



WESTVIEW
CARE COMMUNITY

we care...

Resident & Family Handbook

Continuing Care Home Type A

County #304064 Rg Rd 25-4
Box 220 Linden, AB T0M 1J0
Ph# 403-546-3966
Fax# 403-546-4061

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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.

*Specific details regarding your care or services will be provided at the time of admission. *

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. In addition, the facility provides dietary, pharmacy, physical therapy, occupational therapy, recreational therapy, housekeeping, laundry, and maintenance services.

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

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 with your beliefs, values, preferences, and changing capacity.
- Make your room within Westview Care Community comfortable and homelike.
- If living in a semi-private room to have a compatible roommate.
- 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.

CONTINUING CARE HOME Type A (previously LONG-TERM CARE)

Continuing Care Home facilities are designed specifically for individuals with complex, unpredictable medical needs who require 24-hour on-site Registered Nurse assessment and/or treatment. Rooms in Continuing Care Homes are already furnished with a hospital bed, dresser, and closet.

Rooms in Continuing Care Homes may be private or semi-private and residents are welcome and encouraged to bring small, special items from home to make their space their own.

Recreation staff offer many enjoyable recreation and leisure activities to help promote wellness and independence.

Direct health care services are provided on site, including physician visits, hair care, massage, foot care and dental hygiene. Residents may need to go off site for consults and outside care providers.

Individuals are responsible for the cost of accommodation fees or rent in Continuing Care Homes, as well as for any additional care or support services requested that are not already part of the care plan completed by the Health Care team.

Continuing Care Homes are for those individuals who have highly complex and unpredictable health needs whose care cannot be safely provided in their own home or in supportive living. Continuing Care Homes may be right for individuals with:

- Serious fluctuations in health status requiring immediate health professional assessment.
- A need for medication management and other treatments.
- Conditions requiring the continued presence of a Registered Nurse and the consultative availability of rehabilitation or dietary professionals.
- Unpredictable or unstable behavior that places the individual or others at risk.
- Complex end of life care needs.

In Continuing Care Homes, Registered Nurses supervise care 24/7 and professional nursing services may be provided by Licensed Practical Nurses. There is 24-hour on-site (unscheduled and scheduled) personal care and support

provided by Health Care Aides.

Other health care professionals are available depending on an individual's assessed needs. Family (approved by resident) and other informal caregivers are important members of the care team and are welcome and encouraged to participate in care and planning.

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 Director of Care (or the nurse in charge when the Director of Care 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 Director of Care 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 Director of Care, the palliative care room may be used for respite care as the need arises.

PRIVATE ROOM AVAILABILITY

Once the client has been placed in a residential setting, charges are based on the established room rate for the level of care and room. Your choice of accommodation will depend on the availability of rooms. Private and semi-private rooms may be available. On admission you will be asked if you would like to be on the private room wait list. Residents may be moved from a semi-private room to a private room on the request of the resident and/or family, as private rooms become available.

Private rooms are assigned to residents on this request list on a first come first serve basis, or to other residents when there is a greater need elsewhere within the facility, or to accommodate a new resident incompatibility, at the discretion of the Director of Care. Residents may be moved from a private to a semi-private room at the discretion of the Director of Care for the above stated reasons as well.

The purpose of this policy is to keep our beds full and thereby allow the residents and the community to make the best use of our facility.

WHAT TO BRING ON ADMISSION DAY

GREEN SLEEVE, POA & PDA documents, AND VOID cheque

List of Suggested Items of Clothing and Personal Effects:

MEN

7 shirts

7 trousers

7 undershirts, under shorts

4 pairs pajamas, 1 dressing gown (long)

7 pairs of socks

1 pair non-skid slippers

1 pair oxford shoes

2-3 cardigans (washable)

belt/suspenders/electric razor/shaving equipment

WOMEN

7 dresses and/or 7 skirts, blouses
and/or 7 pants and tops

4 slips, 4 undershirts/bras

4 nightgowns, 7 pairs of panties

7 pairs stockings and/or socks

1 pair non-skid slippers

1 pair oxford shoes

2-3 cardigans (washable)

Guidelines for Selecting Clothing

- all articles of clothing must be machine washable and “no iron”
- residents are encouraged to dress in their own clothes
- shoes should be comfortable and provide adequate support with a non-skid sole
- clothing should be of appropriate size, loose fitting, front opening
- all items of clothing and personal effects must be clearly labeled with the resident’s name (laundry services will label clothing)
- suitable outdoor clothing should include coat, mitts, cap for winter, sun hat for summer

Personal Furniture, Items and Storage

- Rooms are furnished with a bed. A resident may use their own furniture and chair, provided the chair is upholstered with an impermeable material to ensure adherence to IPC regulations. Please do not purchase furniture without the approval of the Director of Care.
- As space permits, you are encouraged to bring a few pieces of your own furniture and knickknacks from home. We accept no responsibility for personal possessions in your room. The only storage space is in your room.

Other Personal Effects Could Include: Bed comforter (double bed size and washable), clock, calendar, pictures as preferred.

ADMISSION DAY SCHEDULE

1. Shortly after arrival a multidisciplinary meeting will be held to introduce you to our team. This will usually include Nursing, Physiotherapy, Recreation and Dietary.
2. Admission assessments will be completed by the nurse. These assessments will include:
 - Assessment of activities of daily living, ability and support required
 - Head to Toe physical assessment, Vital signs & Weight
 - Medical/Surgical history completed
 - Immunization history and status reviewed
 - Skin breakdown risk determined
 - Wound Assessment
 - Risk for falls assessment
 - Lift transfer ability and assistance required
 - Nutrition Assessment, Eating and swallowing screening
 - Bedrail Safety Assessment
 - Assessment of behaviors, risk for elopement reviewed
 - Suicide Risk Assessment
3. You will be asked to sign the following:
 - Consent for Release of Health Information
 - Consent for Medical Services
 - Financial Responsibility Agreement
 - Pre-Authorized Debit Agreement
4. Orientation will be given to unit layout and routines and help with labelling personal care items and taking clothes to laundry for labelling.
5. You will be introduced to our Emergency & Disaster Management Plan and review the Resident Handbook.
6. You are welcome to a complimentary dinner here with your family member.

TELEPHONE, ELECTRICAL DEVICES, INTERNET

Telephone lines are rented through Westview Care Community. The resident is responsible for paying a hookup charge and the monthly charges, including long distance charges.

If residents wish to have a private telephone installed at their bedside, the resident or their legal/financial representative or approved family member are responsible to make the arrangements at the office. The connections may take a few days, therefore remember to plan. The charge for the phone line will be billed on the monthly invoice. The resident provides the telephone and phone cord.

When residents choose to relocate rooms, they are responsible for any cost incurred with the phone transfer. When relocations are requested by Westview Care, the cost of the telephone transfer will be incurred by Westview. If telephone problems are encountered of an internal nature Westview Care Community will cover the cost of the repairs.

There is a telephone located outside the Resident Care Manager's office and on the west hallway. Residents may use these telephones.

****All phone billings will be directed to the resident and/or their legal/financial representative***

All electrical devices brought to Westview Care Community, such as lamps, razors, televisions and radios must first be inspected by Westview's Maintenance Department. If the electronic device does not meet CSA Standards or does not have an affixed CSA approval sticker, an alternate device will be required.

Internet - Access to the internet is available through the facility. The residents and family may use the Guest wifi. The password is available through the office.

LAUNDRY and LABELLING of CLOTHES

On admission all clothing will be taken to the Laundry for labelling. All clothing is clearly marked by laundry staff.

Machine washable personal clothing and slippers will be laundered for residents. Dry cleaning services are available through local agencies and will be arranged by the facility staff or by your family, but payment of charges for such services will be your responsibility.

Westview Care Community will not be responsible for damage to, or loss of your clothing. Losses should be reported immediately. Every effort will be made to avoid loss of clothing. Repair of clothing will be done as much as possible by Westview Care Community. Alterations are the resident's family's responsibility, though there is someone available to do these alterations on request. Towels, washcloths, sheets, etc. are supplied and laundered by the facility.

TEAM MEMBERS

Business Office

The business office is open from 9:00 AM to 4:00 PM, Monday to Friday, excluding Statutory Holidays. All your business is transacted here, including payments for accommodation, deposits to and withdrawals from the resident's Trust Account, and other business matters relating to your life here in the facility. Payments for accommodation are paid in advance with Pre-Authorized Debit.

Mail - A Care team Member will ensure residents receive any incoming mail on a regular basis. Address mail to residents c/o Westview Care Community, Box 220, Linden, AB T0M 1J0. For outgoing mail, postage may be purchased at the office.

Unit Clerk: The Unit Clerk will assist in the provision of general information and provide clerical support to the health care staff including scheduling of resident appointment calendar.

Medical and Pharmacy Team

Physician: will be assigned to each resident on admission and will visit Westview Care Community every other week and will see any of the residents who need medical attention.

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

Registered Nurse (RN): Registered Nurses are professional nurses who provide expert knowledge, guidance and mentorship to students and other health care workers. Registered Nurses provide a wide variety of nursing services to patients with stable and unstable complex needs not limited to; medication administration/injections, assessment, monitoring, wound care, documentation of symptoms, reactions and progress. Registered Nurses will also assist Physicians during procedures and provide education and information to patients, families, caregivers and health care staff.

Westview Care is staffed 24 hours by an RN.

Licensed Practical Nurse (LPN): Licensed Practical Nurses are professional nurses who work with the Registered Nurses on assessment, planning, implementation and evaluation of patient care including prevention, acute treatment and management, long term and palliative care.

Health Care Aide (HCA) or Nurse Aide (NA): 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. Assistance will be given, when necessary, in washing, bathing, dressing and other activities of daily living. Assistance will also be given in maintaining motivation to live a meaningful life. Every effort is made to promote independence as much as is possible. This will not only help to maintain your abilities but contributes to a feeling of self-respect. Thus, even though it may take longer for you to do things for yourself, the role of the nursing staff and visitors is to assist and encourage wherever possible rather than “take over” for you.

Pharmacy: Pharmacists are present at all medication reviews. All medications are obtained from a pharmacy and are administered by the nursing staff as prescribed by the physician. All medications are obtained from a pharmacy and are administered by the nursing staff as prescribed by the physician. Prescription drugs, other medication, and dressing supplies will be provided by Westview Care Community.

Dietary Team

Food services are provided under the direction of a Dietary Manager and Dietitian. Special diets and texture modified diets will be provided as ordered by your physician or the dietitian. You will be expected to maintain and cooperate with your diet if you are on a special diet. Special event meals (e.g. Christmas and Easter) will be provided.

All residents are encouraged to have their meals in the dining room. Bedridden residents will be served in their rooms when necessary. If you need assistance with your meals, you will receive this service.

Although it may not be possible to cater to each individual preference, every consideration will be given to special likes and dislikes, as well as to requirements of religious beliefs. Any problems should be discussed with the dietitian and/or Dietary Manager.

Environmental Team

Housekeeping services are provided for all areas of the facility. Thorough cleaning of your room will be done quarterly. You and your family are requested to cooperate with the staff in maintaining a clean and sanitary environment. The housekeeping department will water plants if a resident is unable to do so.

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

You will be encouraged and given every opportunity to maintain your existing hobbies and to become interested in new ones. Westview Care Community employs a full-time Activity Coordinator, and facilities are provided for you to take part in varied activities. Outings are arranged (handi-bus available) to various places and activities from time to time. Your family is encouraged to visit regularly and whenever possible take you with them to social functions in the community or home for a visit, etc. Birthdays are recognized.

The Recreation Department encourages families to participate in ongoing activities, outings, and special events. We ask that you leave “comfort” money at the Business Office for outings and for miscellaneous costs. This money is kept in a Resident Trust Account.

Westview Care Community has a Volunteer Program. Volunteers may help with various needs such as feeding residents, visiting with them or taking them to appointments as appropriate.

Rehabilitation Team

Rehabilitation is the “restoration of an individual disabled by disease, injury or congenital abnormality to an optimal state of medical, social, psychological and vocational functioning.”

The goal of rehabilitation is to assist the disabled person to achieve and maintain the highest level of physical and mental well-being according to his/her needs and ability. This is accomplished through the combined efforts of an Occupational Therapist and Physical Therapist whose services are offered and designed to enhance the lives of the residents at Westview Care Community.

Physical and Occupational Therapists visit Westview Care Community on a regular basis for assessment and consultation.

Pastoral Care, Religious Services

Personal Chaplain services from any denomination are welcome so you may arrange visits from your own minister if you so desire. You may register your own minister's name on the Chaplain list kept at the nurses' station.

Worship services are held in the front lounge of Westview Care Community regularly by the Church of God in Christ, Mennonite, and everyone is welcome to attend.

****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.

MULTIDISCIPLINARY TEAM CONFERENCE

All residents in Continuing Care have a multidisciplinary team conference annually. Attendance may include, but is not limited to the following: Physician, Registered Nurse, Licensed Practical Nurse, Health Care Aide, Dietician, Pharmacist, Physical Therapist Assistant and Recreational Therapist Assistant.

Notification of the conference date and time will be communicated to the resident and their legal/financial representative or approved family member. You are invited to participate in person or via phone call.

CARE PLAN & REVIEWS

A resident specific care plan is completed on admission. Then the care plan and medications are reviewed at minimum quarterly, and upon change of health status.

Residents have the right to invite individuals of their own choice 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 COUNCILS

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. In the event that you or your family members' 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. There will be a form on our website to download as well. 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 Transitions

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

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 our nursing staff, with two sources and signed by current physician. There will also be assessments completed to ensure the care plan is up to date.

Passes & Leave of Absence

When it is deemed appropriate for a patient/resident's wellbeing, Westview Care Community will accommodate an authorized leave of absence or pass from the facility.

1. Residents of Westview Care Community are entitled to unlimited passes (social leave).
2. Accommodation rates are applied during any leave of absence.
3. Passes may be authorized by the nurse-in-charge.
4. Residents are entitled to medical leaves of absence, in total not more than 50 days per calendar year.
5. Residents going on a pass are entitled to receive prescribed medications, which are dispensed and labelled by Pharmacy or Nursing.
6. Appropriate instructions are provided by nursing staff to resident/families prior to leaving on pass (e.g. medications, diets, etc.)
7. Nursing staff informs other disciplines involved with the resident of the absence.
8. The absence is recorded in the resident health record and the "Release of Responsibility While on Pass" logbook.

VISITOR INFORMATION

When entering Westview Care Community, you are entering the **home** of all our residents. Visitors are asked to respect privacy and the need for a quiet and calm environment. Children of all ages are always welcome, but we do ask that children are supervised accordingly.

Family and friends are invited to visit regularly, and we encourage participation in recreational activities, programs, outings and special events with our residents. For information on activities and program schedules, please refer to the recreational calendars posted within Westview Care and on our website: www.westviewcare.ca.

Visiting is a primary way to stay connected. Family and friends may want to continue life- long routines and make visits around these activities, such as sharing a meal together. Visits can be more social by attending group activities such as musical events or special outings. Visits can also be more personal - enjoying quiet times alone reading or reminiscing. Visits from family members, such as grandchildren, are highly encouraged and the main objective is to make each visit and time together as meaningful as possible.

Making the Most of a Visit

One of the questions staff are frequently asked is *“what should I do when visiting?”* Think of what you did together in the past - Did you listen to music together? Play cards? Watch television/movies? Go for walks? There is no reason why you cannot continue, as activity-based visits will make the most of your time together.

Tips for Visiting

- ◆ Bring the family pet for a visit. *Please remember to check with the Managing Director in advance to make sure there are no barriers to the visit.*
- ◆ Record family events where the resident is not able to attend and view together.
- ◆ Spend time reading the local newspaper or looking through family photographs.
- ◆ Take time to reminisce. Starting the conversation with *“Tell me about when.....”* is a great opener.
- ◆ Treat a female resident to a manicure, fix her hair, play cards or watch a favorite sporting event with a male resident.

- ◆ Visiting should be pleasant and enjoyable for family, friends and the resident. Plan ahead, involve the resident, and above all do not let his or her resident status interfere in the wonderful relationship you have always enjoyed.

Sharing Information

Family can play a vital role in easing the transition from home by sharing knowledge about loved ones. Communicating appropriate information about their family members' personal life, occupation, and daily routines can greatly assist staff in caring for the resident and help staff develop a sense of the person the resident was before moving into Westview Care Community.

Family may also be able to pass on strategies that have worked while caring for their loved one. All of this information will help the staff provide individualized care.

Tips for Communicating

- ◆ Place yourself at eye level.
- ◆ Show respect with your words and actions.
- ◆ Be aware of changes in mood or behavior during a visit and adjust what you do and say.
- ◆ Keep a normal conversational tone and use facial expressions and gestures to emphasize your meaning.
- ◆ If someone is hard of hearing, move closer, look directly at them; speak in a lower pitch and speak slowly.
- ◆ Be patient and give time to respond.

Meals for Visitors:

If you have visitors who wish to stay for a meal, please notify the dietary staff ahead of time, preferably before 10:00 AM of that day. Meal charges are as follows:

	<u>Adults</u>	<u>Children</u> (under 10)
Dinner	\$12.00	\$8.00
Breakfast & Supper	\$8.00	\$7.00
Children under 3 free		

Resident's spouse is \$7.00 for dinner & \$5.00 for supper.

Most Importantly

Filling every moment with "talk" is not always possible or necessary. Just being there and sitting with your loved one or just holding hands is a great way to communicate.

*The best & most beautiful things in the world
cannot be seen or even touched.*

They must be felt with the heart.

-Helen Keller



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 at the front entry wall folder.

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.

Emergency Call Systems/Communication Systems: Residents may have access to call bells, pendants, wrist wander guard, bed alarms etc., 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 Preparedness Plans, Contingency Plans and Fire Evacuation Plans: A disaster and emergency preparedness plan are developed and implemented. The plan 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.

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.

Managed Risk Agreements: In the event of a resident and/or Personal Directive Agent choosing to go against medical advice or best practice, a Managed Risk Agreement may be drawn up and agreed to by all parties involved.

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 in order 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 quarterly 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 as we together work toward fall prevention.

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 Polices & 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, or 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: Health care staff will review your vaccination history on admission. Our 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.

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 either quarterly, every six months, or annually depending on the results of the assessment. This will then inform us of the risk for pressure injuries and assist us in developing a care plan to reduce risk.

Goals to prevent pressure injuries are as follows:

- 1) **Manage moisture and incontinence.** Products we use for incontinence keep moisture from sitting against skin. Moisture creams are applied daily as per each residents' care plan.
- 2) **Enhance mobility and activity.** Decreased mobility increases the risk of pressure injuries. Staying as active as possible is very important. Our physio team works to assist in keeping our residents active.
- 3) **Optimize nutrition and hydration.** Our dietitian is notified of the risk for pressure injuries so that diet may be supplemented with increased protein as needed.
- 4) **Minimize pressure, shear and friction.** If the resident is assessed at medium to high risk for pressure injuries, the resident will receive a pressure relieving mattress. Wheelchair Roho cushions will also be used.
- 5) **Skin integrity is maintained and assessed.** Our health care team is trained to continuously monitor and report signs of skin breakdown.

SAFE BATHING

Westview Care Community is committed to the provision of safe bath and shower water temperatures for all residents receiving assistance with bathing and 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 or bath.

A daily water temperature check of the maximum hottest flowing water at each therapeutic tub is performed prior to the first bath of the day. This monitoring ensures that water temperatures are in accordance with the Alberta Health Services' Safe Bath Temperature – Hottest Flowing Water Procedure.

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

Staff will perform three (3) water temperature checks for each bath and 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.

Residents are provided with the opportunity for bathing at minimum, twice weekly by the method of his/her preference or choice 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.

Westview Care Community is committed to ensuring that each resident has a

choice in their bathing routine. When a resident is no longer able to determine their choice, the client legal representative or approved family member will be contacted to review the care needs and establish a safe bathing routine based on choice and assessment with the Care team.

DISCLOSURE of RESIDENT SAFETY INCIDENTS

The following is a guideline of what will be disclosed to residents and/or personal representatives:

- When you need or request the presence of a family member
- When you have a fall
- Any new or unusual treatment e.g. catheterization, antibiotics for infection, antipsychotic medication etc.
- Any significant illness, including pneumonia, admission or a visit to the acute care or the emergency department
- Any significant incident or injury that requires sutures, X-ray, or other intervention
- Any addition of medication for behavior changes
- Any consultation with a specialist
- Any use of or the requirement for a restraint
- Death of resident

At any time, the resident and/or personal representative may talk to the charge nurse to ask for a health update.

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.

Optical Care and Hearing Assistance

Eye examinations can be arranged, when necessary, by Westview Care Community. Hearing testing can also be arranged with the visiting Hearing Aid Company. Hearing aid service and repairs will be arranged when necessary.

Advanced Foot Care

A foot care nurse visits Westview Care Community approximately every 6 weeks. These charges are your responsibility and will be taken from the resident's trust fund.

Massage Therapy

A massage therapist visits Westview Care Community approximately every 4 weeks. These charges are your responsibility and will be taken from the resident's trust fund.

Private Events

Arrangements can be made through the office, unit clerk or the Recreation Coordinator to hold family celebrations for the resident 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.

DEMENTIA CARE INFORMATION

Dementia is a general term that refers to a variety of brain disorders, which involve the loss of memory, judgment, reasoning, and social skills as well as changes in mood and behavior.

Some families may experience difficulty coping with the change in their loved one, but please be assured that Westview Community staff are experienced with dementia care and will support each resident's individual quality of life.

Dementia is expected to more than double in Alberta as the baby boomer generation moves into older age. By 2038, it is estimated that about one in ten Albertans over the age of 65 and nearly half over the age of 90 will be living with dementia.

Albertans can now receive specialized dementia advice available through Health Link. This service helps support individuals and caregivers living with dementia, including those with Alzheimer's disease.

By dialing 811, callers will reach Health Link staff that can assess needs and provide immediate advice or information regarding any concerns, 24 hours a day, 7 days a week. When needed, callers can also be referred to a specialized dementia nurse for additional support.

The dementia nurse, who has extensive training and experience in seniors' health, will be able to do a more in-depth assessment to gain a better understanding of each individual situation. They will provide support and advice to patients and caregivers, as well as link callers to services available in their community.

ALZHEIMER'S DISEASE

Alzheimer's disease is the *most common form of dementia* affecting men and women of all races, religions, and socio-economic backgrounds. Alzheimer's disease is both progressive and degenerative with no known cure, although research is improving the way we provide care. Several support groups are located throughout the Central Zone, which provide information, encouragement, education, and support in an informal setting.

For further information, you may contact the Alzheimer Society for Alberta at: 1-866-950-5465.

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 followed but this 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 means 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

POLICY & GUIDELINES

Employee Involvement 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 Director of Care. 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.

Smoking & Alcohol Policy

The use of alcoholic beverages by residents is not allowed in the facility or on the grounds thereof, with the exception of a physician's written order for medical purposes.

Smoking, or the use of tobacco in any form, is only permitted in the outdoor designated smoking area. The resident is responsible to manage without assistance from Westview staff.

Gifts & Donations

Gifts of money should not be given to individual employees or volunteers. Instead, donations may be given to the facility to be shared by all the employees or used to increase quality of care for the residents. Gifts of gratitude under \$50.00 may be given after discussion with the manager.

Pets

All visiting pets must be clean, in good health and current with vaccinations. They must be kept under control by use of appropriate restraining devices (collar and leash, cage, etc.). Clean up after the animal is expected whether inside facility or on the grounds. WCC has the right to refuse the entrance of any pet that would in their judgment not be deemed safe.

Musical Instruments/Radio/Television

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 rooms or in the sunroom/family room with minimal disturbance to their roommate and the other residents. Headphones would be greatly appreciated. The facility will not provide a cable TV connection. In a shared room the device used to stream content must be portable.

ACCOMODATION CHARGES

Accommodation charges for Continuing Care Home Type A (previously Long-Term Care) are set by Alberta Health. In the event of rate increases, you will be given 60 days' notice. When a new resident is admitted, Westview Care Community will apply to Alberta Seniors Benefit for any income supplements available.

In addition, each resident must assume financial responsibility for such items as dry cleaning services, barber and hairdressing services, drugs and medical supplies which are not covered by Alberta Blue Cross or Alberta Health Care.

Monthly payments are required in advance, by the first of the month.

Continuing Care Home Type A Effective Aug.1, 2025	Charges
Basic Accommodation Rate:	
Private Room	\$80.00/ day
Semiprivate Room	\$69.20/ day
Additional Charges:	
Laundry Services <i>This is a standard charge whether services are used or not.</i>	\$75.00/ month
Personal Care Items <i>This is a standard charge whether services are used or not.</i> <i>This covers items such as:</i> <i>Deodorant</i> <i>Facial Tissue</i> <i>Toothbrush, denture brush</i> <i>Toothpaste, Denture Cream</i> <i>Mouthwash</i> <i>Shampoo and body wash</i> <i>Hand lotion</i> <i>Sunscreen</i> <i>Comb</i> <i>Disposable razors</i>	\$15.00/ month

OPTIONAL SERVICES

Telephone \$25.00/month

Long Distance Charges.....\$0.07/minute

Hairdressing

Set..... \$25.00

Hair Cut & Set..... \$40.00

Perm & Trim..... \$84.00

Hair Cut..... \$25.00

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)

Guest Meals	<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			

Stockings/Edemawear (charged to Trust fund as needed)

Stockings.....\$5.00

Hearing Aide Batteries (charged to Trust fund as needed)

Hearing Aide Batteries.....\$1.50

Appointment Charges

Residents will be asked to reimburse Westview Care Community for travel costs and wage costs for accompanying staff.

ACCOUNT PAYMENT & TRUST ACCOUNTS

Upon admission to Westview Care Community, the resident or legal representative signs consent at the Business Office to pay the monthly charges. Our current policy is that accounts are payable in advance on the first of every month.

Please make monthly payments by Pre-Authorized Debit. The forms are available at the Business Office. Make cheques payable to: Westview Care Community. If paying in person, all payments are to go to the Business Office at the main entrance of Westview Care Community. If paying by mail, send to: Westview Care Community, Box 220, Linden, AB T0M 1J0.

We encourage residents to set up a Trust Fund with Westview Care Community for "comfort money". It is recommended that not more than \$5.00 be kept at the bedside. A sum of \$100.00-200.00 per month is suggested for the Trust Fund and should be sufficient for most of the residents' personal requests, which include telephone, hairdressing, massage therapy, foot care, appointment charges, etc.

The resident states the maximum amount for the Trust Fund on the Pre-Authorized Debit Agreement. The Trust Fund will be replenished as needed by adding the authorized amount to the monthly debit. The Continuing Care Act regulates resident money held in trust.

Year-end statements for Income Tax purposes are not issued automatically. If you require a Statement of Attendant Care Expenses, please ask for one at the Business Office.

Legal representatives responsible for the financial affairs of residents (in the form of Trustee or Power of Attorney) are required to provide us with a copy of the legal documents. This is for the protection of the resident and the trustee, as well as Westview Care Community.

Government pension cheques, if received in the business office, will be returned to the family or legal representative. Important documents such as a will, jewelry, and other valuables may be deposited in the safe or taken home for

safekeeping.

Upon death/discharge, all moneys remaining in the resident's trust account, including the unused portion of the accommodation charge, may be held for a period of up to thirty (30) days. After this time, these funds will be returned to the designated individual in charge of the resident's financial affairs.

If there are any further questions regarding resident accounts that have not been answered here, please feel free to contact the Business Office. Administration personnel will be pleased to assist you.

****Westview Care Community is not responsible for lost or stolen items***

PERSONAL EFFECTS/ POSSESSIONS

Westview Care Community cannot assume any responsibility for damage or loss of any items. Every effort will be made to protect them, but we cannot assume any liability when items are not placed in our custody.

It is recommended that:

- the nursing staff be informed of any articles of value that are brought in or removed from the facility
- for items of value, a safety deposit box at a bank should be used or the items left at home
- all clothing and other personal items should be clearly marked with the resident's name to prevent loss, e.g. pictures, jewelry, toothbrushes, combs, brushes, shoes. We take pictures of glasses and arrange to have dentures and hearing aids marked.

Limited space is provided at the bedside for personal possessions. Feel free to bring small items such as pictures, plants, etc. with you to make your room look and feel like home. However, it is suggested you check first with the Director of Care.

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 expects that the resident will apply to Alberta Seniors Benefit and Old Age Security 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 that this Continuing Care 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.

LEGISLATION, 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

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.

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)
 Donna Loewen (Director of Care)
 Lisa Jansen (Resident Care Manager)

The Front Desk hours are Monday-Friday 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
Supportive Living Suites	1
General Manager	2
Resident Care Manager	3
Charge Nurse & Resident Concerns	4
Kitchen	5
Recreation	6
Physio & Occupational Department	7
Unit Clerk	8
Director of Care (Nurse Manager)	9

Email Contacts:

General Manager	dalys@westviewcare.ca
Office Manager	donnalynn@westviewcare.ca
Director of Care	donna@westviewcare.ca
Activity Manager	diane@westviewcare.ca
Resident Care Manager	lisa@westviewcare.ca