



Providence Care Centre Supportive Living Resident & Family Handbook

Excellence Compassion Spirituality Sacredness of Life Justice



Catholic Values, Caring Communities

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About Us

The Father Lacombe Care Society is Calgary's oldest Catholic continuing care provider. Our rich heritage of elder care, education and social services started over 100 years ago, when four Sisters of Providence from Montreal braved the Canadian West and started the Father Lacombe Home.

Central to the Sisters of Providence work is the belief that we are all created in the image of God, equal and deserving of dignity, compassion, and respect regardless of religious faith or social status.

The selfless and pioneering work of the Sisters of Providence is affirmed each day in the actions and call to service for our Board of Directors, staff, volunteers, and physicians. This call to service is a shared experience encompassing an understanding of our history, our advocacy for the future of continuing care, our commitment to person-centred care and our organizational values.

Our Founding Sisters

Our story begins June 22, 1909 - a warm, summer day in Calgary. A train slowly pulls into the Canadian Pacific Railway train station in downtown Calgary. Four Sisters of Providence from Montreal peer from the train car window, excited about the open prairie landscape; the big blue sky and the mission that awaited them. Waiting on the platform to greet them is Father Albert Lacombe (O.M.I) and Father Hetu. Father Lacombe requested the support of the Sisters of Providence to "realize his dream" of building a care home for the "elderly, orphaned and destitute".

In an age when there was almost no government funding for basic services, the Sister's spirit, faith, and resourcefulness helped to care

for Calgary's most vulnerable; the sick, the homeless, the orphaned, and the elderly.

The arrival of Sisters Marie Clarisse, Georgie, Maximina and Louis marked the beginning of a proud legacy of compassionate, Catholic, faith based care and education that continues to the present day.

About Providence Care Centre

Providence Care Centre is located blocks from Fish Creek Park. Built in 2015, our community offers supportive living and long-term care studio suites. A neighbourhood concept, each neighbourhood has 8 to 30 suites, a dining room, living room, lounges and recreation room complete with a country kitchen.

Our studio suites are 320 to 344 sq. ft. with a kitchenette, and an under counter refrigerator. A three piece bathroom with a walk in shower is designed for comfort, privacy and safety. Suites are bright with large windows and ample closet and storage space.

On the main floor, you will find Bistro 1910, gift shop, the Edward and Agnes Rewucki Great Room and the Mother Emilie Gamelin Courtyard. Other amenities include



a hair salon and wellness centre for contracted dental, podiatry,

optometrist and audiologist services. Private dining rooms are available for smaller family gatherings.



Outdoor courtyards are designed with walking paths, raised garden beds, bird feeders and quiet seating areas for relaxation or visiting.

Our Mission and Values

Our Mission and Values define our identity, guide our decisions, inspire our actions, and influence our relationships with our residents, families, and communities.



Our Mission

Continuing the healing ministry of Jesus Christ, the Father Lacombe Care Society is committed to providing person-centred care in the Catholic Tradition.

Our Vision

Catholic Values, Caring Communities

Our Values

Excellence

We are committed to ongoing growth, accountability and innovation.

Sacredness of Life

We cherish all stages of the human journey until and including a natural death.

Compassion

We care for one another with kindness, respect, empathy and dignity.

Spirituality

We are created in the image of God and he dwells within us and among us.

Justice

We live with integrity in relationship to each other and advocate for the powerless and voiceless in our midst.

Greetings From Our Executive Director

On behalf of our leadership team and all staff, I would like to extend a warm welcome to you, your family, and your friends and thank you for choosing Providence Care Centre as your new home!

Father Lacombe Care Society has a rich history and reputation for providing exceptional continuing care services for our residents.

Our dedicated staff, volunteers and physicians continue to live out the mission of our founding Sisters of Providence. Our work is guided by our organizational values where we treat people with respect, compassion, and empathy. In our daily work, we demonstrate integrity, stewardship, and quality, as well as work in a spirit of collaboration and innovation. These are the beliefs that guide our work every day when caring for you.

We have developed this handbook for you and your family to provide you with the best information about your new home. If you have any other comments, questions, or concerns, please talk with your health care team.

Linda Maye

Our Philosophy of Care

Quality of Life

At Providence Care Centre, everything we do is designed to champion the quality of our residents' lives. We believe in celebrating life, building rich relationships, and personalizing our care - so our residents live their lives as they want.

Person Centered Care

Our resident care teams form rich relationships by getting to know you and your preferences, from what time you like to wake up in the morning to your favorite meal. This close relationship helps us make sure you receive the care you need, when you need it.

Our person-centred care philosophy is based on five principles:

- Community and a Sense of Belonging
- Choice and Independence
- Privacy and Dignity
- Communication
- Spirituality



We believe the stronger the relationship with our residents, the better our caregivers can personalize service. That is why all of our residents are cared for by a team of dedicated licensed practical nurses, health care aides and registered nurses, who are responsible for learning each resident's unique needs. They offer a helping hand, listening ear and a

serving heart. They encourage independence, preserve dignity and are here to assist you to live your life to the fullest.

Adjusting to Supportive Living

Moving to supportive living is not easy. It is a difficult decision that usually comes at a time in a person's life when there have been many changes, turmoil, and unknowns. Many families would say having a family member they love move to supportive living is one of the hardest decisions they have had to make. When someone moves into supportive living they may feel overwhelmed, and may experience changes to their independence, role, and family support.

For some families' questions such as, "Have I done the right thing? How will the staff know my dad or mom or spouse as well as I do? How will they know what he or she needs? Can I forgive myself?", continue long after the move, but for most, building trust and connections with the health care team decreases these concerns and questions. Suggestions to help make the move easier for residents and families include:

- Talk openly about the move
- Focus on the positive
- Become involved in decisions and activities related to you or your loved one's care
- Share information with the staff about yourself, your family, and friends
- Personalize your room
- Ensure you have enough personal supplies and clothing
- Get involved in activities of the Resident Council
- Invite visitors when you feel comfortable and settled
- Ask questions

Our pastoral care coordinator may be consulted to support you and your family members during your transition to supportive living.

Our Services

Father Lacombe Care Society provides Supportive Living, Memory Care, Long-Term Care and Adult Day Program services. Our care model focuses on relationship building, fostering choice and independence.

Supportive Living

Every day, our needs change. Supportive living provides for those changing needs using a home care model to provide health and personal care supports on site when you need them. Providence Care Centre provides supportive living services for those residents with predictable medical needs or Alzheimer's or other dementias. Licensed practical nurses and health care aides provide care services under the supervision of the Resident Care Manager and the Alberta Health Services Case Manager.

Memory Care

At Providence Care Centre, we believe safety, independence and dignity should be closely linked. Our Memory Care Neighborhood provides comfort and security in a separate, specially designed setting which looks and feels like home, including safe outdoor activity areas. Activity programs offer multi-sensory experiences, exercise, group, and individualized activities.

Our Memory care program provides a nurturing, compassionate setting focused on preserving dignity, engaging in meaningful activities, and offering ongoing support to residents and their families.

Long Term Care

As needs change, long term care services are available for residents with complex, chronic or unstable medical conditions. Alberta Health Services (AHS) Case Managers will assess care needs and AHS Transition Services Coordinators will determine eligibility for access to higher levels of care. There may be a waitlist to access Long Term Care (LTC) either at Providence Care Centre, or at an alternate site. In LTC, Registered nurses, licensed practical nurses, health care aides provide care services under the supervision of the Resident Care Manager.

Adult Day Program

Since 1997, Father Lacombe Care Society has provided a wellness adult day program for 85 clients. The adult day program provides opportunity for people living in the community to engage with others, participate in recreation activities and receive health monitoring. Emphasis of the Father Lacombe Day Program is on health promotion, wellness, and caregiver respite.

Mind, Body, Spirit

Our vibrant recreation programs are designed around what you find joy in doing, so there's always something fulfilling to do. Whether you prefer leading a bridge club, enjoying a glass of wine with your neighbors, or going on a group outing to a museum, we help you live the life you want. Along the way, you'll build lasting relationships with your fellow residents and the team who cares for you.

With All the Comforts of Home

We embrace all of the comforts of home, from our home-cooked meals made from the freshest ingredients, to the uplifting fragrance of beautiful flowers, to the visiting pets who offer the kind of comfort and

companionship that sometimes another person just can't provide. Our communities are designed to look and feel just like your home, but with hundreds of special touches in place to make your life easier.

Admission Information

Room Offer

When a room becomes available, a resident care manager or nurse will contact you to offer the room and begin the admission process.

Admission Paperwork

Prior to your arrival on site, you will meet members of the nursing team. Together, with you and your family, nursing staff will complete an assessment of your care needs and initiate a care plan.

On the day of admission, you will meet with nursing and administrative team members. To assist our nursing team, we ask that you bring the following:

- Assistive devices such as hearing aids, glasses, dentures, and mobility equipment;
- Current medications including natural health products, herbal remedies, and over-the-counter medications; and
- A list of key family members or others to contact in case of an emergency.

Our administration staff will discuss arrangements for accommodation (rent) payments, establishing a trust (comfort) account and signing your admission agreement. To assist us, we ask that you bring the following:

- Void cheque;
- Personal Health Number (PHN) Card;

- Legal and financial documents such as Enduring Power of Attorney, Personal Directive (Living Will), Trusteeship Order, Guardianship Order and Supportive Decision-making documentation if you have a family member or others supporting or making decisions regarding your care and finances; and
- Birth certificate.

Moving In – Personal Items

Personal items and furnishings can be unloaded at the front door. For emergency reasons, you may not park under the front canopy or the fire lane areas. If you need a moving cart or dolly, please see our receptionist. Maintenance services can assist with picture hanging if you or your family is unable to do so.

You will quickly meet many new faces during the first week you live with us. We are anxious to get to know you and your family, as you are a valuable member of the team. Don't hesitate to ask questions or voice your concerns. Tell us what you like or dislike, and what you need. Although we may not always be able to accommodate your wishes, we will do our best to meet your needs and make your stay as pleasant as possible.

Monthly and Recurring Costs

Rent

You are responsible for paying your monthly rent. Each month, you will receive a statement outlining the rental charges and if applicable, other associated sundry charges such as cable, telephone, internet, and laundry. The rental fees for supportive living and long-term care are set by the Ministry of Health and include all non-medical services (such as meals, housekeeping) and building

costs (maintenance, utilities, etc.). The rental rate is adjusted each July based on the Alberta inflation rate.

Alberta Health Services directly funds nursing and medical care, occupational therapy, and recreation therapy services.

For further information, we encourage you to visit the Alberta Health website: <http://www.health.alberta.ca/services/continuing-care-accommodation-charges.html>.

Other Costs

Depending on your needs, there may be additional costs for items and services such as:

- eyeglasses, hearing aids, dentures
- podiatry, optometry, dental hygienist, audiologist, dentist and other service providers
- mobility aids
- dressing supplies for wound care
- incontinence products
- personal care items and toiletries
- transportation to and from medical and social appointments
- telephone, cable television and internet
- laundry care and dry cleaning
- recreation outings
- laundry labelling

Life in Your New Home

When we think of places to live, it is important to distinguish the difference between housing and home. While housing meets the human need for shelter, home nurtures growth and spirit and is central to our person-centred care principles.

Your Room

Your comfort is important to feeling at home at Providence Care Centre. Your room should be a reflection and an extension of you, however, space and safety for movement of people and equipment need to be considered.

We will provide you with an electric adjustable bed, and a small refrigerator. If you have room, you may bring small pieces of furniture, like a dresser, side table and your favourite chair. To make your room more homelike, you may bring in personal belongings such as a favourite quilt, pictures, a lamp, cushions, and plants. Televisions are restricted to a 40-inch screen. Your television may be safely wall mounted by maintenance services for a fee or placed on your dresser.

For safety reasons, Father Lacombe Care Society maintenance staff will check all electrical devices to verify they meet CSA standards and are in good repair. Some things are hazardous and cannot be brought into the centre. These include:

- Hot water bottles, electric heating pads, microwavable wheat bags, electric blankets, and other warming devices
- Non-electric razors
- Electric kettles, coffee makers, toasters, toaster-ovens and hotplates; and
- Humidifiers.

Heating and ventilation systems in common areas are operated at a level that maintains the centre at a temperature that supports the comfort of the majority of the residents. Your room has an individual thermostat allowing you to set a temperature that is comfortable for you. Speak to the Resident Care Manager or maintenance personnel if you have any concerns.

Clothing

Keep in mind that clothing should be easy care, comfortable and easy to put on and take off. We suggest that all articles of clothing are machine washable and “non-iron”. Wool and delicate fabrics are at risk of damage if washed on site. A dry-cleaning drop off and pick up service is available at reception.

It is recommended that you have at least a seven-day supply of clothing. Suggested clothing includes:

- Enough washable, dryable clothing to last 7 days. This includes dresses, skirts, blouses, pants, sweaters, shirts, and jogging pants;
- 5 undershirts or brassieres
- 12 pairs of socks or stockings (no pantyhose)
- 7 undershorts or panties
- 4 night gowns or pajamas
- 1 house coat
- Walking shoes
- Non-slip pair of close heeled slippers
- Belt or suspenders
- Outdoor clothing appropriate for the season
- Washable sweaters or cardigans

Closet space is limited, so you may want to bring seasonal clothing and exchange clothing as the seasons change. You or your family

are responsible for replacing worn clothing, clothing that does not fit, or no longer meets your needs.

We will label all your clothing for you after you move in and prior to any of your clothing being sent to laundry. There is a fee to label current and future clothing. This fee applies even if you or your family is doing your laundry. Whenever you get any new clothing items, please leave them with the nursing office on your neighbourhood so they can be labelled.

Footwear should include well fitting, supportive shoes, and supportive, non-slip, closed back slippers. Slippers should be washable. Knitted slippers are not recommended for safety reasons.

Adaptive or Therapeutic Clothing

We may ask you or your family to provide special clothing, such as those with Velcro closures to help you maintain independence or for your comfort during dressing. Cost for these items is your responsibility. You may consider adaptive clothing making dressing easier due to painful joints or limited movement of arms and legs. Clothing manufacturers who specialize in this type of “adaptive clothing” can be found in the community or via the internet. We encourage you or your family to discuss adaptive clothing options with your resident care manager before purchasing or altering clothing.

Personal Care Items

You and your family are responsible for supplying and replacing your toiletry items such as:

- Shower-gel, soap
- Shampoo and conditioner
- Deodorant

- Toothbrush and toothpaste
- Denture cleaning materials
- Body lotion
- Electric razor/shaver
- Brush, comb, or pick
- Make-up
- Facial tissue (Kleenex)
- Sunscreen
- Toiletry bag

We recommend you write your name on all items. Items such as shower-gel, shampoo, tooth paste and deodorant are available to purchase from our tuck shop.

Money and Valuables

You and your family are responsible for personal articles, money, and other valuables. We suggest you place any expensive valuables such as jewellery in safekeeping with family or friends.

For your convenience, you may open a trust account with the administration office. The trust account can be used to withdraw cash for social outings and personal expenses for in-house services such as the hair salon, pub evenings, catering and bistro. Purchases can be charged to your account. You or your representative will receive a monthly statement detailing all deposits and withdrawals from this account. There are no associated service charges or incurred interest on this account.

Insurance

Father Lacombe Care Society requires all residents have sufficient tenant insurance to cover for deamages/loss of their personal property. Father Laocmbe Care Society insurance will not cover

such loss or damages. Often family home insurance can be extended to cover a resident's personal property. We suggest you contact your insurance provider to discuss.

Telephone, Cable and Internet Services

Father Lacombe Care Society offers telephone, cable, and wireless services for a monthly fee. Monthly fees are available upon request.

Guests and Visitors

As this is your home, guests and visitors may visit at any time. We request that your guests and visitors are considerate of other residents and staff.

Alcohol

Alcohol may be served at social activities. If alcohol is served, a non-alcoholic alternative will also be available for individuals who have a no-alcohol order from their physician, who are taking prescription medicine, or who prefer not to drink alcohol. Father Lacombe Care Society reserves the right to restrict the consumption of alcoholic beverages.

Special Information for You & Your Family

Our Commitment to You

Father Lacombe Care Society is committed to providing and maintaining high standards of quality care, services and safety for you, other residents, family, and staff. Open and honest

communication between you, your family and Father Lacombe Care Society is vital in providing optimal care and ensuring we are equal partners in your care delivery. We are committed to sharing information in various ways including admission conferences, care conferences, newsletters, information mail outs, resident and family council and our website www.fatherlacombe.ca.

Quality Improvement and Learning

Father Lacombe Care Society is a learning organization and supported by a culture of continuous improvement. As a valued member of our community, we encourage you and your family to be part of our planning, delivery and evaluating of our care services. Together, we can identify education needs, define quality improvement activities and participation in research that support you, your family, staff and the public. For more information on education, quality, and research, please visit:

Ministry of Health	www.healthalberta.ca
Alberta Health Services	www.albertahealthservices.ca
Health Quality Council	www.hqca.ca
Canadian Patient Safety Institute	www.patientsafetyinstitute.ca
Accreditation Canada	www.accreditation.ca
Canadian Institute of Health Information	www.yourhealthsystem.cihi.ca
Alberta Continuing Care Association	www.ab-cca.ca

Care Team Conferences and Care Planning

A care team conference is held within six weeks of your move-in, and then once a year, unless there are changes to your health status or other concerns to discuss. We encourage you to

participate in the care team conference to offer your perspectives and insights into your care goals.

As part of our person-centred care approach, an individualized care plan will be developed and modified with input from you, your family, and your care team. A care plan serves as a written guide to all members of your care team on how to care for you and takes into account your choices and personal preferences. The care plan addresses your physical, mental, emotional, social, intellectual, and spiritual health care needs and corresponding care goals and outcomes. The care plan will be reviewed and discussed with you and your family at the care team conference.

Your care plan will be reviewed yearly, or more frequently if your care needs change. A copy of the care plan is available to you and your legal representative.

Advanced Care Planning and Goals of Care

Advanced care planning is a way for you and your family to think about, discuss and document your wishes for health care in the event you become incapable of consenting to or refusing treatment or care. Advanced care planning and goals of care will make sure your voice is heard when you are unable to speak for yourself.

At your admission conference, we will visit with you and/or your family to discuss your goals of care wishes. For more information about goals of care visit Alberta Health Services – Advanced Care Planning.

Palliative and End of Life Care

Father Lacombe Care Society commits to a standard of excellence that provides palliative and end of life care with respect, dignity, and compassion. Person-centred, palliative care is focused on relieving pain and suffering and improving quality of life for a person when faced with a life-limiting illness. End of life care is provided to those who are nearing the end of their illness.

Resident Council

Resident Council provides you and your family an opportunity to be partners in discussing operational concerns as well as share information about topics affecting the well-being and quality of life for those living in a Father Lacombe Care Society site. Resident Council is also a place to discuss issues affecting residents in continuing care and learn more about government and Alberta Health Services policies that affect how continuing care operates.

Ethics Consultation

Ethics permeates everything we do at Father Lacombe Care Society; from our approach to person-centred care, to how we make decisions about allocating resources. Our ethical tradition is rooted in Catholic tradition, the values of our Founding Sisters of Providence and in our Mission, Vision, and Values.

We are committed to assisting residents, families, staff, and volunteers who have ethical concerns through our Ethics Committee. This committee includes representation from a variety of health care disciplines such as the pastoral care, social work, nursing, and administration. The committee provides education and support throughout the organization.

A request for an ethics consultation is submitted using an Ethics Consultation Request form (available from your resident care manager). Members of the Ethics Committee will engage in an ethics consultation to help clarify the issues and principles that should be considered in each case, as well as look at the ethics issue, dilemma, or concern from all sides, understand others' points of view, and explore alternative solutions to the problem. Resident care decision making ultimately remains the responsibility of the resident and the physician (or when applicable, your legal representative). Issues referred to the Ethics Committee are treated with utmost confidentiality.

If you have any questions regarding the Ethics Committee or an ethical concern, please talk to an ethics committee representative at your site. These contacts are posted on the ethics corner bulletin boards or can be obtained from the receptionist.

Medical Assistance in Dying (MAiD)

Father Lacombe Care Society has a long, strong tradition of providing compassionate care – body, mind, and spirit. As a Catholic continuing care organization committed to the inherent dignity of every person, Father Lacombe Care Society has an ethical and moral opposition to MAiD and is not able to provide MAiD services.

At Father Lacombe Care Society, we respond to you with compassion and understanding without judgement or discrimination. We will listen intently as you discuss your circumstances and your quality of life. We will work with you to

ensure you are aware of all resources available to address your physical, emotional, and spiritual needs.

We support your decision and recognize the challenges you have faced in making it. This includes informing you of options for care and at you or your family's request, transferring care to another continuing care site. Father Lacombe Care Society physicians and staff will support a respectful discussion, providing information to you about medical assistance in dying.

Independent Care Provider

You may hire an independent care provider. If you are planning to hire one, please see your resident care manager. Individuals working or volunteering at Father Lacombe Care Society may not be hired as independent care providers.

Your Care Team

Providence Care Centre staff along with Alberta Health Services staff work together as a team to provide you with quality safe care that is focused on your physical, emotional and spiritual wellbeing.

This means that they share information and ideas to foster choice and assist you to live as independently as possible. Although you may not need the services of all team members, it is reassuring to know that these services are available through assessments if you need them.

Your care team is available to provide 24-hour personal care to you as required. They also can assist you and your family to obtain further

information about your care needs along with on-site and off-site resources that can provide additional support.

Director of Care

The Director of Care is a member of the Father Lacombe Care Society Executive Team, and is responsible for integration, coordination, and direction of nursing and resident care service excellence within the overall operations of the Society. Working with your care team, the Director of Care ensures optimal care and outcomes within the mission, vision, and values of Father Lacombe Care Society and in accordance with government regulations, licensing, and accreditation requirements.

Resident and Family

You and your family are an integral part of the care team. Your input on your priorities and health care goals help the team support your individual needs and preferences. We encourage you to ask questions.

Case Manager – Alberta Health Services (AHS)

The AHS Case Manager is a Nurse or other health professional employed by Alberta Health Services who is responsible for providing clinical oversight and case management for you. The AHS Case Manager will work with you, your family, site care staff, AHS consultants and your physician to plan, develop and implement your care plan. The Providence Care Centre care team is responsible to provide care services that foster choice, independence and safety in your new home. An admission assessment will be completed by the case manager with an annual review, followed by a care conference where all involved are invited to attend. This meeting is an opportunity for valuable

input and review of medical conditions, medications, and your care plan.

The AHS Case Manager is on site during regular business hours.

Resident Care Manager

The Resident Care Manager is responsible for the overall daily operations of your supportive living neighbourhood. We encourage you to see your Resident Care Manager with any concerns related to the provision of care services.

Food Services and Dietician Consultation

Food Services staff will make every attempt to accommodate your food choices as well as any religious and cultural preferences.

If your care needs are such that you would benefit from a dietician, your AHS Case Manager will consult an AHS dietician to provide an assessment or recommendation.

Medical Services

The relationship you have with your family doctor is important for ongoing care. We encourage you to continue consultations with your family doctor once you arrive in your new home.

For convenience purposes, Providence Care Centre has a number of physicians that are able to visit you on site. If you are interested in this service, please see your Resident Care Manager.

Health Care Aides (HCA)

Health Care Aides at Providence Care Centre are on site and available on a 24-hour basis. They follow the directions for your care which are part of your Care Plan. They will assist you with day to day

personal care which may include bathing, dressing, bathroom assistance, recreation and mealtime assistance.

Licensed Practical Nurses (LPN)

A Providence Care Centre Licensed Practical Nurse is onsite on a 24-hour basis. They provide leadership and direction to the Health Care Aides and provide nursing care duties such as administering medications and providing treatments.

The Licensed Practical Nurse works closely with the AHS Case Manager and is responsible to the Providence Resident Care Manager.

Pharmacy Services

Your safety is very important to us at Providence Care Centre and so we have contracted with Pharmacare to provide full service pharmacy services for our supportive living residents.

- a) As part of your Accommodation Agreement, all prescription and over-the-counter medications administered by Providence nurse staff must be provided by Pharmacare or a provider that meets the minimum comparable pharmacy service requirements in Supportive Living to ensure medication safety. We recommend using the contracted pharmacy provider, to enable us to ensure quality and continuity of care.

The Pharmacist plays a vital role in keeping track of your medications and assessing how well they are working. They monitor allergic reactions, dosage levels, drug combinations and the length of time you are on each medication. The Pharmacare Pharmacist also visits on site and with your Care Team.

During the admission process, when utilizing our contracted pharmacy provider, we will arrange the change in pharmacy for you so you will not need to worry about any problems with the transition.

Physical Therapy (PT)

The AHS Physical Therapist (PT) is consulted by the AHS case managers on an 'as needed' basis for assessment of transfers, mobility, and for comprehensive lower limb evaluations. Upon receiving a referral, the PT completes an assessment based on your health history, pain patterns, strength, joint range of motion, reflexes, sensation and cardio-respiratory status. Through consideration of assessment values and your choices, a PT diagnosis is established and recommendations are made. The PT may also suggest a goal-oriented self-directed or staff-assisted home exercise program.

Occupational Therapist (OT)

The AHS Occupational Therapist (OT) is consulted by the AHS case managers on an 'as needed' basis for needs such as wheelchairs, pressure relieving devices, bathroom equipment, and safety needs. The OT can also provide opportunities to promote ultimate functioning in important daily living skills such as personal care, mobility and communication.

Speech Language Pathologist (SLP)

If assessed as necessary, your AHS Case Manager may consult with a Speech Language Pathologist to provide individual assessment and treatment.

Recreation Therapist (RT)

Our Providence Care Centre Recreation Therapists and Recreation Assistants coordinate leisure and recreation programs.

Support Staff

There are other valuable team members who contribute to ensuring a safe and comfortable home for you. These include our maintenance, housekeeping and administrative staff. Your care team member will assist you if you require the services of any of these individuals.

Personal Caregivers

Residents and families who wish to hire an independent personal caregiver should contact your Resident Care Manager for a list of reputable companies that provide personal caregiver services such as appointment escorts, recreation and community outings.

For safety reasons, Providence Care Centre does not permit personal care givers to operate mechanical lifts and transfers. Personal bathing/showering by a personal caregiver must be approved by the resident care manager.

From time-to-time, you or your family may choose to have a health professional from the community to provide services such as physical or massage therapy. In these cases, please discuss this with your AHS Case Manager. This will ensure that any community treatments you receive are safe, coordinated and focused on your care plan goals.

When hiring a health professional from the community, we encourage you to consider the following safety measures such as criminal record checks, liability insurance, WCB coverage, professional licensing or certification.

Providence Care Centre staff may not provide personal caregiver or professional health services.

Volunteers

Registered volunteers are people who give of their time to add a special touch to your life. Volunteers are involved in a variety of activities including recreation activities and outings, music and hymn sing, providing entertainment, helping at meal times and visiting and sharing in your joys, sorrows and experiences. If you wish to learn more about our volunteer programs, please contact Reception or speak to recreation staff.

Your Hospitality and Maintenance Team

Your hospitality and maintenance team includes food services, housekeeping, laundry, and maintenance services. These staff ensure our sites are clean, safe and a comfortable home to live and work in.

Food Services

Father Lacombe Care Society strives to provide the highest quality food, and promote the enjoyment of food rather than imposing tight dietary restrictions. Your choices around food selection are respected. Your nutritional care plan is developed in consultation with you and your family, and considers your medical therapeutic needs, texture modification, religious/personal beliefs, as well as social and environmental needs. An Alberta Health Services dietician may be consulted as needed by the Alberta Health Services case manager.

Your family is encouraged to assist you to obtain preferred foods that are not readily available from the site. Preferred foods may be kept in the dining room refrigerator, provided the food is properly

stored and labelled with your name and the date it was placed in the refrigerator. For your convenience, a small refrigerator is also located in each resident suite.

Arrangements can also be made with the receptionist for your family to purchase meals and dine with you in the private dining room.

There is a kitchenette on each unit/neighbourhood stocked with beverages and general snacks. Nutritional supplements may be ordered through the pharmacy or brought in by your family, and may be dispensed by staff as needed to promote improved nutrition.

Housekeeping Services

Housekeeping staff will complete a light daily cleaning and thorough weekly cleaning of your room and washroom. Light daily cleaning includes tidying your bathroom, emptying garbage containers and damp mopping the floor as required. On a weekly basis, your room and bathroom receives a thorough cleaning and dusting. However, due to the risk of breakage, you, and your family are responsible for dusting knick-knacks, fine ornaments, and other valuable items in your room. Please contact staff with any specific questions about the cleaning schedule.

Personal Laundry Services

Personal laundry service for your clothing is an optional service that is available for a monthly fee. We recommend that you have a minimum of 7 complete sets of changes of clothing. All clothing items must be labelled on-site even if the clothing is being laundered by you or your family. If you or your family purchase new clothing, please provide the clothing to the licensed practical nurse

to arrange for labeling. All items must be labelled before being placed in your dresser or closet.

Maintenance Services

Maintenance Services is responsible for repair and upkeep of the care centre. They are also responsible for the operation and repair of all heating, air conditioning, ventilating, and plumbing systems. Maintenance Services also performs maintenance and repair functions as requested by our residents, families, and staff.

Other Medical Services (additional cost)

You can access other health services not considered part of the long-term care system or Alberta Health Services programs. Fees and associated risks to access these services are your responsibility. You are responsible for the costs of your own eye glasses, hearing aids, mobility equipment, dentures etc.

Wheelchairs and Broda chairs may be rented as needed. Please contact the occupational therapist for further details.

Lab and X-Rays

Lab services, as ordered by the attending physician, are available weekly, and on an urgent basis.

X-rays or other diagnostic tests are arranged, upon physician's order, by the nursing units with either a clinic or a hospital. For convenience purposes, mobile x-ray services are available based on assessed need.

Podiatry

On-site podiatry services are available for a fee. Please contact the licensed practical nurse to arrange for an appointment.

Optometry

Optometry services are available periodically during the year. Please contact the licensed practical nurse to arrange an appointment. You may also arrange visits to an optometrist of your choice.

Dental Hygienist

On-site dental hygienist services are available periodically during the year. If you are interested in further information, please speak with your resident care manager.

Denturist

A denturist visits as required. Father Lacombe Care Society encourages you to have your dentures marked. If you are interested in this service, please contact the licensed practical nurse to arrange for an appointment or to coordinate denture marking.

Audiologist

On-site audiology services are available. Please speak to your resident care manager or contact the licensed practical nurse to arrange an appointment.

Mental Health Assessment and Support

Alberta Health Services provides limited mental health supports and assessment on an as needed basis. There is no charge for this service. The mental health team includes psychiatrists and nurses. A referral from a physician or nurse practitioner is required for this

service. Speak to your resident care manager or physician if you feel these services are needed.

Transportation to Appointments

If you require accompaniment and transportation to and from appointments, it is yours or your family member's responsibility to ensure this is arranged. As well, the cost of taxi or other fares you require to attend medical appointments, clinics, social outings, etc. remain your responsibility.

Guest Services

Parking

Complimentary parking is provided at Father Lacombe Care Society sites and you are welcome to park in any stall unless signage directs otherwise. Under no circumstances should cars be parked at the loading dock area, along the main driveway or near the front entrance area in the fire routes. Vehicles in the turning circle greatly impede service by emergency vehicles and buses. Vehicles in violation of parking regulations may be ticketed.

Booking the Private Dining Room and Lounge Areas

You and your family may reserve dining areas and lounges for special occasions such as birthday and anniversary celebrations. Recreation or reception staff can provide information on how to reserve these areas. In some cases, a fee may apply.



Bistro 1910

Visit our Bistro and gift shop for small gift items, sweet and savory snacks, or ice cream. Toiletries can also be purchased from the gift shop.

Mail

Your mail is delivered and distributed from the reception desk. Your outgoing mail can be left with reception or if afterhours, mail can be deposited in the mailbox located on the reception area door. A mailbox is at the reception desk for outgoing mail.

Newspaper Delivery

If you enjoy reading the newspaper, you can subscribe for home delivery. Your newspaper will be delivered by nursing staff. Please ensure you indicate neighborhood and room number for delivery.

Lost Articles

From time-to-time, we all misplace things. Please let us know if you have misplaced your glasses or other personal property as soon as possible, so we can take all possible steps to facilitate their return. A "lost and found" box is located at the reception desk. If you are missing something or find something, check in with the receptionist.

Pets

Pets can be an important part of your life and we encourage your family to bring pets for visits. For safety reasons, pets must be leashed or contained in a pet carrier and may not be in dining rooms or food preparation areas. If your family would like to bring a pet in for a visit, the pet must be licensed and have up to date vaccinations. Father Lacombe Care Society may ask for proof of vaccinations at its discretion. Please note that resident pets living at our sites is not allowed.

Hairdresser Services

The hair salon is open Monday thru Friday. An appointment may be made directly with the salon. Licensed and experienced hairstylists are able to provide full salon services.

Resident Rights and Responsibilities

While you live at a Father Lacombe Care Society centre, you and your family have the right to expect certain things from us. Balanced with these rights, you also have responsibilities.

As a resident of Father Lacombe Care Society, you have the **right** to:

- Be treated with compassion, courtesy, and dignity
- Live in a home free of abuse and harassment.
- To have your lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests.
- Choose where you will live and to have a roommate you are compatible with.
- Live without being obliged to those providing your care and accommodation.

- Have your personal privacy acknowledged and respected.
- Raise your concerns, ask questions, and participate in decision making without fear of reprisal.
- Have your care and treatment explained to you in easily understandable terms by your care team.
- Maintain your personal independence which includes the responsibility for your actions and choices restricted because they include an element of risk.
- Continue to make and maintain control over the personal aspects of your daily life, your financial affairs and your personal possessions.
- To get information about your rights, care, accommodation, and any other information that relates to you personally.
- To have access to a fair and effective process to express concerns, make complaints or resolve disputes within the centre.

As a resident of Father Lacombe Care Society, you have the **responsibility** to:

- Respect the rights and needs of other people living at the care centre.
- Respect the rights of management and staff to work in a setting that is free from harassment and physical or emotional abuse.
- Care for your own health and well-being as far as you are capable.
- Ensure your personal property comply with safety requirements and other resident's rights.
- Participate in the planning of your own health care and treatments.

- Participate in agreed upon health care and treatments or advise the care team if you choose not to follow the care plan.
- Pay all fees including accommodation charges and comfort expenses as they become due.

*Resident's rights and responsibilities
are adapted from the Advocacy Centre
for the Elderly, Toronto, Ontario, (2004)*

Creating a Safe Home

Providence Care Centre is now your home, and we want you to feel safe and comfortable here. No matter where you live, risks are part of everyday life and at Providence Care Centre, we do all we can to create a safe home. You and your family can help by balancing the importance of safety with independence, dignity, and comfort.

General Safety

In balancing your safety needs with the safety needs of our staff, volunteers, and physicians, we ask for your support to:

- Wear low heeled shoes that provide good foot support and grip;
- Do not place any throw rugs in your room as they pose a tripping hazard;
- Use transfer aids, such as mechanical lifts, saskapoles, and trapezes to promote safety with independent and assisted transfers;
- Place your bed away from the wall to accommodate healthcare equipment and to allow staff to easily assist you.

Care Centre Security

During the late evening and throughout the night, our main doors are locked for security reasons. Your family and other visitors can access the care centre in the late evening and throughout the night by using the intercom located to the left of the front doors.

If you are leaving the care centre for appointments, visits with family, shopping trips, etc. please fill out the *Resident Sign-In and Sign-Out Book* located in each neighborhood. Signing in and out helps your health care team by making sure you are safe.

Memory Care Residents – Wandering

Individuals living with dementia such as Alzheimer's disease may be prone to wandering. They may wander in reaction to the behaviours of others, sounds, anxiety, insecurity, sleep disorders, and changes to routine. Occasionally, these behaviours may lead to a resident injuring themselves, getting lost or disoriented, infringing on the rights of others, or placing themselves or others in danger. To meet these challenges, staff make every effort to determine the cause of this behaviour and implement strategies to minimize the risks associated with the behaviour. We ask for your patience and understanding on behalf of these residents living with these behaviours, as they do not have the ability to control the behaviour and are not intentionally trying to be disruptive. To support a resident's dignity, we may use a wander alert bracelet to reduce the likelihood of the resident leaving the home, going outdoors, and getting lost.

Memory Care Residents – Wander Alert Bracelets

We believe in preserving your right to freedom of movement, while maintaining a safe setting and protecting the privacy of others. To meet this challenge, we may ask you to use a wander alert bracelet. The bracelet will automatically lock the main doors, reducing the possibility of leaving and getting lost or disoriented. We also rely on visitors to be watchful when they enter or exit the care centres to make sure that a resident wearing a wander alert bracelet did not leave the building when the doors were open.

Call Bells

Your room is equipped with a staff assistance (call bell) system. Call bell cords are located at the side of your bed and in the bathroom. When the call bell is activated it calls the health care aide's wireless telephone with a text message. All calls are computer logged showing the time of the call and the response time to attend the call.

Emergency Plan

Each of our sites has an emergency plan to deal with emergencies and continuity of services. We have a number of emergency protocols including:

Code Red	Fire
Code Green	Evacuation
Code Yellow	Missing Resident
Code Blue	Medical Emergency
Code White	Violence and Aggression
Code Purple	Hostage
Code Black	Bomb Threat, Suspicious Package
Code Grey	Air Exclusion, Shelter in Place
Code Brown	Chemical or Hazardous Materials spill
Code Orange	Mass Casualty

Fire Safety Plan

Father Lacombe Care Society conducts fire drills so that every staff member and resident is aware of their responsibilities in the event of an emergency. A high degree of safety has been built into each of our Care Centre's such as automatic sprinklers, heat, and smoke detectors. If the fire alarm sounds:

1. Remain calm
2. You will hear an announcement of where the fire is located.
3. Staff will advise you whether to remain where you are or they will direct you/assist you to a safe location
4. Wait for further instructions from staff

Staff and Volunteer Name Tags

Father Lacombe Care Society staff and volunteers wear name tags so you can recognize them.

Infection Control

Father Lacombe Care Society is committed to preventing and/or stopping the spread of infections. Our Housekeeping service follows "best practice" cleaning, hygiene, and disease-control procedures. All Providence Care Centre areas are cleaned and sanitized on a cyclical and as-needed basis. We provide ongoing education to staff and volunteers about the risks of infection and their roles in preventing infection.

If Your Visitors are Sick

We encourage friends and family of our residents not to visit if they are ill. This helps prevent the spread of infection. Visitors are notified of outbreaks i.e. respiratory outbreak by signage on the front door.

Hand washing is important! We encourage all staff, residents, and family members to wash their hands frequently. For your convenience, hand sanitizer dispensers are installed outside each resident room and throughout the common areas of the building.

Annual Influenza and Pneumococcal Vaccination

Father Lacombe Care Society encourages our residents, staff and volunteers to receive the annual influenza vaccine (flu shot) and as required a pneumococcal vaccination.

Respiratory Etiquette

Respiratory etiquette helps to prevent the spread of infections. We ask that our residents, staff, visitors, volunteers practice respiratory etiquette regardless of their diagnosis or infectious status. This includes:

- Cover your nose and mouth with a tissue when coughing or sneezing
- Use the tissue once, then dispose of it immediately
- Perform hand hygiene; wash your hands or use hand sanitizer
- If tissues are not readily available, cough or sneeze into your upper arm or elbow

Safe Shower and Bathing Temperatures

Father Lacombe Care Society is committed to safe bathing/shower practices as required by Alberta Health Services and other applicable legislation, codes, standards and best practices. Nursing staff are trained to the Alberta Health Services standards.

Legal and Financial Matters

Father Lacombe Care Society staff and volunteers are prohibited from having financial and non-financial dealings with residents including involvement in wills, estate planning and powers of attorney.

Staff are unable to witness (place their signature on) wills or other legal documents for residents or families. You or your family members should arrange for an appropriate (non-Father Lacombe Care Society) witness for any documents.

Acceptance of Gifts

Father Lacombe Care Society policies do not allow employees to accept gifts from residents or families. If you or your family wishes to show thanks, all gifts such as flowers, chocolates, etc. may only be received by an entire neighbourhood and/or department and not individual employees/volunteers. Father Lacombe Care Society policy prohibits employees from accepting loans, cash, gifts, commissions, honorariums, services or tips from any resident, company, organization, visitor or person who does business with Father Lacombe Care Society.

Charitable Gifts

In 2009, Father Lacombe Care Foundation was established as a registered charity to support the mission and vision of Father Lacombe Care Society. Its purpose is to help donors contribute in meaningful ways to preserve and enhance the quality of life for our residents. The Foundation's focus is on fundraising for capital projects, innovative programs, equipment, and furnishings that enhance quality of life.

Smoking

Father Lacombe Care Society sites are non-smoking.

Restraints

Father Lacombe Care Society considers restraints as interventions to be used only “under exceptional circumstances” and has adopted a “least restraint” practice philosophy. To determine the need for a restraint, we use a collaborative approach between resident/representative, your healthcare team and physician. Our restraint policy aligns with Alberta Health Services policies and directives.

Mechanical Restraints

A restraint is any manual method; any physical or mechanical device, material or equipment that is attached or adjacent to the resident's body. These are things the resident cannot remove easily and restricts their freedom of movement or normal access to his or her body. Examples of mechanical restraints include:

- A trunk restraint such as a seat belt attached to a wheelchair that the resident cannot undo
- Limb restraints such as a splint attached to a wheelchair that the resident cannot undo
- A chair that prevents rising such as a broda chair or chair with a table attachment
- 2 full side rails
- A lap tray

Pharmacological Restraint

When alternatives to a pharmacological restraint (i.e. pain management, participation in activities) have proven ineffective, or when treatment of and underlying medical condition has not yet been effective a pharmacological restraint may be appropriate for a time limited period. Residents are closely monitored before and during use, and regularly reviewed by our professional nurses, pharmacist, and your physician. Our pharmacological restraint policies align with Alberta Health Services policies and directives.

If there is an appropriate clinical indicator i.e. diagnosis, the medication is not considered a pharmacological restraint.

Environmental Restraint

An environmental restraint is defined as the use of the environment, including seclusion to confine a person and to restrict freedom of movement. Examples of environmental restraints include:

- Half doors
- Secured outdoor space

Physical Restraint

A physical restraint may be used in an emergency situation and encompasses holding a person to allow an intervention to be performed.

Screening of Employees and Volunteers

In order to promote a safe living/working environment for our residents and staff members, a criminal record inquiry is required for

all new employees, volunteers, private duty personnel and service providers.

Motorized Wheelchair and Scooters

If you require the use of a motorized wheelchairs or scooter, our occupational therapist will assess need and suitability, balance with your safety and the safety of others.

Provincial and National Standards

The Accommodation Standards and Continuing Care Health Services Standards are administered by Alberta Health. The Accommodation Standards are designed to ensure home care, supportive living and long-term care operators provide quality health and accommodation related services to their residents. All continuing care operators, including long-term care facilities and supportive living accommodations, are to comply with the provincial Accommodation Standards. The long-term care and supportive living Accommodation Standards address accommodation and accommodation services. These services include building cleanliness and maintenance, safety and security, food preparation and laundry.

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

In addition to internal quality reviews and initiatives, Father Lacombe Care Society sites are subject to inspections, audits and reviews from

various agencies including Accreditation Canada to ensure compliance to Provincial and National standards. During these reviews you may be approached by an auditor and asked questions. Please be advised that all auditors will display official identification. If you would like additional information or should you have any questions or concerns please contact your resident care manager.

Compliments, Concerns & Complaints

Father Lacombe Care Society is always working to improve the quality of our care and services. We welcome all feedback and suggestions. Please let us know what we are doing well and where we can find opportunities for improvements.

For Compliments (and Suggestions)

If you are pleased with the service being provided or you have a suggestion on how we can improve the care and services you receive, please email the applicable Department Manager.

For Concerns and Complaints

We aim to provide the best possible care and services. However, if we do not meet your expectations, we want to know about it as soon as possible so it can be dealt with quickly. The people who can best deal with and resolve a complaint are those who are directly accountable for providing the care and services, such as your nurse or resident care manager. Guidelines include:

- Voice concerns in a timely manner. The sooner a concern is raised, the easier it is to find a solution;

- Discuss your needs with staff such as your nurse;
- Set aside time to deal with issues. Make an appointment with the resident care manager so they can give you their full attention;
- If seeking clarification about a concern, speak with your nurse or resident care manager;
- Give suggestions; take an active role in problem solving.
- Some problems may require many interventions until the right solution is found. Please be patient.
- Interact with staff on a regular basis, not just when there are problems.
- Attend Care Conferences and provide feedback on your care conference survey;
- Take a minute to tell us what you think! Fill out the yellow comments/concerns card available at the front doors. Complete and place in the mailbox outside the business office. If you would like a response to your comments/concerns, please include your name and contact information.

For Unresolved Concerns and Complaints

If you are not satisfied with the way in which your concern or complaint was handled or the decision that was made, you may contact the Father Lacombe Care Society Executive Director.

If your complaint is not satisfactorily resolved through the above forums, it can be directed by writing a letter to Father Lacombe Care Society, Chair of the Board c/o Administrative Office, 270 Providence Boulevard SE, Calgary, AB, T2X 0V2.

Alberta Health Services (AHS) Patient Concerns and Feedback

AHS has legislation in place that upholds a resident's right to express their concerns with health services.

You can contact Patient Relations Department by telephone at 1.855.550.2555 or online at:

<http://www.albertahealthservices.ca/patientfeedback.asp>

Alberta Ombudsman

If you believe your concern has not been reviewed fairly, you may contact the Alberta Ombudsman toll free by dialing 310-0000 then entering (403) 297-6185.

Zero Tolerance for Abuse & Harassment

Father Lacombe Care Society has strict policies to prevent harassment or abuse of residents, staff and volunteers. Any action that could be considered abuse will not be tolerated. Any incident should be reported to the resident care manager or director of care immediately, as well as the Protection of Persons in Care Act (PPCA) toll free number (please see below). Immediate reporting assists in a timely investigation and decreases the chance of a repeat incident. No person will be penalized for reporting an incident, unless the charge proves to be malicious. The director of care will investigate any complaint raised by an employee, resident, family member, volunteer, physician or other person.

Under the PPCA, any incident of suspected resident abuse or harassment must be reported, whether it is physical, verbal or other;

and whether it involves staff, residents, family members, volunteers, care providers or any other person. Under this legislation, any person witnessing or suspecting abuse is obligated to report the incident by calling PPCA at (toll-free) 1-888-357-9339.

Information and Privacy

Father Lacombe Care Society is committed to protecting the privacy, confidentiality, and security of personal and health information that is collected, used, retained and disclosed throughout the organization. Father Lacombe Care Society is equally committed to ensuring all employees, volunteers, and others persons acting on behalf of Father Lacombe Care Society also uphold these obligations.

All staff, volunteers, and contracted personnel that collect, use, disclose or have access to confidential personal or health information are required to sign a confidentiality agreement. Personal and health information will only be collected, used, and disclosed for approved purposes and in compliance with Alberta's access and privacy legislation: the Freedom of Information and Protection of Privacy Act (FOIP), and the Health Information Act (HIA).

Welcome!

Once again, **WELCOME!** This handbook is designed to help you become familiar with Father Lacombe Care Society and the services we provide.

We encourage you to ask questions and look to us for support. We will be pleased to assist you to the best of our abilities.

Notes
