECTIVES/GUARDIANSHIP/TRUSTEESHIP

A personal directive is a legal document under the Personal Directives Act, that allows you to name the person(s) you trust to make decisions on your behalf, should you lose mental capacity, and list the areas in which they have decision-making authority. You can include instructions that you want to be followed but cannot be used to request illegal actions.

The need for a personal directive may be short-term, such as when a serious illness leaves you unable to make decisions for a few days. However, in the event of serious brain injury or a progressive condition like Alzheimer's disease, a personal directive may be required for the remainder of your life.

Without a personal directive, under the Adult Guardianship and Trusteeship Act, a health care provider may select a nearest relative to make decisions for a person who is assessed as being incapable of providing informed consent for health care or temporary residential placement.

Residents are advised to have personal directives and/or guardianship and/or trusteeship in place prior to admission. To ensure that the interests of both the resident and their family will be respected regarding specific personal decisions, residents are required to provide Westview Care Community with signed copies (as applicable) of their personal directives, guardianship order, trusteeship order or enduring power of attorney

Completion of forms such as: personal directives, guardianship, etc. are the resident and/or legal/financial representative's responsibility. Employees and volunteers may not be involved under any circumstances.

For further information please call the
Office of the Public Guardian toll free at: 1-877-427-4525.

CONFIDENTIALITY & PRIVACY

Personal information is protected as per the Alberta Health Services Code of Conduct. Respecting confidentiality and privacy mean Alberta Health Services will protect all confidential health and personal information of our residents.

This includes understanding and complying with the provisions of the Health Information Act, Freedom of Information Act, the Protection of Privacy Act, and any applicable regulations and privacy legislations.

The use and disclosure of health information is in accordance with the Health Information Act to authorized individuals based on the “need to know” principle.

The privacy of a resident is acknowledged and respected and unless the resident requests otherwise, general information (location, general comments on progress and prognosis) will be provided to family and friends.

If a resident requires a greater degree of privacy, a detailed discussion with the Managing Director should take place immediately upon admission to Westview Care Community.

For further information, residents and family members are encouraged to contact the Care team or Managing Director.

We ask that residents and visitors respect the confidentiality of others by not disclosing information inadvertently overheard or seen while at Westview Care Community.

PROTECTION for PERSONS IN CARE

Protection for Persons in Care promotes prevention and responds to reports of abuse of adult Albertans receiving care or support services from publicly funded service providers, such as: hospitals, seniors' lodges, nursing homes, mental health facilities, shelters, group homes, addictions treatment centers, many settings funded by the Persons with Developmental Disabilities program, and other supportive living settings.

Anyone who reasonably believes a person residing in a Care Centre is being abused has the responsibility to report the suspected abuse by calling or writing to Alberta Health.

Please note that the Protection for Persons in Care is not a crisis line and is only operated on weekdays from 8:15 a.m. to 4:30 p.m. If a person's safety or well-being is in immediate danger, or if the abuse is criminal in nature, contact your local police station or dial 911.

Protection For Persons in Care
Station M, Box 476
Edmonton AB T5J 2K1
Phone: 1-888-357-9339

www.seniors.alberta.ca/protection

ACCOMODATION CHARGES

The resident (or legal representative) assumes responsibility for any charges applicable, for the services provided at the facility.

You are responsible for paying no later than the tenth (10th) business day of each month the charges for basic rent and any optional services that Westview Care Community provides. In case of occupancy of less than a full month a daily fee amount shall be charged.

Please refer to the Supportive Living *Financial Responsibility Agreement*. Westview Care Community may change the base rent, and applicable fees and charges as the Board of Directors deems reasonable. A three-month notice will be given in advance of this increase.

In rare occasions it may be necessary to request a resident to move to an alternative suite. Westview Care Community reserves the right to so.

If a resident requests to move to an alternate room, a fee of up to \$500 may apply for repainting/refurbishing the room.

| Description | Monthly Charges |
|--|-----------------|
| Basic Service Rates: | |
| Suite | \$2,790.00 |
| Double Occupancy | \$4,184.00 |
| Care added level 2 | \$218.00 |
| Care added level 3 | \$546.00 |
| Care added level 4 | \$1,310.00 |
| Optional Services: | |
| Telephone (internet phones) | \$20.00 |
| Telephone | \$25.00 |
| Long Distance Charges | \$0.05/minute |
| Personal Laundry Services per Resident | \$53.00 |

The resident (or legal representative) agrees to assume responsibility for any other costs that may be incurred, subject to the exclusions or limitations of those guidelines.

Applicable charges may include:

- Rental accommodation
- Medication
- Toiletries
- Residential services such as telephones and/or internet services
- Medical supplies and equipment

You are required to pay for all other charges incurred which are not the responsibility of Westview Care Community and are payable immediately upon receipt of a statement of such charges. (Examples: Pharmacy service and medications, ambulance transport, incontinent supplies, oxygen therapy, newspapers, etc.)

You are responsible for making arrangements independent of Westview Care Community for the payment of personal goods and services received from external sources or organizations.

Extended leaves of absence for longer than 30 days are not encouraged. Where this becomes necessary discussion must take place with the Managing Director.

OPTIONAL SERVICES

Hairdressing

| | |
|----------------------|---------|
| Set..... | \$20.00 |
| Hair Cut & Set | \$37.00 |
| Perm..... | \$80.00 |
| Hair Cut..... | \$17.00 |

Massage Therapy

| | |
|-----------------|---------------|
| 15 Minutes..... | \$35.00 + GST |
| 30 Minutes..... | \$60.00 + GST |
| 45 Minutes..... | \$75.00 + GST |
| 60 Minutes..... | \$90.00 + GST |

Foot Care

| | |
|----------------|---------|
| Foot Care..... | \$60.00 |
|----------------|---------|

(Initial assessment is \$90.00)

Hearing Aid Batteries

| | |
|-----------------------------|--------|
| Hearing Aid Batteries | \$1.50 |
|-----------------------------|--------|

Stockings

| | |
|-----------------|--------|
| Stockings | \$5.00 |
|-----------------|--------|

Guest Meals

If you have visitors who wish to stay for a meal, please notify the dietary staff ahead of time, preferably before 9:00 AM of that day. Meal charges are as follows:

| | <u>Adults</u> | <u>Children (under 10)</u> | <u>Spouses</u> |
|-----------------------|---------------|----------------------------|----------------|
| Dinner | \$12.00 | \$8.00 | \$7.00 |
| Breakfast & Supper | \$8.00 | \$7.00 | \$5.00 |
| Children under 3 FREE | | | |

Residents from LTC may only come to the Suites for meals if they are accompanied by family/friends other than a Suites resident.

Note: Charges are subject to change. Changes will be posted appropriately

FINANCIAL ASSISTANCE in ALBERTA

You are eligible for benefits under the Continuing Care Act if you have been a resident of Alberta and you have been assessed in accordance with the regulations as requiring facility-based care.

When a new resident is admitted, Westview Care Community will apply to Alberta Seniors Benefit for any income supplements available.

Canada Pension Plan/Old Age Security & Disability Benefits

Phone: 1-800-277-9914

Website: www.servicecanada.gc.ca

AISH (Assured Income for the Severely Handicapped)

Phone: 1-866-644-9992

Website: www.seniors.gov.ab.ca/aish

Alberta Seniors Benefit

Phone 1-877-644-9992

Website: www.seniors.gov.ab.ca

Alberta Income Support

Phone: 1-866-644-5135

Website: www3.gov.ab.ca/hre

For further information regarding Seniors Programs and Services, please contact the Alberta Supports Contact Centre toll-free at: 1-877-664-9992.

ALBERTA AIDS TO DAILY LIVING

The Alberta Aids to Daily Living (AADL) Program is a provincial program that assists Albertans in receiving basic medical equipment (such as wheelchairs, walkers) and supplies for more independent functioning. The AADL Program operates on a cost share basis and residents may be eligible for full benefit assistance with AADL.

Residents will be assessed; and if required, referrals will be made to Occupational Health or Physiotherapy. This will ensure equipment and/or medical-surgical supplies that are required, but not provided or funded as part of the continuing care health services, can be accessed.

For further information on Alberta Aids to Daily Living, please call AADL by dialing 310-0000, then enter 427-0731 or access their website at: www.seniors.alberta.ca/AADL

DISCHARGE & TERMINATION

Residents and/or their legal/financial representative may terminate the Resident Admission/Financial Agreement at any time with or without cause, by providing thirty (30) days written notice to Westview Care Community through the Managing Director. This written notice must identify the date when the termination is to become effective.

The Resident Admission/Financial Agreement may be terminated by Westview Care Community at any time in accordance with the following:

- ◆ A finding by Westview Care Community shows that this home no longer meets the residents' needs.
- ◆ A failure of the resident to pay the accommodation charges and additional charges for services.
- ◆ The resident or legal representative's non-compliance with the care center's policies and procedures.
- ◆ If the resident is engaging in behavior that is dangerous or threatening to themselves or others in Westview Care Community.

For further details please refer to the Resident Admission/Financial Agreement signed at the time of admission.

Note: a move to the Palliative Care Room is not considered a discharge.

WESTVIEW CARE COMMUNITY HISTORY

Westview Care Community had its beginning in 1945. It was then known as the Linden Nursing Home. The building was a two-story house, moved from the Swalwell area to our present site. Linden Nursing Home served as a home for the elderly as well as a maternity ward. In 1964, the current structure was built, consisting of ten semi-private rooms and seventeen private rooms, a total of thirty-seven beds.

In 2007 an independent living wing, with six suites, opened. Soon it became apparent that we needed to provide light care for the residents, and this became a supportive living unit, providing 24-hour care. In January of 2014 we added twelve more suites to make it an 18-suite supportive living facility.

GOVERNANCE: BOARD of DIRECTORS

Westview Care Community is representative of the mission outreach of the three congregations of the Church of God in Christ Mennonite, at Linden, Alberta. A volunteer Board of Directors consists of seven members who are elected by the above-named church. The Board meets regularly and is responsible for ensuring that all residents receive high quality care, which aligns with the objectives of the Mission Statement, and to maintain the financial viability of the facility.

Westview Care Community leadership reports regularly to the board to review and address strategic and operational plans including resident safety and quality reports.

Westview Care Community releases its audited financial report summary to its stakeholders through a Church of God in Christ Mennonite publication along with a written report on the overall operations throughout the last fiscal year. Meetings are held as needed with the three local Church of God in Christ Mennonite in the Linden area to keep the stakeholders informed and ensure the facility continues to align with the strategic objectives and goals of the stakeholders.

STANDARDS & AUDITS

In Alberta, there are two sets of legislated Standards which assist Alberta Health in monitoring health services and accommodations services in continuing care.

1. The Continuing Care Health Service Standards
2. The Continuing Care Accommodation Standards

These Standards support a safe and comfortable environment that increases the quality of life for Albertan's residing in care centers.

All facilities, including Westview Care Community, undergo both **internal** and **external** audits to ensure compliance with all Standards.

From time-to-time residents and their legal/financial representative or approved family member may be approached by an Auditor to participate in a voluntary interview session. Please keep in mind that all Auditors wear official identification and will be happy to answer questions pertaining to the Standards.

Residents and families may view the results of the internal and external Continuing Care Health Services Standard audit results, and the Accommodation Standards audit results by contacting the Managing Director.

CONTINUING CARE HEALTH SERVICE STANDARDS

The Continuing Care Health Service Standards address the publicly funded basic health care and personal care services provided to continuing care residents. This includes assessed health and personal care services provided by nurses, therapists, health care aides and other health care professionals.

Alberta Health Services Seniors Health – Central Zone conducts biennial internal audits of all facilities and programs that fall under the Continuing Care Health Service Standards mandate.

Alberta Health also conducts Continuing Care Health Service Standards audits, although their mandate is different than that of Alberta Health Services.

ACCOMMODATION STANDARDS

The Continuing Care Accommodation Standards were developed to ensure facilities maintain a high quality of accommodation services that promote safety, security and quality of life. All care facilities must be licensed, and compliance is monitored through annual site inspections.

Certificates are issued by the Alberta Health Compliance and Monitoring Branch after a monitoring visit has occurred and will be posted within the facility in a visible location.

For further details or information related to the Continuing Care Health Services Standards or the Continuing Care Accommodation Standards, please contact the Managing Director or Alberta Health.

Alberta Health
Standards Compliance and Licensing
Branch 780-644-8428 or
www.health.alberta.ca

ACCREDITATION CANADA

Accreditation is a process used by health care organizations to accurately assess the level of performance in relation to established standards and to implement ways to continuously improve processes, quality and safety of all services.

Westview Care Community participates in an accreditation program through Accreditation Canada and certificates of Accreditation are displayed in prominent locations.



Accreditation Canada
1150 Cyrville Road
Ottawa, Ontario
K1J 7S9

1-800-814-7769

LearnMore@accreditation.ca

ALBERTA OMBUDSMAN

**The Alberta Ombudsman operates independently from Alberta Health Services.*

The Alberta Ombudsman objectively investigates complaints to determine whether a public agency in question has acted fairly and reasonably, and whether their actions and decisions were consistent with relevant legislation, policies and procedures. Impartial and independent from the government, the Ombudsman is open, approachable and responsive to the questions and concerns of all Albertans.

The Alberta Ombudsman will determine administrative fairness, conduct thorough, impartial and independent investigations of complaints, look for fair resolutions and make recommendations to improve practices of public agencies.

The Alberta Ombudsman may launch investigations stemming from the Ombudsman's own initiative or from a referral by a committee of the Legislative Assembly or a Minister of the Crown and will provide recommendations to resolve issues of unfairness and improve administrative processes.

The Alberta Ombudsman will not act as an advocate for complainants or represent government departments or professional organizations. The Alberta Ombudsman will only investigate complaints after all rights of a review or appeal have been exhausted or until the time limits to exercise those rights of review or appeal have expired.

If the rights of review or appeal or other remedies were available to you and you did not exercise them, the Ombudsman may decide to refuse to investigate your complaint.

The Alberta Ombudsman will not investigate complaints involving federal or municipal governments, policies, universities, schools, companies or individuals. Nor will they investigate complaints about decisions of the courts or issues that are or may be before the courts, complaints about MLA's and individual elected officials, including government Ministers.

For assistance from the Alberta Ombudsman Office please call: 780-427-2756.

OFFICE OF THE PUBLIC GUARDIAN & TRUSTEE

The Office of the Public Guardian & Public Trustee provides assistance in both personal and financial matters such as:

- ◆ Personal Directives
- ◆ Supported Decision-Making
- ◆ Co-Decision-Making
- ◆ Guardianship of an Adult
- ◆ Specific Decision-Making
- ◆ Trusteeship
- ◆ Official Guardian of a Minor
- ◆ Estates for Deceased Persons
- ◆ AISH Benefits Administration Program
- ◆ Enduring Power of Attorney

For further information, you may contact Office of the Public Guardian & Public Trustee at:

(Guardianship)

4th Floor, 108 Street
Building 9942-108 Street
Edmonton AB T5K
2J5 Phone: 780-
427-0017
www.humanservices.alberta.ca



(Trusteeship)

4th Floor, Brownlee
Building 10365-97 Street
Edmonton AB T5J 3Z8
Phone: 780-427-2744
www.humanservices.alberta.ca



The Health Quality Council of Alberta gathers and analyzes information, monitors the healthcare system and collaborates with Alberta Health, Alberta Health Services, health professions, academia and other stakeholders to translate that knowledge into practical improvements to health service quality and patient safety in the healthcare system.

The Health Quality Council of Alberta will:

- ◆ Measure, monitor and assess patient safety and health service quality.
- ◆ Identify effective practices and make recommendations for the improvement of patient safety and health service quality.
- ◆ Assist in the implementation and evaluation of activities, strategies and mechanisms designed to improve patient safety and health service quality.
- ◆ Survey Albertans on their experience and satisfaction with patient safety and health service quality.
- ◆ Assess or study matters respecting patient safety and health service quality.
- ◆ Appoint a panel and provide administrative support for public inquiries relating to the health system, as directed by the Lieutenant Governor in Council.

Detailed survey results or information can be viewed on the Health Quality Council of Alberta website at:
www.hqca.ca

WESTVIEW CARE COMMUNITY CONTACTS

Westview Care Community 403-546-3966

Westview Care Community (Fax)..... 403-546-4061

Dalys Mandel (Managing Director)

Debbie Grierson (Nurse Manager)

Lisa Jansen/ Kayla Parrott (Supportive Living Case Manager)

The Front Desk hours are from 8:00-4:00. Following are the extensions to reach the different departments. Evenings & weekends you will need to press 4 to speak to the charge nurse.

| | |
|-----------------|---|
| Front Desk | 0 |
| Westview Suites | 1 |
| General Manager | 2 |
| Kitchen | 5 |
| Recreation | 6 |

Email Contacts:

| | |
|--------------------------------|--|
| General Manager | dalys@westviewcare.ca |
| Office Manager | donnalynn@westviewcare.ca |
| Nurse Manager | debbie@westviewcare.ca |
| Supportive Living Case Manager | kayla@westviewcare.ca |