



SHEPHERD'S CARE FOUNDATION

Welcome

Information for Residents
and Families

SUPPORTIVE LIVING HANDBOOK



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

Welcome to the Shepherd's Care Foundation. 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](#).



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This handbook is also available online at www.shepherdscares.org

- *click “Our Communities”, select the page for your site*
- *under ‘See what Residents are Up to’, click “View More”*
 - *under Resident Handbook, click view*



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. Shepherd's Care Foundation's "Resident Rights and Responsibilities" are included in your information package and posted about the site or in your room.

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 to help staff get to know you so that we can support your personal choices and those things that enrich your life the most.

Moving can be hard for anyone but there can be an increased emotional response in seniors. People with mild to moderate memory issues in particular may experience an emotional response known as "Relocation Stress Syndrome". Symptoms of relocation stress syndrome can include the following:

- | | | |
|--------------------|---------------|----------------------|
| *depression | *withdrawal | *anger |
| *anxious | *wandering | *irritable |
| *tearful | *confusion | *complaining of pain |
| *increase in falls | *sleep issues | *poor appetite |

These responses are quite normal and generally disappear once the person has time to adjust to the new physical environment, and build new relationships with the staff and other residents. If you notice these changes and they do not seem to be getting better, please make an appointment to visit your doctor. It is important to find ways to help cope and manage this stress. 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.

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

In order to have staff assist you with your personal care, it is important that you supply all toiletries and linens. This includes towels, combs, brushes, cosmetics, hand mirrors, toothbrushes, toothpaste, deodorant, lotions, shampoo, soap or



body wash, electric razors, and nail clippers/files. Please ensure these are well labeled when you move in.

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. Please ensure your clothing items are labeled when you move in.

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 rooms. 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. Small valuables may be kept safely in a locked drawer in the resident's room.

Glasses, hearing aids and dentures **must** be labeled, and you will be responsible for the cost for loss or damage.

You are also required to obtain adequate tenant insurance for your belongings and provide annual proof of insurance within a week of moving into your suite. Locking your suite door will also provide additional security for your personal items.

Your Room

It is your responsibility to provide suitable furniture for your suite. This includes an appropriate bed (we recommend a twin sized bed) that you can easily transfer into and out of. As your care needs change you may be asked to provide a higher or lower bed in order to ensure your safety and the safety of the staff caring for you. We ask that you provide a new mattress and pillow with Bed Bug protective cover for your bed. Please discuss the items you need to bring with the Charge Nurse prior to bringing them to the site. A check list is provided in your information package.

To make your room comfortable and home-like, we encourage you to bring in favourite personal belongings such as pictures or a favourite quilt. Other suggested items may include a clock, radio, television and easy chair. If you are considering bringing in a recliner, please discuss with the Nurse prior to moving it in. Some recliners are difficult to use and therefore can lead to injury or falls and we may ask you to remove a recliner if there is a safety concerns identified.

If there are items brought in that obstruct or limit the ability for you or the staff to move safely through the room, we will consult with you to determine what can be removed or moved to ensure safety.



Please note that cleaning and organizing of the closets, drawers, knick-knacks and the refrigerator in your room are the responsibility of you or your family.

Meals

Three nutritionally balanced meals, are provided daily in communal dining rooms. Our menu is prepared in consultation with a certified dietitian. In addition to the regular menu, special meals are planned to celebrate holidays and special events. We recognize that you may also have special dietary needs and every attempt is made to accommodate special dietary requirements as the result of health, personal and/or religious preferences. The menu is posted daily on the menu board outside the dining areas. Between meals, beverages and snacks are available .

We encourage you and your family/friends to take every opportunity to dine together. These arrangements can be made at the Nursing Station/Reception. We will make every effort to ensure you enjoy your meal time together. Your family/friends may want to bring in special food for you; please do not share with other residents as they may have food or swallowing restrictions. All foods brought in for you should be stored in plastic containers clearly labeled with your name and the date. These should be stored in the fridge in your room. If you are planning to have a meal brought in for a special occasion, please inform your care staff so that they can assist you. In addition, some sites have family dining areas that can be reserved for special meals or celebrations. These sites offer full-spectrum catering menus, including event planning for birthdays, weddings, anniversaries and meetings. We enjoy hosting families for these special events. Some sites also have public restaurants that are open to all residents and visitors.

If you become ill and are not able to get to the dining room, your care staff will make arrangements for tray delivery until such time that you are able to return to the dining room. The need for escort to the dining room will be determined by your care staff.

Personal Aids and Equipment

You are responsible to appropriately label your glasses, hearing aids and dentures when you move into your new home. Your Alberta Health Services (AHS) Case Manager will assess the appropriateness of any medical equipment you bring in. They will also ensure that each item is properly labeled and in safe working condition and is being used appropriately (e.g. wheelchair, walker, shower chair). Our SCF staff will work with your AHS Case Manager and with you and/or your family to ensure your health and safety in the use of any medical equipment. If you and/or your family purchases a piece of medical equipment or receives loaner equipment, please let the Charge Nurse know so that we can inform your AHS



Case Manager and familiarize ourselves with the equipment and the recommended use to ensure your safety.

Our care staff, along with the AHS Case Manager will monitor your equipment to see that it is safe to use, however, you will be responsible for the maintenance and upkeep of your equipment should it require routine maintenance or repair.

Pets

Some sites may have live-in pets, such as fish or birds or maybe even furry animals like cats. Registered pet therapy animals may come to the site as part of recreation programs. Family pets are welcome to visit the site too! Please inquire with the site regarding the Pet Policy before bringing in your pet. Pets must be kept on a leash and are not allowed in the kitchen areas or dining rooms. If you have questions, please contact the site's Recreation Therapist or Assistant.

Social and Leisure Activities

Shepherd's Care Foundation provides a variety of scheduled and unscheduled social and leisure activities. These are arranged and supported by staff with the training and knowledge to ensure that the activities promote physical and emotional well-being and enjoyment. A monthly program calendar is posted throughout the facility and on the SCF website www.shepherdscore.org It is important that you share with your care staff any suggestions you may have of activities that you would enjoy or you feel others would enjoy. Often through these community gatherings we get to know you and you get to know us and your community! 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 leaves 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. On departure, we ask that you use the sign-out book as an additional communication tool to let all staff know the destination, date and time of leaving, and return date. While away, your accommodation charges will continue. If you require special equipment while on leave, please contact your charge nurse who will make arrangements with the AHS Case Manager and ensure the necessary instructions and/or education is provided.



Television and Telephone Service

Basic cable television is available in every room Shepherd's Care Foundation sites. 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.

To order a personal phone, you must contact a telephone provider to arrange for installation. The telephone provider will bill you directly for this service.

Understanding Dementia

Some of our sites have specialized dementia care settings. Due to the nature of special needs of residents with dementia, each resident is assessed by the AHS Case Manager and cared for in a person centered manner, while ensuring the safety all the residents in the site. It is important if you are visiting a site with dementia care residents that when you enter or exit you ensure residents in secure areas 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 a dementia care unit.

Some residents within dementia care are able to use keys to lock and unlock their doors, others are not. What this means is that 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 part of your lifestyle choice, as long as this does not interfere with the rights, safety and well-being of others. If you would like to have alcoholic beverages please talk to the AHS Case Manager and 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:

- Ensuring everyone follows the relevant policies and legislation including Protection for Person in Care Act.
- 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 behavior, abuse, violence, discrimination and harassment.

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 will be met with zero tolerance. Should you wish to review this policy, please ask the Charge Nurse.

In Case of Fire and Emergency

Our main concern is to ensure your safety during any emergency. We have a Fire Safety Plan and regular fire safety practices at each supportive living site. During these practices, you will hear the fire alarm. The alarm usually lasts for a few minutes during which time staff will follow safety procedures and provide guidance to you along with other residents and visitors. The staff will give you instructions



and provide assistance. All fire alarms must be treated as an actual fire event and you must follow instructions. Be sure that you review the location of all fire exits and proper procedures for fire and evacuation on a regular basis. This information can be found in your room as well as in locations in hallways and common areas.

If you see smoke or fire, activate the fire alarm by pulling any one of the Red Pull Stations on the walls. Notify Shepherd's Care Foundation staff immediately upon activating the fire response system.

All SCF sites have plans in place for other emergencies that may require rescue or evacuation. If you would like more information please inquire at the site.

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.

Electric Blankets/Heating Pads or Bags

For resident safety electric blankets, heating pads or microwavable heat bags are not permitted. If you need a thermal head or cooling treatment your AHS Case Manager can ensure this is done in a safe manner by engaging an occupational or physio therapist.

Emergency Call System

In the regular non-secure Supportive Living sites, each suite/resident is equipped with an emergency call system (e.g. call bell and/or pendant) 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/pendant should be used when you have an emergency; for example, if you fall, if you cannot get out of bed or 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.

Due to the nature of special needs of residents with dementia, some of our secure dementia care sites do not have an emergency call system. In these situations, the staff complete checks on an hourly basis to ensure the resident's safety and well-being. If you are moving to a secure dementia site please ask about the emergency call system available.

Some sites have additional safety alerts such as a wanderguard/roam alert device. This allows staff to be aware of those who may be at risk of exiting a safe living site. There is a fee for this additional alert and they can be purchased at the sites. The AHS Case Manager and charge nurse will assess as to the need for this safety feature and discuss with you and your family.



A Smoke -Free Environment

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

Scent Sensitivity

Recognizing that there may be 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.

Identification Bracelet

You will not be required to wear an identification bracelet in your Supportive Living home. Staff will use two identifiers when administering any medications or other treatments to ensure your safety. These identifiers will usually be a photo and asking the resident to state their name or birthdate or both.

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 flu shots from a Public Health nurse every fall. Family and friends may be immunized at any of the clinics offered in the community.

Pneumococcal vaccine is also recommended by public health for those 65 years and over. If you have not received this vaccination or are not sure if you have received this vaccine, speak to your AHS Case Manager. Should you want to review our policies on infection control please ask the Charge Nurse.

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 to 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 and will try all available alternatives before using a restraint. If all other alternatives have failed we use the least restrictive method possible to enable residents to function safely within their environment. Staff achieves this by integrating the most effective strategies through a coordinated team approach.

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/agents/guardians will be involved in discussions about restraints. Should you wish to review our policies on restraints, please ask the Charge Nurse.

YOUR CARE TEAM

Shepherd's Care Foundation (SCF) staff along with Alberta Health Services staff work together as a team to provide you with person centered care. This means that they share information and ideas to provide a high standard of care for you and to 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.

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.

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 may need to partner with you when we are having difficulty due to behaviors such as 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 wish to help with the care, please discuss this with the site manager/supervisor or the AHS Case Manager to make arrangements.

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 Residents within Shepherd's Care Supportive Living sites. You will be assigned an AHS Case Manager when you arrive at your site. The AHS Case Manager will work with you and your family to develop your care plan. The goal is to ensure you receive the care you require while encouraging maximum independence in your new home. The AHS Case Manager will work closely with you, your family as appropriate, as well as the SCF team to ensure you receive optimum care within an environment that is compliant with provincial standards.

Remember, that while the AHS Case Manager is responsible for your overall care, you are able to speak with the Charge Nurse or AHS Case Manager for any questions you may have about your care needs. The AHS Case Manager and Charge Nurse work collaboratively and will communicate with one another. The AHS Case Managers are available on-site on pre-scheduled days during regular business hours.

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. You will be responsible for transportation to your physician. Some sites have physicians who are able to visit you at the facility. Please ask your AHS Case Manager if you have questions about accessing the site physician if available.

Dental Services

It is important that you maintain good dental health. Regular appointments to your current dentist are 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.

Nursing

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

Health Care Aid(HCA)

A SCF HCA will assist you as directed by the person centered care plan provided by the AHS Case Manager. They will assist you with day to day



personal care which may include bathing, dressing, eating, and toileting as well as medication assistance and recreation. Weekly light housekeeping duties are also included in your overall care.

Licensed Practical Nurse (LPN)

A Shepherd's Care Foundation LPN is the Charge Nurse in our Supportive Living sites. They provide leadership and direction to the Health Care Attendants as well as work closely with your AHS Case Manager to make changes to your care plan as determined by ongoing assessments. They also provide nursing care duties as required which may include administering your medications and providing treatments. This is who you should talk to should you have questions about your care. If needed the LPN will advise the AHS Case Manager of your questions.

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

Your safety is very important to us at Shepherd's Care Foundation and so we have contracted with a single pharmacy for the site. This pharmacy will provide optimal service to ensure changes to medication routines are managed as soon as possible after your doctor visit.

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. They also visit on site and with your AHS Case Manager on a regular basis. They will also consult with your physician should you have any concerns. Your AHS Case Manager will arrange the change to our contracted pharmacy for you so you will not need to worry about any problems with the transition.



Rehabilitation Therapists (AHS)

The AHS Case Manager may request a consult for additional rehabilitation therapy depending on your needs identified upon assessment. AHS provides the rehabilitation staff who attends your site when requested. Some of the rehabilitation therapies that are available once requested by your AHS Case Manager are:

Physical Therapy

The AHS Physical Therapist (PT) will assess you to determine if it is appropriate for you to participate in a PT program. The PT may also assess your need for mobility aids such as a walker. Therapies may consist of, but are not limited to physical exercises, walking programs, the use of treatment devices such as hot or cold packs, wax therapy and ultrasound.

Occupational Therapy

The AHS Occupational Therapist (OT) will assess and then provide treatment for any new physical conditions as well as therapies to improve or maintain existing abilities. The OT can also provide opportunities to promote ultimate functioning in important daily living skills such as personal care, mobility and communication. If assessed as necessary, the AHS OT or your AHS Case Manager may consult with a Speech Language Pathologist to provide individual assessment and treatment.

Site Supervisor/Manager

The Supervisor/Manager is on site Monday through Friday during regular business hours. The Supervisor/Manager is responsible for supervising the staff to ensure continuity of your care and to ensure your care follows best practices and organizational policies. Please consult with the Supervisor/Manager if you or your family has any comments, concerns and feedback regarding your care.

Support Staff

There are other valuable team members who contribute to ensuring a safe and healthy environment 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.

OTHER IMPORTANT PEOPLE AND SERVICES

Common Areas and Courtyard

There are numerous common areas throughout the facility for your enjoyment. Here you will find a quiet space to relax, work on a puzzle or enjoy the company of



other residents. Staff can assist you to find an area that will suit your needs and interests.

Many of our supportive living sites have professionally landscaped courtyards with attractive areas providing a comfortable atmosphere for you and your family. Take the time to indulge in a favorite book or to enjoy an afternoon tea in the courtyard when the weather is appropriate.

External Services

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 site manager/supervisor. 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.

Foot Care Services

For your convenience foot care service is provided through a contracted vendor. You or your family/agent are required to book your appointment and pay the foot care nurse privately for your visit. Please speak to the receptionist or manager to get more information on how to book your appointment.

Hairdresser

Hair care services are provided through the hair salon at each site. Please make appointments directly with the hairdresser. At some sites, you must pay for this service separately from your monthly invoices. Other sites allow for billing directly to your monthly invoice.

Housekeeping Services

Your room will have light housekeeping on a weekly basis, this includes light dusting, sweeping and washing the floors and cleaning the bathroom. Remember that cleaning and organizing of closets, drawers, knick-knacks and the refrigerator in your room are the responsibility of you or your family.

There will be an annual deep clean of your suite to be compliant with Accommodation Standards of Alberta. This will be done while respecting your preferences as much as possible while allowing us to be sure we are following proper infection prevention and control measures. Staff will be unable to move heavy furniture to access areas behind or underneath and so we will ask families/agents to assist as needed with this process.



Laundry Services

Shepherd's Care Foundation staff will ensure that bed linens and towels are changed and laundered weekly.

If you would like us to do your personal clothing laundry once a week for a monthly fee we are able to; however, all clothing needs to be machine washable and dryable. Large comforters or blankets needing commercial sized laundry care will require assistance of family to take off site for laundering.

You or your family may make arrangements to use the laundry machines for your personal clothing items at a nominal fee. Arrangements and costs for dry cleaning are your responsibility. In order to maintain an odor free environment, it is recommended that you use a covered hamper to contain your soiled clothing.

Mail

On arrival, you will be given your new address.

If you have received any mail, it will be delivered to your mailbox. Outgoing mail can be placed in a mail slot at Reception. Stamps are available for purchase at the Gift Shop or Reception at most sites.

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 for assistance.

Parking

Designated Visitor parking is available at most Shepherd's Care Foundation facilities. If you have a vehicle and need parking, there will be a monthly fee for you to park in the site parking lot. Please speak to the site supervisor/manager to arrange parking.

Transportation for Appointments

If you require accompaniment and transportation to and from appointments, it is your responsibility or your agent's responsibility to ensure that this is arranged. As well, you are responsible for the cost of taxi or other fares you require to attend appointments, clinics, religious services, etc. Your care team member can be consulted to work with you to make these arrangements. It is important that you attend all scheduled medical appointments. Please ensure that you notify the Charge Nurse and AHS Case Manager of scheduled appointments. When you return from an appointment it is very important that you share the instructions from



your appointment with the Charge Nurse. By sharing the instructions the staff will be able to meet your care needs.

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, as well as accompanying you on off-site activities. If you would like a volunteer to visit you, or wish to learn more about our volunteer programs, please contact Reception or speak to recreation staff.

YOUR CARE

Decision Making

We encourage you to discuss your preferences for personal care, medical treatment, health care services and financial matters with your family. Personal directives indicate your preferences for medical treatment and health care in the event you are unable to make such decisions. You may also name a substitute decision-maker or agent who can make decisions relating to personal matters when you are no longer able to do so. Please discuss this with your family/agent and feel free to ask questions or raise any concerns with the Charge Nurse, physician or AHS Case Manager. .

The AHS Case manager will ask that you supply us a current copy of your Personal Directive, if you have one, as well as any other court approved documents required. When there are revisions to the documents we have on file, we request that you provide us with the changes. All documents will become part of your resident care record which is kept in a safe and secure location in the facility.

Please note that SCF staff are not permitted to assist with signatures on any court approved document, wills or Personal Directives. If you require additional information in regards to Personal Directives, or court approved procedures for guardianship and trusteeship, contact The Office of the Public Guardian or your AHS Case Manager.

Developing a Plan of Care

When you arrive at a SCF supportive living site, you and your family will learn more about how we will work together with you and the AHS Case Manager to support you in being as independent as possible while meeting your care needs. You will meet with your AHS Case Manager to complete an initial assessment within the first two weeks of admission.



A Resident Care Conference is a regularly scheduled opportunity for the Resident Care Team to meet with you and/or your family to discuss the care that is being provided and to set goals for future care. This is also a chance for the care team along with you and your family to talk about the best ways to develop your care plan and set goals. It is important for you to see the care plan and help make changes to it with the AHS Case Manager so that it reflects your current needs and goals in a way that is attainable and realistic to you.

A Resident Care Conference will take place within six to eight weeks of admission, annually and as needed or requested by you or your Care Team. These meetings are usually 30 minutes long. In attendance will be care team members who have been directly involved in your care along with yourself and involved family and/or friends if you choose.

This is also an opportunity for you and your family to ask any questions or raise any concerns about the facility or the care that is being provided, or even to talk to us about how your family would like to be more involved in your care.

Health & Wellness

At Shepherd's Care, we value everyone's health and wellness. Our staff will assist you in maintaining as much independence as possible and are there to provide assistance when needed. 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

Goals of Care

In a medical emergency, the "Advanced Care Planning and Goals of Care Designations" (ACP/GCD), also known as "The Green Sleeve", guides the care team to provide timely care that is both medically appropriate and that meets your personal values and wishes. Your physician 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.

Medical Leave

A medical leave of absence occurs when you are admitted to a hospital or rehabilitation facility for treatment. You must continue to pay your accommodation fee so that your room will be held until you return. Unfortunately, we cannot waive meal or accommodation fees during medical leave. If you are away for an extended period of time, your AHS Case Manager will work with your hospital care



team to determine your ability to return to the facility. All decisions made in this regard will involve you and your family as appropriate.

Palliative Care & End of Life Care

We are here to provide care & support. . We can also provide you with Palliative and End of Life Care when you are at that stage in your health journey. This is an active compassionate approach that controls symptoms, , 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.

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.

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.

Protection for Persons in Care (PPC)

The Protection for Persons in Care Act requires that all abuse of adults, who receive care from publicly funded service providers such as hospitals, seniors' lodges, and supportive housing, be reported to PPC, the police or another regulatory body within a reasonable period of time.

Further information about PPCA can be obtained from your care team, your AHS Case Manager, the internet or from brochures available at Reception and in your welcome package.

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 site manager/supervisor.

Medications

Medications are prescribed by the physician or, at some sites, the AHS Nurse Practitioner and are administered by the appropriate care staff. At SCF we have chosen a pharmacy provider who will provide you with the medications prescribed by your physician. Medication reviews and reconciliation are completed by the AHS CM and pharmacist at admission, quarterly or with a significant change in health. Medication costs in Supportive Living remain your responsibility and our contracted pharmacy is committed to providing cost effective and safe pharmacy services. Should you require a hazardous medication requiring specialized handling and waste process, you will be responsible for the cost of the receptacle and the waste fee.

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 charge nurse to ensure the pharmacist completes a review of medication before utilization to ensure policy compliance prior to use of these products. Our site will not supply, nor will the staff assume any responsibility for administering the Natural Health Product if it has not been approved by Health Canada for safety and efficacy. No medication, including over-the-counter drugs, may be brought into the resident's room.

If you would like to take your own medications, an evaluation of your ability to self-administer medications safely and consistently will be completed by the AHS Case Manager and the results and process will be discussed with you and your care team.

Transfers and Discharges

Your care team, including the AHS Case Manager, will review your care needs on a regular basis. When there are sudden changes in your care needs, the care we are able to safely 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, the AHS Case Manager 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 a specialized acute care unit. Should your care needs exceed what is available at the site, your family may be asked to provide assistance while you are waiting for the alternate location. Purchasing



private care in this case is also an option that may be necessary.

If you decide that you no longer want to stay at Shepherd's Care Foundation, you must discuss your decision with your AHS Case Manager. A thirty (30) day notice is required. Your AHS Case Manager will work with you and your family to assist you to access the most appropriate accommodation and community supports if needed.

If you are unable to return to Shepherd's Care Foundation Supportive Living following a hospital or rehabilitation admission, the AHS Case Manager will work with you and your family/agent or guardian to make arrangements to move your personal belongings from the apartment. It is important that this is completed within forty eight (48) hours of notification or you may be charged \$100.00 per day until furniture is removed.

If it has been determined, through a thorough investigation involving your care team including the AHS Case Manager, that you have not adhered to the rules and regulations identified in the Admission Agreement and this Handbook, you may receive written notice that you will need to vacate your suite. Notice periods will vary depending on the severity of the situation but will generally be 30 days. Shepherd's Care Foundation staff along with your AHS Case Manager will work with you to ensure appropriate accommodation and community supports are in place on discharge.

COMMUNICATION WITH RESIDENTS AND FAMILIES

The most important members of your care team are you and your family. We rely on you to let us know how you like to do things and what your normal routine is so that we can plan your care together. Where appropriate, training is available for family members who would like to take a more active role in providing your personal care. Please speak with the charge nurse about your suggestions and requests.

Client Feedback and Concern Process

SCF is committed to providing quality care 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 compliments, comments, concerns or suggestions and we encourage you to document them on the Client Feedback Form (available at on the nursing unit, reception or from staff). We are committed to addressing and acting upon feedbacks, comments and concerns and welcome 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.

Resident and Family Councils

The purpose of the Resident and Family Councils 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 as it is an effective way for you to share ideas and have a say in what goes on at the site. Ask the staff where to find the posted notices and minutes.

Electronic Communication

- **The SCF website (www.shepherdscore.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/shepherdscoreeventpage)** 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 Site-Specific emails, send an e-mail to info@shepherdscore.org requesting to be placed on the distribution list. In the e-mail, please indicate the name of the site you are specifically interested in.

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.

You may wish to visit with your loved one outside of the site. Please advise staff as far in advance as possible so they can prepare necessary medications. For



safety reasons family members, friends or residents must sign out if a resident will be leaving the site Please ask the Charge Nurse or receptionist to explain the sign-out procedure at your site. You are welcome to stay overnight to be close to your loved one for a night or two on occasion, however extended stays cannot be accommodated. For safety reasons please contact the charge nurse when you would like stay overnight. Some sites 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. Should you want to recognize the staff, a written commendation is a wonderful way to show support and recognition.

FINANCIAL ARRANGEMENTS

Admission Agreement

On admission, you and or your family/agent will review the SCF Supportive Living 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 representation.

Trust Accounts

All residents may have a trust account to 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 by calling 780-463-9810.

You will receive a monthly statement of your expenditures from the trust fund.

Additional Resources

For a detailed list of additional community resources and supports, consult the Shepherd's Care Foundation website – www.shepherdscares.org/resources.php. Your Alberta Health Services Case Manager can also assist you to access these resources.

