



SHEPHERD'S CARE FOUNDATION
Affordable, Christian, Age-in-Place Care

Welcome

Information for Residents
and Families

LONG TERM CARE HANDBOOK



*Dedicated to the “celebration of life”
in a caring Christian environment*

Welcome to the Shepherd's Care Foundation (SCF). We are happy to have you with us. We understand that you and your family may have many questions and that this initial period of adjustment can be both exciting and stressful.

This booklet is designed to help you better understand our services and programs; and, ultimately, to help you feel at home at Shepherd's Care. We encourage you and your family to review it and to keep it on hand as a reference. Please keep in mind that our staff are always available to respond to any questions you may have.

At Shepherd's Care, we strive to be person centered in everything that we do. Person Centered Care is about choice, building relationships and creating a home for our seniors. Giving our residents choice and flexibility in all aspects of daily living including meals, personal care, medications, and recreation options is a critical part of fulfilling our care and service mission.

We believe that each resident is his/her own expert in determining individual care needs; and, through our Living Excellence program, we offer autonomy and choice to our residents.

The mission of Shepherd's Care Foundation is to be dedicated to the celebration of life in a caring Christian environment. We take to heart Jesus' teaching in the Bible to "love our neighbours as we do ourselves". The attitudes, organizational structures, policies and services of SCF demonstrates an awareness of, respect for, and attention to the diversity of persons served, personnel, families/caregivers and other stakeholders.

It is our hope that you and your loved ones feel welcome and at home at Shepherd's Care Foundation.

Shepherd's Care Foundation is [CARF Accredited](#).





Table of Contents

YOUR RIGHTS AND RESPONSIBILITIES 4
LIVING IN YOUR NEW HOME 4
Your Personal Belongings 4
Your Room 5
Meals 5
Pets 6
Common Areas and Courtyard 6
Social and Leisure Activities 6
Social Leave 6
Television and Telephone Service 7
Understanding Dementia 7
Use of Alcohol 7
YOUR SAFETY AND SECURITY 8
Commitment to Resident Safety 8
Creating a Safe and Respectful Environment 8
Emergency Call System 9
In Case of Fire and Emergency 9
A Smoke-Free Environment 9
Candles 10
Identification Bracelet 10
Scent Sensitivity 10
Infection Control 10
Least Restraint 10
Protecting Your Privacy 11
Taking Your Medications 11
YOUR CARE TEAM 12
You and your Family/ Friends 12
Food Services Dietician 12
Medical Services 12
Nursing 13
Pastoral Care and Chaplaincy 13
Pharmacy Services 14
Therapeutic Services 14
Occupational Therapy 14
Physical Therapy 14
Recreational Therapy 14
Social Work Services 14
Support Staff 15
OTHER IMPORTANT SERVICES AND PROVIDERS 15
Gift Shop 15
Hairdresser 15
External Service Providers 15
Laundry Services 15
Mail 16
Other Health Services 16
Footcare Services 16



Dental Services16

Student Placements.....16

Transportation and Parking16

Volunteers17

YOUR CARE 17

Decision Making17

Developing a Plan of Care.....17

Health & Wellness.....18

End of Life Care & Palliative Care18

Goals of Care.....18

Hospital Leave18

Medical Appointments19

Transfers and Discharges.....19

COMMUNICATION WITH RESIDENTS AND FAMILIES 19

Client Feedback and Concern Process19

Disclosure.....20

Communicating Electronically20

Internet Service21

Resident and Family Councils/Forums21

Visiting21

Gifts and Gratuities22

FINANCIAL ARRANGEMENTS..... 22

Admission Agreement22

Resident Trust Accounts22

Additional Resources.....22

CELEBRATE THE SPIRIT OF GIVING..... 22

This handbook is also available electronically at www.shepherdscore.org

Shepherd's Care Foundation Corporate Office
 6620 – 28 Avenue
 Edmonton, AB T6K 2R1
 Tel.: 780-463-9810
www.shepherdscore.org



YOUR RIGHTS AND RESPONSIBILITIES

People who care and are concerned about your safety and well-being will surround you daily at Shepherd's Care Foundation. Therefore, it is important for you to share what is important to you and what choices and decisions you wish to make.

While you are living at Shepherd's Care Foundation, you will have the right to be informed and listened to, to be safe, secure and supported as well as respected and treated with dignity. It is important for staff to get to know you so that we can support your personal choices and those things that enrich your life the most. Shepherd's Care Foundation's "Resident Rights and Responsibilities" are included in your information package and in your room.

In order to be the best you can be, it is important that you:

- Do as much for yourself for as long as you are able.
- Stay involved with family and friends.
- Get involved in your new community and enjoy the new experiences that meeting new acquaintances offer both you and your family.
- If you have any questions or would like a copy of any of our policies please ask your Charge Nurse or Program Manager.

Remember that it takes time to settle into your new home – so expect some ups and downs!

LIVING IN YOUR NEW HOME

Your Personal Belongings

We recommend you bring enough washable, dryable clothing to last at least seven days. Clothing should be comfortable and easy to put on and take off. You should also bring outer garments such as coat, hat, scarf, gloves. Footwear is very important and we recommend non-slip soled slippers, shoes and boots. All clothing and footwear must be labeled. Labels are added onsite for a one-time fee. Some sites may be exempt from the labeling directive.

Shepherd's Care will not accept responsibility for loss of or damages to personal belongings. Jewelry and large sums of money should not be kept in resident's room. The resident/family is solely responsible for the care, protection and well-being of all valuables, personal effects, prosthetic devices or cash. We



recommend that residents insure their valuables, personal effects and furnishings. Some residents may have a locked drawer at the bedside where small valuables may be kept. Glasses, hearing aids and dentures must be labeled, and you will be responsible for the cost of loss or damage.

Large sums of money are advised to be kept in a trust account (*see pg. 21*) as opposed to in a resident's room – ask your nurse/unit clerk or our finance department for more information.

Your Room

To make your room comfortable and home-like, you may bring some personal belongings, such as a favorite quilt, cushions, plants and pictures. These items must fit with enough space for you and others to move easily about your room. Please discuss with your Program Manager the items you wish to bring with you before they are delivered, or if you want to mount anything on the walls at the center.

Any items brought in that obstruct or limit the ability for you or the staff to navigate safely throughout the room may be requested to either re-organize the room or remove some items. This will be done in consultation with you.

Cleaning of closets, drawers, knick-knacks and the refrigerator in your room are the responsibility of you or your family. Upon discharge my belongings and all property will be removed within 24 hours and a Disposal Fee of \$100.00 will be charged on the final bill for any items not removed.

Meals

Three meals are provided in communal dining areas. In addition to the regular menu, special meals are planned to celebrate holidays and special events. We recognize that many individuals have special dietary needs, and every attempt is made to accommodate dietary restrictions, personal and/or religious preferences and to offer choices. The daily menu is posted on the menu board and on the SCF website www.shepherdscare.org. Beverages and snacks are provided. Staff will serve your meals; and, if necessary, they will help you eat safely and comfortably.

Families may want to bring in special food for residents; please do not share with other residents as they may have food or swallowing restrictions. These foods should be stored in plastic containers with lids and clearly labelled with the resident's name and the date it is brought in. If you are planning to bring in a meal for a special occasion, please notify the nursing staff.



Your family is welcome to join you for meals. Your centre will provide you with information on the procedures and costs if family members wish to order a meal for themselves. In addition, the sites have family dining areas that can be reserved for special meals or celebrations. Some sites have public restaurants that are open daily to all residents and visitors.

We offer full-spectrum catering menus, including event planning for birthdays, weddings, anniversaries and meetings. We enjoy hosting families for these special events.

Pets

Some sites may have live-in pets, such as a cat, fish or birds. Registered pet therapy animals may come to the centre as part of recreation programs. Family pets are welcome to visit the centre, too! Please inquire with the centre regarding their Pet Policy before bringing in your pet. Pets are not allowed in the kitchen areas or dining rooms. If you have questions, please contact the Recreation Therapist.

Common Areas and Courtyard

There are numerous common areas throughout the facility for your enjoyment where you will find a quiet space to relax, work on a puzzle or enjoy the company of other residents. Your care staff can assist you to find an area that will suit your needs and interests.

Our outer courtyard is professionally landscaped with many beautiful gardens and walkways. Attractive patio areas provide a comfortable and secure atmosphere — the perfect setting to indulge in a favorite book or to enjoy an afternoon stroll.

Social and Leisure Activities

A wide range of activities based on assessed needs are offered on an individual or group basis, and friends and families are always welcome to attend programs. A monthly program calendar is posted on the SCF website www.shepherdscare.org, throughout the site and available to take home. Our wheelchair-accessible bus is used for off-site activities. We offer scheduled offsite and seasonal outings. There may be a charge for trips, and fees may apply to some programs.

Social Leave

Social leave/passes are encouraged and can be arranged for residents. Where possible, please give the care staff at least two days' notice before leaving so that your medications and other necessary supplies can be prepared and packaged for



you. Please use the sign-out book at the nursing station as an additional communication tool to let all staff know the destination, date and time of leaving and return date. While away, you need to continue paying for the room.

If you require special equipment while on leave, please contact your charge nurse who will make arrangements and ensure the necessary instructions and/or education is provided.

Television and Telephone Service

Televisions (TVs) are available in each centre in communal areas. Basic cable TV services are available in every room. If you would like an individualized program package, please contact the cable company directly. The cost of the additional service is your responsibility. We are not able to waive the basic cable rate. Please use earphones / headphones so you can enjoy your favorite TV and radio programs in comfort without disturbing others.

Telephone services are also available in the centre. If you would like telephone service in your room, please contact a telephone provider and they will bill you, a family member or a trustee directly.

Understanding Dementia

Some of our sites have specialized dementia care settings but all our sites accept residents with dementia. Due to the nature of and possibility of special needs of residents with dementia, each resident is assessed and cared for in a person centered manner, while ensuring the safety of all the residents at the site. It is important if you are visiting a site with dementia care residents that when you enter or exit you ensure residents are not inadvertently able to exit with you. Please always check with the care team if there is a resident you are unsure should be entering or exiting the centre.

Dementia care residents sometimes wander in to rooms that are not their own. This is normal and staff will always attempt to redirect residents if they see them in another resident's room. Sometimes residents with dementia express an unmet need by calling out, yelling, pushing, displaying anger or crying. If you are concerned about a resident's behavior, call for a Nurse to assist.

Use of Alcohol

The consumption of alcoholic beverages is discouraged but it can be considered as a lifestyle choice, as long as this does not interfere with the rights, safety and well-being of others. If you would like to have an alcoholic beverage please talk to your Physician, Program Manager or Charge Nurse. We will facilitate a review



with you and/or your family, your Pharmacist and Physician. The outcome will be discussed with you. A Physician's Order is required prior to the use of any alcoholic beverages, and alcoholic beverages are not to be stored in resident rooms or fridges

YOUR SAFETY AND SECURITY

Commitment to Resident Safety

SCF promotes healthy, safe and clean environments that support quality services and minimize risk of harm to residents, employees, families and other visitors. We recognize safety as a foundation upon which quality of care and service is built.

SCF believes that safety is a key part of every job, at every level of the organization, and strives to create a supportive environment in which safety hazards or incidents are readily reported.

We inform and educate residents and families about their role in safety, recognizing choice and independence must be balanced with potential risk to safety. We encourage residents and families to help staff identify and report safety issues. SCF focuses on preventive approaches and making the necessary system changes along the way in order to better safeguard residents from harm.

Creating a Safe and Respectful Environment

SCF is committed to:

- Fostering a healthy, safe and caring environment for residents, staff, volunteers and all visitors.
- Creating an atmosphere of trust, respect and dignity in all our relationships.
- Protecting against disrespectful and disruptive behavior, abuse, violence, discrimination and harassment.
- Ensuring everyone follows the relevant policies and legislation including Protection for Persons in Care Act. Copies of our policies are available at your request.

Disrespectful and disruptive behavior includes but is not limited to:

- Written or verbal comments and behaviors that are rude, degrading or offensive.
- Jokes that are demeaning and result in embarrassment or insult.
- Bullying, shouting or threatening which demeans an individual.



- Attempts to discredit an individual by spreading false information about him or her.

We expect all staff, volunteers, residents, family members, visitors and other service providers to treat each other with respect, dignity, honesty and courtesy. SCF also has a Zero Tolerance Resident Abuse policy and any behaviours and/or situations that go against these expectations be met with zero tolerance. Should you wish to review this policy, please ask the Charge Nurse.

Emergency Call System

Each room is equipped with an emergency call system that alerts your care staff as needed. Upon arrival and anytime thereafter, your care team member will review with you how the system works. Your emergency call bell or pendant should be used when you need help; i.e. if you fall, if you cannot get out of bed, if you are feeling unwell. The emergency call system is checked on a monthly basis to ensure proper functioning to ensure your safety and well-being.

Some sites have additional safety alerts such as a wanderguard/roam alert device. This allows staff to be aware of those who may be unsafe if they leave the centre unattended.

In Case of Fire and Emergency

Our main concern is to ensure your safety during any emergency. We have a Fire Safety Plan and has regular fire safety practices at each site. During these practices, you will hear the fire alarm and may hear messages over the loudspeaker. The alarm usually last a few minutes during which time the staff will follow safety procedures and provide guidance and assistance to you and any visitors. All fire alarms must be treated as an actual fire event and you must follow instructions.

If you have, or notice an emergency in the centre, use the call bell located in each room to alert the staff or notify any staff member immediately.

SCF also has a plan in place to deal with other emergencies that may require rescue or evacuation. If you would like more information, please inquire at the site.

A Smoke-Free Environment

To protect the health of residents, staff and visitors, we are a smoke-free environment this includes cigarettes, cigars, vaporizers and cannabis. Visitors may not smoke in our building or on the property. Please do not give cigarettes to any resident. Thank you for your consideration.



Candles

Sparklers and candles present a fire hazard and will set off the smoke alarms in small areas. They are not permitted in the site. Fiber optic trees and any electrical devices must be checked with the facility and be CSA or UL approved.

Identification Bracelet

For accurate identification, all residents are provided with a personal identification bracelet.

Scent Sensitivity

Recognizing that there are residents and/or staff who are sensitive to scents and other aromatic items in the living and working atmosphere within our premises, perfume, aftershave or other scented products as well as highly scented flowers such as lilies, are discouraged

Infection Control

Our goal is to prevent and control infections among our residents and staff. There are three simple things you can do to substantially reduce the spread of germs and protect the health of our residents and staff:

1. **Hand washing:** Wash your hands thoroughly and frequently. Use the hand sanitizers provided.
2. **Respiratory etiquette:** Cover your mouth and nose by using your sleeve instead of your hand when coughing or sneezing and wash your hands immediately thereafter. Put used tissues in the garbage.
3. **Responsible visiting:** Please do not visit if you are feeling ill or have symptoms of vomiting, diarrhea or influenza (fever, cough, sore throat, severe exhaustion, generalized aches and pains).

We strongly recommend that you and your family receive the influenza immunization in the late fall or winter months every year. Residents receive their immunizations from a SCF Nurse. Family and friends may be immunized at any of the clinics offered in the community.

Pneumococcal vaccine is also recommended by Alberta Public Health for all residents to protect against pneumonia causing illnesses.

Least Restraint

A restraint is a device that limits or controls movement or behavior. In the past, restraints were used to restrict the mobility of residents at risk of falling (physical or mechanical restraint) or control and limit behaviors by prescribing medication



(pharmacological restraint). However, research shows that restraints are more likely to harm residents than protect them.

Least restraint means that SCF will avoid the use of restraints whenever possible. When all other supportive interventions are considered and deemed ineffective or inappropriate in the circumstance, the least restrictive degree of restraint for the least amount of time necessary to achieve the intended outcome may be utilized to avoid harm to the Resident or others. Alternatives to restraints may include modifications of the environment, alterations in the approach to care, structured and unstructured activities, review of treatments and pharmacological agents, physiological agents.

If a restraint is needed, it will always be the least restrictive type of restraint and will be used for the shortest period of time possible. Residents and family members or substitute decision makers will always be involved in discussions about restraints. Should you wish to review our policies on restraints, please ask the Charge Nurse

Protecting Your Privacy

We are committed to safeguarding your personal and health information. SCF maintains the confidentiality and privacy of your information in compliance with the *Freedom of Information and Protection of Privacy Act* and the *Health Information Act*.

The intent of these Acts is to provide the least amount of information necessary to authorized representatives only. The Admission Agreement outlines specific situations in which SCF may disclose limited information about you to others.

If you have questions about how your personal information is collected, used or disclosed, please ask your Program Manager.

Taking Your Medications

Medications are prescribed by an authorized prescriber which would include the Physician, Nurse Practitioner or Pharmacist and are administered by nursing staff. We recognize that Natural Health Products including medicinal cannabis, may be part of your regular lifestyle choice. If you want to continue with this routine you must inform the nurse to ensure the pharmacist completes a review of medication before utilization to ensure compliance with our policies prior to use of these products. Our site will not supply, nor will the staff assume any responsibility for administering them if the Natural Health Product has not been approved by Health Canada for safety and efficacy. If doing so was a part of your regular routine,



please discuss this need with the nursing staff or your physician. No medication, including over-the-counter drugs, may be brought into the resident's room.

If you wish to self-administer medications, and it is determined you have cognitive and physical ability to do so, you will be supported in becoming independent in the management of your medication regimen. Please talk to your Program Manager to facilitate this.

YOUR CARE TEAM

Staff members work together as a team to provide you with person centered care. They share information and ideas to provide a high standard of care and to help you live as independently as possible.

You and your Family/ Friends

The most important members of your care team are you and your family/agent or guardian. We rely on you to let us know how you like to do things, and what your normal routine is, what your goals are, so that we can plan your care together. We encourage you to participate in decisions involving your care. We may need to partner with you when we are having difficulty due to behaviors like being resistive or aggressive during care.

Where appropriate, training is available for family members who would like to take a more active role in providing different aspects of your personal care such as transferring or bathing. If you would like to discuss this or any aspect of care, please ask your Charge Nurse or Program Manager.

Food Services Dietician

A registered dietitian assesses and monitors the nutritional requirements that support your quality of life. Food service staff will take into account your allergies, likes and dislikes, as well as any religious and cultural preferences.

Medical Services

The doctors providing services in long term care have a personal interest and professional expertise in caring for residents in continuing care. Alberta Health Services and the SCF Medical Director approve privileges for a physician to work in the centre. You will be admitted under the care of one of the physicians who have privileges in the Centre. Your doctor will consult with you and/or family about your health care. Doctors are required to visit at least monthly but may come more often.



Nursing

The nursing team provides 24-hour care to encourage and support you to manage your individualized personal care as independently as possible. Your nursing team consists of the following:

Health Care Aide (HCA): The HCA will assist you as directed by your person centered care plan which may include bathing, dressing, eating, toileting, transferring and mobilizing.

Team Leader (Licensed Practical Nurse, LPN, or Registered Nurse, RN): An LPN or RN Team Leader carries out several nursing care duties, including dispensing your medications, dressing changes, and providing treatments. The Team Leader is available at any time for any questions or concerns regarding your care.

Charge Nurse (Registered Nurse-RN): Your RN/Charge Nurse oversees all of the direct care and supervises the staff on your unit. The RN plans your care with you, your family and other members of your team and is the primary contact for you and your family.

Program Managers: There is a designated Program Manager on your unit who is also a Registered Nurse. The Program Manager supervises the Care Team and ensures your care follows best practices and organizational policies. In this leadership role the Program Manager is there to support and assist residents and families with any concerns and coordinate the care team

Pastoral Care and Chaplaincy

Our Pastors and Chaplains are available to provide spiritual and emotional support to you and your family. They are trained to offer care to anyone and everyone, exhibiting the love of God through unconditional acceptance of the person, and offering whatever that person needs to find a sense of hope in their present situation.

There is always a Pastor or Chaplain on-call, 24 hours a day, to respond to any emergency or crisis situation, if their presence is requested. The Pastors and Chaplains work closely with community clergy, and your own clergy is welcome to visit you at any time. Feel free to contact a Pastor or Chaplain for any emotional, spiritual, or religious need or request.

Residents are invited and encouraged to participate in all the spiritual programs noted on the Activity Calendar.



Pharmacy Services

Each centre has contracted pharmacy services, including access to a pharmacist. The pharmacy will provide medications that your doctor has ordered. They keep a current record of your medications, medical conditions and allergies. They work closely with the Care Team to review your medications regularly.

Therapeutic Services

Therapeutic staff provides social work, physical, occupational and recreational therapies. Services are provided based on assessed needs and available resources. You may not require the services of all the professionals. We can also provide you with information and contacts for programs and services available in the community. The therapeutic team consists of a manager, therapists, assistants and attendants who will work with you to promote physical function, mobility, therapeutic and social activities.

Occupational Therapy

The Occupational Therapist will work with you to assess & treat physical, cognitive and emotional conditions by improving and maintain your existing abilities. The OT will help you engage in activities of daily living such as personal care, communication, therapy programs and activities of interest. The OT will also assess your needs for mobility aids such as canes, walkers & wheelchairs.

Physical Therapy

The physical therapist (PT) will assess you to determine if it is appropriate for you to participate in a PT program. The therapist may also assess your need for mobility aids. Therapy may consist of physical exercises, walking programs and the use of treatment devices such as heat or cold packs, wax therapy and Ultrasound. There are many community-focused programs as well.

Recreational Therapy

Recreational therapy encourages a quality leisure lifestyle according to individual attitudes, abilities, needs and interests. Staying engaged in social activities is important to your quality of life and recreation programs are offered to promote your health & wellness.

Social Work Services

Social workers are available to assist you in meeting your social and emotional needs. These professionals can also help you and your family adjust to your new



lifestyle in a continuing care centre, access financial, legal, mental health and other community resources or plan a return home or transfer to another facility.

Support Staff

Housekeeping, maintenance, dietary, laundry and administrative staff are dedicated and important team members who also contribute to ensuring a safe and healthy environment for you.

OTHER IMPORTANT SERVICES AND PROVIDERS

Gift Shop

A gift shop is located on the main floor. Available items include greeting cards, snacks, select toiletries, gifts, and much more. Look for new seasonal items arriving every month. Proceeds benefit the residents.

Hairdresser

Hair care services are provided through the hair salon at the centre. Please make your appointments directly with the hairdresser. At some sites, you must pay for this service separately and other sites do allow for billing directly to your trust account and or monthly invoice.

External Service Providers

Residents and families who wish to hire an independent service provider may do so at their own expense. If you wish to involve a health care professional from the community you will need to discuss this with your Program Manager. This will ensure your treatment is safely coordinated and focused on the same goals. If you choose to use an independent service provider, we encourage you to consider the following safety measures: reference checking, criminal record checks, bonding, licensing, professional certification and verification of whether or not the contracted provider has liability insurance.

Laundry Services

On-site laundry service is available for personal items for a monthly fee. Arrangements and costs for dry cleaning are the responsibility of the resident. If your family or friends wish to launder your clothing off-site, please provide a covered hamper.



Mail

Incoming mail is delivered to each resident daily. Outgoing mail can be placed at Reception. Stamps are available for purchase at the gift shop.

Other Health Services

It is important to continue to access other health services such as specialists, hearing and vision. You or your family/agent are responsible to make appointments and arrange transportation. If you are having difficulty or require assistance to make or get to appointments, please ask the Charge Nurse or Program Manager for assistance.

Footcare Services

For your convenience we do have a specialized footcare nurse who provides this service at our facility. You will be provided with a consent form for this service at time of admission.

Dental Services

It is important that you maintain good dental health. A regular appointment to your current dentist is encouraged. We will be sure to offer reminders or assistance to you at least twice a day to ensure daily dental care of your gums, teeth and dentures if applicable. You or your family/agent is responsible to make appointments for these services at your cost and arrange transportation. If you are having difficulty or require assistance to make or get to appointments, please ask for assistance on how to access these services.

Student Placements

Students are fully supervised and will be introduced to you if they participate in any part of your care. Most sites host students from various universities, colleges and programs. You may meet students who work with our care team as part of their educational experience.

Transportation and Parking

Visitor parking is available at the front of the building. Please follow the parking signs/restrictions to ensure access for emergency vehicles and resident/tenant parking. Public bus service is available and some centres have pick up and drop off service at the main entrance.



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 doing crafts, providing entertainment, helping at meal times, visiting and sharing in your joys, sorrows and experiences and accompanying you on off-site activities. If you would like to learn more please contact our Volunteer Coordinator.

YOUR CARE

Decision Making

We encourage residents to discuss their preferences for personal care, medical treatment, health care services and financial matters with their families.

We will ask you if you have any court- approved documents such as the Personal Directive, Legal Guardianship or Trusteeship to assist in your decision making if you are unable to do so. Personal Directives indicate a resident's preferences for medical treatment and health care in the event he or she is unable to make such decisions.

If you have any court-approved documents it is important that we are aware and that the copies are placed in your health record to ensure the appropriate information is provided to the appropriate individual.

The Social Worker or Program Manager can give you more information about any of these processes. Please discuss this with your loved ones and feel free to ask questions or raise any concerns with the care team.

Employees and volunteers are not to be involved in any Resident's personal affairs such as Power of Attorney, Wills & Estates, Personal Directives and Guardianship. This includes being a witness to such documents.

Developing a Plan of Care

When you arrive at site you and your family will learn more about SCF and how we will work together to support you in being as independent as possible while meeting your care needs. You will meet your physician and the rest of our care team for a thorough assessment to ensure we know who you are, what you want & what your needs are. This assessment will be completed within two weeks.

There will be an Admission Conference scheduled for you, your family or responsible party to meet with the team to develop a care plan and set goals. Your plan of care will be reviewed and updated regularly and an annual



conference will be scheduled for further follow up. Your participation in the development and review of the care plan is essential in meeting your needs.

Health & Wellness

At Shepherd's Care, we value everyone's health and wellness. We encourage you to share your likes and dislikes with the staff, so that we can work together to maintain your wellness and quality of life. Shepherd's Care is committed in promoting healthy aging and well-being through our various recreation and leisure programs.

End of Life Care & Palliative Care

We are here to provide care and support while you are living at SCF. We can also provide End of Life Care and Palliative Care when you are at that stage in your illness. This is an active compassionate approach that treats comforts and supports individuals who are living with, or dying from, progressive chronic life-threatening conditions. Such care is sensitive to personal, cultural, and spiritual values, beliefs and practices and encompasses support for families and friends up to and including the period of bereavement. It helps to give people the best quality of life possible so people and their families can live a more settled and peaceful life. The team at SCF will look at what's important to you and your goals of care. They encourage you, your family, and other caregivers to make choices about the type of care that's right for you and that meets your goals and wishes.

Goals of Care

In a medical emergency, the "Advanced Care Planning and Goals of Care Designations" (ACP/GCD) also known as the "Green Sleeve"; guide the care team to provide timely care that is both medically appropriate and that meets your personal values and wishes. Your physician and the care team will help you decide on the ACP/GCD that best reflect your goals of care. If your goals deem that resuscitation is required in a medical emergency, trained staff will respond appropriately. Emergency Medical Services (EMS) is notified to provide advanced life support if necessary.

Hospital Leave

You may need to be transferred to a hospital due to a change in medical condition or for an assessment. Residents are entitled to 50 days of hospital leave per year (April 1-March 31). Your accommodation charges will continue to be payable to the centre. After 50 days, the centre must release your bed. All decisions made in this regard will involve you and your family as appropriate.



Medical Appointments

The centre will cover all charges incurred for transportation services to medically required appointments or services which are covered by Alberta Health Insurance plan.

Common outside appointments which the Centre may organize on your behalf but are NOT responsible for transportation costs may include:

- Eye exams & filling prescriptions for eye glasses
- Dental appointments
- Non-emergency x-rays
- Some medical specialist appointments.

If you are unable to go alone to any outside appointments, the centre will first ask if a family member or friend is available to go with you. If this is not possible, the centre will assist in making arrangements for a companion at your expense.

When you return from any appointment it is very important that you share the instructions and information from your appointment with the Nurse on your unit. By sharing this information the staff will be better able to meet your care needs.

Transfers and Discharges

Your care team will review your care on a regular basis. When there are sudden changes in your care needs, the care we are able to provide, or if the environment in which the care provided no longer suits your needs, alternate care arrangements may need to be discussed. If this happens, we will provide you and your family with information about other available options. This may include moving to another SCF community, another care provider or to hospital.

COMMUNICATION WITH RESIDENTS AND FAMILIES

Client Feedback and Concern Process

SCF is committed to providing quality care and quality of life services to meet individual physical, spiritual, cultural, social and emotional needs. To do this, we need your support and involvement. All staff are readily available to discuss comments, concerns or suggestions and we encourage you to document them on the *Client Feedback Form* (available at the nursing unit and from staff). We are committed to addressing and acting upon feedbacks, comments and concerns. We also welcome your compliments.



We invite feedback from you through regular satisfaction surveys that are administered throughout the organization. It is important to SCF to hear from you and your families to continue to improve the services we provide.

Shepherd's Care Foundation will support persons in our care who seek more information regarding options, including palliative and hospice care, but will not participate in or provide medical assistance in dying. Should you wish to view our palliative/end of life care policy or medical assistance in dying policy please contact the Charge Nurse. Copies of Shepherd's Care Foundation care policies are available on request.

Disclosure

We value open and honest communication. If an adverse event occurs, we will let you know as soon as possible. We will investigate so you are aware of what happened and so we can prevent similar situations from occurring in the future.

Communicating Electronically

- **The SCF website (www.shepherdscare.org)** contains a wealth of information on the work of the Foundation, the continuing care system in Alberta and site-specific information such as the menu, monthly activity calendar and upcoming educational seminars.
- **Facebook Page (www.facebook.com/shepherdscareeventpage)** provides photographs and snapshots of the many social events happening at Shepherd's Care.
- **Quarterly Newsletter** features resident, staff and volunteer profiles, Foundation events, and general information of interest to our many supporters.
- **E-Mail letters** – Residents and family members on our e-mail distribution list periodically receive site-specific information on upcoming events such as resident special dinners, upcoming concerts and Open Houses.
 - To have your e-mail address added to our distribution list for the Quarterly Newsletter and Campus Specific News, please go to our website www.shepherdscare.org , then click on **Sign-up for our Newsletters** at the bottom of the Home page and pick the Newsletter and campus specific news you are interested in receiving. You can also send an e-mail to info@shepherdscare.org requesting to be placed on the Newsletter distribution list and any campus-specific news you would like to receive.



Internet Service

Our residents love hearing from family and friends! We realize that it is not always possible to make it into the centre to visit with a family member due to distance, work or simply a hectic schedule, so we would like to make it easy to contact them. The Therapeutic Department has an e-mail address for you, the family member, to send messages or letters to your loved ones. This is a global e-mail address where all messages/letters, etc. are sent and recreation staff sort and deliver the e-mails to the appropriate resident.

We can also arrange for you to share a Skype visit. You can e-mail us at the same address requesting that a skype conversation be set up with your loved one. If you would like to use this service, please contact the Recreation Therapy Department.

Resident and Family Councils/Forums

The purpose of the Resident and Family Councils/Forums is to encourage resident and family involvement in achieving the highest possible quality of life, care and service to the residents and families of SCF through their ongoing input and participation and regular notification of meetings and outcomes.

Residents and families meet regularly to talk about matters that affect their well-being. The concerns, suggestions and projects are then taken to the management for review and consideration. We encourage you to participate in Resident and Family Councils/Forums as it is an effective way for you to share ideas and have a say in what goes on in the centre.

Notices and minutes are posted in the main lobby as well as on the website – www.shepherdscore.org.

Visiting

Family, friends and children are welcome at any time. Visitors who come after visiting hours are asked to use the front entrance and to ring the bell to gain entrance. All entrances are locked from 8pm to 8am for safety and security. You may wish to visit with your loved one outside of the centre. Please advise staff as far in advance as possible so they can prepare necessary medications. Family members, friends or residents must sign out if a resident will be leaving the centre. Please ask the Unit Clerk to explain the sign-out procedure on your unit.

For family convenience, we offer a comfortable oversized lounge chair that, when folded out, transforms into a single bed. You are welcome to use this chair when you stay overnight to be close to your loved one. Contact the charge nurse when you would like the lounge chair moved into a room.



We offer overnight guest lodging while you are visiting your loved one. Please contact the receptionist for further details.

Gifts and Gratuities

Gifts to employees from clients or other individuals who have a business or professional relationship with Shepherd's Care Foundation may be seen as a conflict of interest and are deemed unacceptable by the organization. We request that you do not offer money or gifts to any employees or volunteers under any circumstance.

FINANCIAL ARRANGEMENTS

Admission Agreement

On admission, you and or your family/agent will review the SCF Long Term Care Admission Agreement. This Admission Agreement will outline the details of what is included in your accommodation costs and what you are able to purchase in addition to the items included in the accommodation fee. The agreement must be signed by you or your legal representative.

Resident Trust Accounts

All residents may have a trust account provided by the centre, to easily and conveniently pay for uninsured services such as outings, clothing vendors, hairdressing services, foot care services or gift shop purchases. Most people find a trust account vital for managing the incidental costs of daily living. You will need to establish this account with a member of our business office team. You will receive a monthly statement of your expenditures.

Additional Resources

For a detailed list of additional community resources and supports, consult the Shepherd's Care Foundation website – www.shepherdscore.org

CELEBRATE THE SPIRIT OF GIVING

SCF is a registered not-for-profit organization. Donations help to create a more home-like environment in our sites and provide specialized equipment to assist in providing care and enhanced quality of life for many of our residents. We will direct your gift to the area of greatest need, or to a specific site, program or project that you request. Donations that qualify for a tax receipt are eligible for the full tax credit allowed under Canada Revenue Agency law.

