



# **FATHER LACOMBE CARE SOCIETY**

## **Resident and Family Handbook**

**Excellence**

**Compassion**

**Spirituality**

**Sacredness of Life**

**Justice**



Father Lacombe Care Centre • Providence Care Centre

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## Greetings From Our Executive Director

Welcome!

On behalf of our leadership team, staff, volunteers, and physicians, I am pleased to extend a heartfelt welcome to you, your family, and your friends to FLCS.

We take great pride in our rich history and outstanding reputation for providing exceptional continuing care services to our residents. Our work is deeply rooted in the mission of our founding Sisters of Providence, guiding us to treat everyone with respect, compassion, and empathy. Our person-centered approach strives to provide care that is respectful and responsive to your needs.

We understand that transitioning to a continuing care home can be overwhelming, and we are committed to making this process as smooth and comforting as possible for you and your family. This handbook has been thoughtfully developed to offer you the best information about your new home and the services we provide. While this handbook covers many aspects, we understand that it may not answer all your questions. Please know that our dedicated staff is always here to assist you with any additional information you might need.

To further ease your transition, compliments of the Father Lacombe Care Foundation, we are delighted to present each new family with a copy of the book "Now What? Managing the Emotional Journey of Long Term Care for Families," authored by Deborah Bakti. We encourage all our new families to begin their new journey by reading Deborah's book.



Once again, welcome to FLCS. We are excited to have you as part of our community, and we look forward to creating a warm and nurturing home for you.

With warmest regards,

Rosanne Yaremko  
Executive Director

*In the spirit of reconciliation, we acknowledge that we live and work on the traditional territories of the Blackfoot Confederacy, Siksika (sick-sick-A), Kainai (GUY-n'eye), Piikani (bi-GUN-ee), the Tsuut'ina (SOOt'ina), the Îyâxe (EYA-hay) Nakoda Nations and the Métis Nation (Region 3).*

# 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.



Excellence



Sacredness of Life



Compassion



Spirituality



Justice

## Our Mission

Guided by Providence, Father Lacombe Care Society provides respectful, dignified and compassionate care that enables our community to enjoy life to the fullest.

## Our Vision

Inspired by our history, we model excellence in an ever changing environment of care.

## Our Values

### Excellence

We commit to outstanding service through continuous learning 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 commit to our Catholic values while respecting the religious beliefs of all.

### Justice

We are guided by truth, honesty and fairness in all we do.

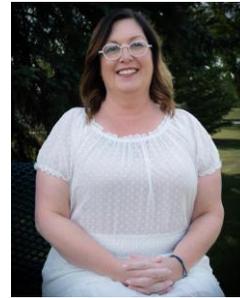
# Senior Leadership Team



**Rosanne Yaremko**  
Executive Director



**Jacalyn Elias**  
Director of Care (FLCC)



**Llan Howes**  
Director of Care (PCC)



**Maira Ali**  
Director of Finance



**Aron MacKenzie**  
Director of Human Resources



**Audrey Clancy**  
Director of Administration

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## About Us

FLCS is Calgary's oldest Catholic continuing care provider. Our rich heritage of 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 Philosophy

At the heart of our approach is the philosophy of person-centred care. Within our warm and caring environment, we believe that every person, regardless of their condition or stage of life, deserves the utmost respect, dignity, and the chance to fully engage with their surroundings.

Our services and support are thoughtfully crafted to be integrated, harmonious, and full of mutual respect for everyone involved. We see the bigger picture, one that includes the person in our care, their family, and our dedicated staff members. By considering each individual's unique values, life story, and vibrant personality, together we can deliver care that celebrates each resident's place in our close-knit community.

## Our Services

FLCS provides Long Term Care, Supportive Living and Memory Care services. Our care model focuses on relationship building, fostering choice and independence.

### Long Term Care

Long Term Care services are available for residents with complex, chronic or unstable medical conditions. Registered Nurses (RN), Licensed Practical Nurses (LPN) and Health Care Aides (HCA) provide care services under the supervision of the Resident Care Manager (RCM).

### 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. Supportive Living balances care from nursing and support staff to meet your needs while allowing as much independence as possible. LPNs and HCAs provide care services under the supervision of the Program Leader and the Alberta Health Services (AHS) Community Care Case Manager.

## Memory Care

At FLCS, we believe safety, independence and dignity should be closely linked. Memory Care in our facilities provides comfort and security in a separate, specially-designed setting which looks and feels like home, including safe outdoor areas. Activity programs offer multi-sensory experiences, daily 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.

## Move In (Admission) Information

### Move In Process

When you arrive on site, you will meet members of your Care Team. Together, with you and your family, nursing staff will complete an assessment of your care needs and initiate a care plan. To assist our nursing team, we ask that you bring the following:

- Assistive devices such as hearing aids, glasses, dentures, and mobility equipment; and
- Current medications including natural health products, herbal remedies, and over-the-counter medications.

The Business Office staff will contact you directly with respect to necessary documents required for your admission meeting.

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 require a moving cart or dolly, they can be requested from the front desk.

## 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.

You will 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 care 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.

### Your Room

We want you to feel at home at our Care Centres and your room should be a reflection and extension of you. However, space and safety for movement of people and equipment need to be considered.

Furniture will be provided as follows:

Long Term Care	Supportive Living
Adjustable Bed Dresser Nightstand	Adjustable Bed

If you have room, you may bring small pieces of furniture, like your favourite chair. Furniture should be washable and easily moved by one person for cleaning. If your care needs change, we may ask to have extra furniture removed to accommodate care equipment such as mechanical lifts.

We encourage you to personalize your room by adding personal touches such as pictures, quilts, comforters or pillows.

When it comes time to hang pictures on your walls, please consult with our Maintenance Services team as they are best suited to hang pictures with the least amount of damage being done to the resident room walls. Please be advised that, upon discharge, there may be additional charges for damage done to the room.

Note that the maximum allowable size for televisions is 40" (diagonal).



In addition, if the television is to sit on top of a dresser, it must sit independent of any other support.

For safety reasons, FLCS 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
- Electric kettles, coffee makers, toasters, toaster-ovens, microwaves, hotplates; any appliances and
- Humidifiers.

Our Care Team will work with you to ensure your room is set up for your safety, as well as for the safety of our staff.

**Please note:** When residents are discharged from the Care Centre, regardless of the reason, we ask that all personal belongings are removed from the room within 24 hours. This will satisfy the requirement of Alberta Health Services to reassign the room within a 48 to 72-hour period and allows FLCS enough time to do the required repairs and set up for a new resident.

Additionally, FLCS is unable to accept any donations of furniture and clothing.

### Personal Laundry

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 will get damaged if washed on site.

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

Closet space is limited, so you may want to bring seasonal clothing and exchange accordingly. You or your family are responsible for replacing worn clothing, clothing that does not fit and/or clothing that no longer meets your needs.

For easy identification, labelling of clothing is required. 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. Personal belongings such as blankets, quilts, etc. will also require labels.

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

### Adaptive or Therapeutic Clothing

You may be asked to provide adaptive clothing to make dressing easier. The cost for these items is your responsibility. 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 RCM before purchasing or altering clothing.

### Personal Care Items

For a monthly fee, we will provide personal hygiene items, including:

Long Term Care	Supportive Living
body wash/shampoo (all-in-one) body lotion	body wash/shampoo (all-in-one) body lotion wash cream nail clippers facial tissue

Please see your RCM for more information.

## **Valuables**

You and your family are responsible for the safety of personal articles, such as money and other valuables. As the risk of theft occurs in any environment, we strongly recommend you place any expensive valuables in safekeeping with family or friends.

## **Guests and Visitors**

We encourage your family and friends to visit. Visitors play a vital role in the well-being, health and care of our residents.

We have the following expectations for your guests when they are visiting you at our Care Centres:

- We welcome visitors at any time that works well for you but ask that you do not interrupt the lives of other residents in our Care Centres.
- We are committed to respecting the privacy of our residents and ask that visitors do not enter areas where resident information is kept.
- We promote a positive environment that is free from discrimination, abuse, bullying, harassment and mistreatment.
- Visitors of all ages are welcome. For the safety of residents and children, we ask that small children are always supervised.
- When visitors are entering or exiting secure memory care neighbourhoods, they should always be aware of who may be following them out of the neighbourhood or who may be trying to leave as they come in. If you are unsure, please ask a staff member to assist you. Take a moment to ensure the door is securely closed before walking away.
- Please respect the privacy of our residents and staff. Filming, recording or taking photos is not permitted without consent. Please see staff for direction.

Unfortunately, our facilities are not set up to accommodate overnight guests. Please direct any further questions or concerns to your RCM.

## **Pets**

Family pets are welcome to visit but must adhere to the FLCS policy that can be obtained through the Recreation Therapist.

## **Tobacco**

Tobacco and tobacco-like product consumption is prohibited within all our buildings, sites and property.

## **Scents and Fragrances**

An increasing number of individuals are reporting sensitivities to various scented products (such as perfumes/colognes, hairspray, deodorants). These scented products may trigger a number of reactions including respiratory distress, headaches, nausea, and dizziness. In some individuals even the smallest amount or the mildest of scents will trigger a reaction. We request that you and your visitors refrain from wearing scented products. This sensitivity can include flowers, so we ask that your visitors avoid bringing highly scented flowers such as lilies.

## Lost and Found

We encourage you to label all your personal belongings. If you are missing something or find something, check in with the Resident Relations Assistants.

## Special Information For You & Your Family

### Our Commitment to You

FLCS is committed to open and honest communication between you, your family and us. We share information through email information updates, neighbourhood information boards, support groups, admission conferences, care conferences, newsletters, resident and family council and our website [www.fatherlacombe.ca](http://www.fatherlacombe.ca).

### Quality Improvement and Learning

FLCS supports a culture of continuous improvement. At times, your involvement in identifying quality improvement opportunities and participation in research may be requested. For more information on education, quality and research in Continuing Care, please contact your RCM.

### “Now What? Managing the Emotional Journey of Long Term Care for Families”

Deborah Bakti understands what you're going through. She's been there herself when her husband Ty, was admitted into long term care while in his early 60's. Both her parents also became residents in seniors' care. During this time, Deborah worked as an executive in the seniors' care sector. Yet she still struggled with the emotional roller coaster and physical impact of being a resident's family member.

In the book “Now What? Managing the Emotional Journey of Long Term Care for Families”, Deborah combines her many personal experiences as a resident's wife and daughter with her industry insight to provide a framework for managing this major life change. Thanks to the generous support of the Father Lacombe Care Foundation, we are able to provide our new families with a copy of this book.

### Care Conferences and Care Planning

A Care Conference is held within six weeks of your move-in, and then once a year, unless there are changes to your health status. We encourage you to participate in the Care Conference to offer your perspectives and insights.

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 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.

### Advance Care Planning and Goals of Care

Advance care planning is how you plan and document your wishes for the healthcare you want now and in the future. It's for every adult, and it's especially important for people with health issues.

Within the first week of moving in, your physician 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 – Advance Care Planning.

## **Palliative and End of Life Care**

FLCS is committed 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.

## **Resident Council**

The Resident and Family Councils Act came into effect on April 1, 2018.

The legislation gives residents and their families the right to establish self-governing councils at any long term care and licensed supportive living facility that serves four or more people.

The legislation requires facility operators to make residents and their family aware of their right to establish a council. They must also respond to resident and family requests and concerns, provide information about resident and family councils and support the functioning of an active resident and family council.

Councils provide an opportunity for residents and families to discuss matters with agency or operator staff including:

- maintaining and enhancing residents' quality of life
- requests, concerns and solutions.

Once a council has been established, operators or their representatives must provide support to the councils and attend meetings upon request.

## **Ethics Consultation**

Ethics permeate everything we do at FLCS; from our approach to person-centred care, to how we make decisions about allocating resources. Our ethics are reflected in our Mission, Vision, and Values.

We are committed to assisting residents, families, staff, and volunteers who have ethical concerns through our Ethics Committee.

If you have any questions regarding the Ethics Committee or an ethical concern, please talk to your RCM.

## **Medical Assistance in Dying (MAiD)**

FLCS has a long, strong tradition of providing compassionate care throughout the entire continuum of life, including natural death. As a Catholic health care organization, the provision of, or explicit referral for MAID is incompatible with the organization's mission and ethical tradition.

FLCS is committed to our values of compassion and justice and therefore will seek to understand the nature of a resident's expressed request for MAID, and provide unconditional physical, psychological, and spiritual support. Residents in our care who desire further information, assessment, and potentially, provision of MAID are provided with the information to privately contact the AHS Care Coordination Service. This interaction between the resident and AHS is confidential and FLCS will not participate in this completely separate relationship.

### **Private-Paid Care Providers**

You may hire additional service providers, at your cost, to enhance resident care and quality of life. Staff at FLCS may not be hired as private-paid care providers.

## **Your Care Team**

Members of the following professions may take part in your care depending on the level of care and your individual needs. Your care team will meet with you soon after you move in and periodically thereafter, based on your care goals.

### **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.

### **Director of Care**

The Director of Care is a member of the FLCS Senior Leadership Team, and is responsible for integration, coordination, and direction of nursing and resident care service excellence within the overall operations of the Society.

### **LTC Resident Care Manager/SL Program Lead**

Your LTC RCM/SL Program Lead is responsible for the daily administrative and clinical activities of your assigned neighbourhood. RCMs/Program Leads oversee care staff and coordinate the care and services you will receive.

### **Your Nursing Team**

Our nursing staff is responsible for your day-to-day care on a 24-hour basis.

### **Registered Nurses (RN)**

RNs will assess your care needs, provide leadership on your neighbourhood, consult with your physician as required, and work with other team members to ensure your care needs are met.

In partnership with you and your family, the RN will develop an individualized care plan to meet your needs. The RN conducts ongoing assessments, administers medications, and act as a contact for your family members.

In our Supportive Living program, RN services are provided by an Alberta Health Services Community Care Case Manager who is on-site during regular business hours.

## **Licensed Practical Nurses (LPN)**

LPNs provide personal health services such as administering medications, performing treatments, changing dressings and other duties to support resident centered care.

## **Health Care Aides (HCA)**

HCAs will support your care needs and provide you with bathing, personal grooming, dressing, mobility, lifts and transfers, and using the washroom.

## **Unit Clerk and Resident Relations Assistant**

The Unit Clerk and Resident Relations Assistant can assist you with trust account transactions, mail delivery and other questions you may have. The Unit Clerk and Resident Relations Assistant are important contacts and are here to support you and your family.

## **Registered Dietitian (RD)**

An RD will assess your nutritional needs and work with you to provide menus and meal plans to meet your therapeutic and clinical needs, including texture-modified diets.

We encourage you to discuss your food preferences and cultural needs with the RN.

In Supportive Living, if your care needs are such that you would benefit from an RD, your AHS Case Manager will consult an AHS RD to provide an assessment or recommendation.

## **Occupational Therapist (OT)**

Our OT will assess you upon admission to determine if you will benefit from any occupational therapy services. The goal of the OT is to promote your ability to function to your fullest potential and enhance quality of life. OT will also assist you be recommending or coordinating adaptive equipment, mobility/seating equipment and other therapeutic interventions.

If you require the use of a motorized wheelchair or scooter, our OT will assess need and suitability, balanced with your safety and the safety of others.

In Supportive Living, your AHS Case Manager consults the AHS Community OT on an “as needed” basis.

## **Recreation Therapist (RT)**

The goal of the Recreation Therapy team is to help you maintain independence and stay as active as possible. Most of our programs provide an opportunity for social activities while allowing choice and opportunities for self-expression and enjoyment. Monthly calendars provide information about recreation programs and are located on bulletin boards throughout the Care Centres. The recreation program is a mix of therapeutic activities and entertainment functions, each designed to maintain intellectual functions, as well as develop a sense of joy and well-being.

A group of dedicated volunteers support the Recreation Therapy team in administering programs and events. Volunteers are not permitted to assist with personal care.

## **Recreation Aides & Rehabilitation Assistants**

Recreation Aides and Rehabilitation Assistants work alongside the RT and OT therapists to provide services.

## **Registered Social Worker (RSW)**

Our Registered Social Worker can support you as you adjust to your new home and can assist you with providing information or resources regarding finances and legal decision making such as personal directives, trusteeship and power of attorney. The social worker can also provide counselling for grief and loss.

In Supportive Living, your AHS Case Manager consults the AHS Community SW on an 'as needed' basis.

## **Pastoral Care Coordinator**

In keeping with the mission of our founding Sisters of Providence, the pastoral care coordinator works in collaboration with you and your care team to provide ministry, care and support. Whether you have a faith tradition or are more spiritual than religious, our pastoral care coordinator provides support for residents, families, and staff to nurture your well-being. The pastoral care coordinator is available for one-on-one conversations and a variety of pastoral care programs with support from our volunteers.

## **Physicians**

All residents of FLCS are required to be under the care of a physician. Physicians are part of your Care Team and are committed to working with you to support your medical needs and quality of life.

In SL, you can continue to receive care from your community physician or your care may be assigned to one of our physicians.

## **Pharmacists**

Medications are ordered by your physician and provided by an AHS-contracted pharmacy provider. A clinical pharmacist is on-site weekly and works closely with your clinical team. All medications are reviewed at specific intervals depending on your level of care, to ensure safety, to review side effects, and to improve your comfort level.

For safety purposes, anything that is not prescribed by your physician must first be discussed with your clinical team.

## **Your Hospitality Services Team**

Your Hospitality Services Team includes food services, housekeeping and laundry. This team ensures our sites are clean, safe and comfortable.

## **Food Services**

FLCS strives to provide the highest quality food. Your nutritional care plan is developed in consultation with you and the RD, and includes your medical needs, texture modification, religious/personal beliefs, as well as your social and environmental preferences.

Preferred foods may be kept in designated refrigerators. Please see your Care Team for more information.

Arrangements can also be made with the Resident Relations Assistant for your family to purchase meals and dine with you.

There is a kitchenette on each neighbourhood stocked with beverages and general snacks for resident use. Nutritional supplements are dispensed by staff if prescribed by the RD.

### **Housekeeping Services**

In LTC, 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 receive a thorough cleaning and dusting.

In SL, Housekeeping staff complete a weekly cleaning.

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. See “Life in Your New Home” for more information.

## **Your Maintenance Team**

### **Maintenance Services**

The Maintenance Team is responsible for repair and upkeep of the Care Centres, including resident rooms. Requests for maintenance services should be directed to the Resident Relations Assistant or your Care Team.

## **Other Medical Services (additional cost)**

At FLCS, we offer additional services through external providers, such as: dental hygienists, optometrists, podiatrists, and audiology. A fee-for-service may apply. Contact your RN/LPN for more information. You are responsible for the costs of your own eyeglasses, hearing aids, mobility equipment, dentures, etc.

Booking transportation to/from off-site appointments is your or your family members' responsibility.

Should you require someone to accompany you to your medical appointment, please ask your RN/LPN for assistance.

## **Guest Services**

### **Parking**

Complimentary parking is provided at our Care Centres 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 violation of parking regulations will be ticketed.

Upon admission, you will be given two parking tags which will allow family members/friends to park in our lots. Please ensure these parking tags are visible.

## Booking Rooms for Private Functions

Please see the Resident Relations Assistant for more information.

## Bistro 1910/Café Lacombe

Snacks and/or drinks may be purchased at our Bistro/Café or from the vending machines in our lobby areas.

## Mail

Your mail is delivered to and distributed from reception. Outgoing mail can be left with Resident Relations Assistants during business hours. After hours, mail can be deposited in the reception area mailbox.

## Newspaper Delivery

If you subscribe for home delivery, your newspaper will be delivered by care staff.

## Hairdresser Services

An appointment may be made directly with the salon.

## Resident Rights and Responsibilities

While you reside at FLCS, you and your family have the right to expect certain things from us. You, your family or legal representative also have responsibilities. It is important for you to understand the following:

<b>You have the Right to</b>	<b>You have the Responsibility to</b>
A comfortable, clean, and safe environment.	<ul style="list-style-type: none"><li>• Participate in keeping your surrounding safe;</li><li>• Pay bills when they are due.</li></ul>
Be treated with respect and in a courteous manner.	<ul style="list-style-type: none"><li>• Treat others (residents, staff, visitor and volunteers) with respect and in a courteous manner;</li><li>• Respect the privacy of others and to keep their personal information confidential.</li></ul>
Have safe, quality care within the resources that are available.	<ul style="list-style-type: none"><li>• Actively participate in your care and advise caregivers if you have concerns;</li><li>• Consider all information carefully in order to make an informed choice;</li><li>• Identify key family members whom you want to include in your care planning.</li></ul>
Be free from restraints, verbal threats, as well as physical, psychological or sexual abuse.	<ul style="list-style-type: none"><li>• Report any abuse;</li><li>• Not engage in abuse of other residents, staff, visitors or volunteers.</li></ul>
Participate in social activities and in religious and cultural beliefs.	<ul style="list-style-type: none"><li>• Inform staff of your practice preferences and beliefs so that they can be supported;</li><li>• Respect the religions and cultural beliefs of others.</li></ul>
Leave and enter the Care Centre as appropriate.	<ul style="list-style-type: none"><li>• Tell staff when you are leaving and returning and take medication with you as necessary.</li></ul>

Discuss concerns with staff.	<ul style="list-style-type: none"> <li>• Discuss your concerns with staff using the Resident/Client and Family Feedback Form.</li> </ul>
Access your personal health information.	<ul style="list-style-type: none"> <li>• Inform staff of inaccuracies in your personal health information;</li> <li>• Follow FLCS policies to request access within the Health Information Act requirements.</li> </ul>

## Creating a Safe Home

FLCS 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 FLCS, 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, 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 Centres for appointments, visits with family, shopping trips, etc. please fill out the *Resident Sign-In and Sign-Out Book* located in each neighbourhood. 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. We ask for your patience and understanding on behalf of these residents. To support a resident’s dignity, we may use a security device to reduce the likelihood of the resident leaving the home, going outdoors, and getting lost. This device will automatically lock the main doors, reducing the possibility of leaving.

We believe in preserving your right to freedom of movement, while maintaining a safe setting and protecting the privacy of others.

### 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 alerts the HCAs’ wireless telephone.

## Emergency Plan

Each of our sites has a specific 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

In the case of a code/drill being activated, follow the directions of the staff.

Should a code be called:

1. Remain calm.
2. You will hear an announcement of where the emergency 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

FLCS staff and volunteers are required to wear name tags so you can identify them.

## Infection Control

FLCS is committed to preventing and/or stopping the spread of infections. Our staff follows “best practice” cleaning, hygiene, and disease-control procedures. All 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. 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.

## If Your Visitors are Sick

We ask friends and family of our residents to not visit if they are ill. Visitors are notified of outbreaks, i.e. respiratory outbreak by signage on the front door and by email updates.

## Annual Vaccinations

FLCS encourages our residents, staff and volunteers to receive the AHS recommended annual vaccinations (such as Influenza) and as required, a pneumococcal vaccination.

## Legal and Financial Matters

FLCS 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.

### **Acceptance of Gifts**

FLCS 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 FLCS. 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. For more information, please see the Father Lacombe Care Foundation website: [www.fatherlacombe.ca](http://www.fatherlacombe.ca)

### **Screening of Employees and Volunteers**

In order to promote a safe living/working environment for our residents and staff members, a criminal record check is required for all new employees, volunteers, private duty personnel and service providers.

## **Provincial and National Standards**

### **Alberta Seniors Accommodation Standards**

Supportive Living and Long Term Care Accommodation Standards are defined under the Supportive Living Accommodation Standards. The Standards are designed to ensure home care, supportive living and long term care operators provide quality accommodation related services (meals, building maintenance, security and housekeeping) to their residents. All continuing care operators, including long term care facilities and supportive living accommodations are monitored for compliance.

### **Continuing Care Health Service Standards**

Continuing Care Health Services 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. All continuing care facility operators are monitored for compliance on an annual basis.

### **Accreditation Canada**

In addition to internal quality reviews and initiatives, FLCS sites are subject to inspections, audits and reviews from Accreditation Canada to ensure compliance to Provincial and National standards.

During any of these reviews/audits, 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 RCM.

## Compliments and Concerns

FLCS 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.

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 us at: [info@fatherlacombe.ca](mailto:info@fatherlacombe.ca). You can also submit written compliments or concerns anonymously by using our suggestion boxes located outside each reception area.

Our goal is 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 in a timely manner. 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 Care Team or RCM. 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 Care Team.
- Set aside time to deal with issues. Make an appointment with the RCM so they can give you their full attention.
- 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.

### 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.

### 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 RCM 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.





**We hereby acknowledge receipt of this Handbook.**

Signature: \_\_\_\_\_

Name of Resident/Resident Representative: \_\_\_\_\_  
(Please Print)

Date: \_\_\_\_\_