



SHEPHERD'S CARE FOUNDATION

Welcome

to

MILLWOODS MANOR



*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 building relationships and creating a home for our seniors. There are many opportunities and conveniences throughout our community that will allow you to feel at home.

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
as an Aging Services Network
and for Assisted Living.***



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*This handbook is also available online at www.shepherdscares.org
 click "Current Resident"
 select the page for your community
 click on "Resident Handbook"*

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 continue to make choices and decisions to maintain your wellbeing and satisfaction.

While you are living at Shepherd's Care Foundation, you will have the right to be informed, listened to, feel safe, secure and supported, as well as respected and treated with dignity.

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!

Protecting Your Privacy

All resident information will be kept confidential according to the Government of Alberta Health Personal Information Protection Act (PIPA). In accordance to these Acts, we do not allow our staff to discuss any issues sensitive or personal in nature or to gossip or discuss other residents, staff or management. We are committed to safeguarding your personal information.

LIVING IN YOUR NEW HOME

Common Areas and Courtyard

Common areas encourage a strong community spirit, providing space for residents to meet their neighbours and socialize. Care must be taken to ensure that common areas maintain safety standards.

Many of our 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. If you have had an interest in gardening, you have the opportunity to continue to enjoy this activity and participate during the gardening season.

Electrical Appliances

Residents who wish to bring additional large appliances into their suite, such as deep freezers or air conditioning units, must have prior consent. Please note that freezers must be no more than ten years old, “Energy Star” rated and no larger than 12.8 cubic ft. (chest style) or 17 cubic ft. (upright). Air conditioners must be portable style (not window inserts) and no larger than 8,000 BTU. **All electrical appliances must be CSA or UL approved.**

Furnishings and Decorating

It is the responsibility of the resident to provide their own furnishings.

When decorating your personal space please keep safety in mind at all times.

- Too many scatter rugs can cause falls
- Too much furniture makes it difficult to move around, especially if you have a walker or wheelchair
- Clutter invites bugs and vermin

Garbage Disposal / Recycling

For your convenience there is a garbage chute at the east end of each hallway except the main floor where garbage can be disposed of in the garbage room on the east side of the building. Please be courteous and follow the rules posted in each chute room. A blue bin for recycling is also in the garbage room on the main floor. Please check if the item you are throwing away is on the recycling list.

Gifts and Gratuities

Gifts to employees from residents 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. It is important that you do not offer money or gifts to any employees or volunteers.

Home Care

Home Care Services are delegated through Alberta Health Services. The first step is to have an assessment done through an Alberta Health Services home care assessment Case Manager by calling Community Care Access at 780-496-1300.

If a Case Manager has already been assigned to you and you have been receiving homecare at your old residence then a transfer of services needs to be implemented. Advise your present Case Manager that you are moving and they will contact the onsite care giver to start your program once you have moved.

If you wish to hire an independent service provider from the community, you may do so at your own expense. Please contact a Shepherd's Care Foundation representative who can help you through this process.

Moving Out

A "Notice to Vacate" form must be completed when moving out. This form is available from the Reception Desk. Please fill it out and return it to Reception.

A move out inspection must be arranged at which time you will return your Emergency Response Pendant, any prox cards, suite keys and mail keys that you and your family may have.

Pets

No pets, animals, reptiles or birds of any kind or nature shall be allowed, or kept in the Suite, either on a temporary or permanent basis. Some centres may have live-in pets, such as fish or birds. Animals may come to the centre as part of recreation therapy programs. Family pets are also welcome to visit the centre. 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 Leasing Manager.

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.shepherdscares.org (click "Our Communities", select the page for your centre, and click on "Calendar of Events"). It is important that you share with the 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. There may be a charge for trips, and fees may apply to some programs. Please take time to find the activities that you will enjoy!

Suite Inspections

There will be regularly scheduled suite inspections to ensure the suite is properly maintained by both the resident and Shepherd's Care. Inspection notices will be

delivered to the suite no less than 48 hours before the inspection. Residents are not required to be present during the inspection. Work required as a result of the tenant and beyond normal wear and tear will be billed to the tenant. Please refer to the current Service Fee Schedule for pricing.

Television and Telephone Service

Basic cable television services are included in the monthly rent. If you would like an individualized program package, please contact the cable company directly. The cost of this service is your responsibility.

Telephone service can be arranged by contacting a telephone provider who will bill you directly for this service.

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 behavior, abuse, violence, discrimination and harassment.
- Ensuring everyone follows the relevant policies and legislation.

Disrespectful and Disruptive Behaviour includes, but is not limited to:

- Written or verbal rude, degrading or offensive comments and behaviours.
- 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. Behaviour and/or situations that go against these expectations will not be tolerated.

Building Safety and Security

Residents can provide door access to visitors who ring from the outside doors. The entrance door will have a panel listing your name and a code to your telephone number. If a visitor calls from the panel, the resident will answer and can press “9” on the phone to automatically open the entrance door. Before opening the door, residents may speak to the visitor who is ringing them before letting that visitor into the building. To keep the building secure, please do not allow strangers in.

Care must be taken to ensure that common areas maintain safety standards which include:

1. No smoking.
2. Obstructions, such as chairs, ornaments or floral decorations around doorways are not allowed.
3. Parking of scooters / motorized wheelchairs in hallways is not allowed.
4. Items to be ‘donated’ or given away to other tenants are not allowed to be left in any common area. Anything left anonymously will be disposed.

Emergency Response Pendant

The purpose of our Telecare Response Pendant is to allow someone who has safety or health concerns to summon emergency assistance at the touch of a button. The pendant is waterproof, and should be worn at all times by the resident as a necklace. Please use this only for medical emergencies. There will be a charge for non-emergent use of the pendant..

External Services

You may wish to hire an independent service provider at some point as you live here. If you do so, we encourage you to consider a number of oversight activities that will help minimize your risk, including reference checking, requiring a criminal record check, bonding, licensing, professional certification, and verification of whether or not the contracted provider has liability insurance (as appropriate to your situation; not an exhaustive list).

Fire Safety

The following Fire Regulations are given for the purpose of providing our residents with information on what to do in an emergency. Fire regulations are also posted on the back of your apartment entrance door for easy access. Please read them carefully and follow the instructions given.

WHEN ALARM SOUNDS

1. Remain **CALM**
2. Leave your suite and close all windows and doors
3. Go to the nearest, safe exit door or stairwell from where you are
****DO NOT USE ELEVATORS****
4. Follow the handrails if going down the stairwell.
5. Safely make your way outside of the building.
6. Do not return to the building until “ALL CLEAR” is announced by the Fire Department.

IF YOU ARE UNABLE TO WALK DOWN STAIRS:

1. Remain **CALM**
2. Remain in your suite
3. Keep your door and all windows closed
4. Call 911, give them your location and floor number
5. Inform them you are unable to leave the building
6. Wait for further instructions

IF YOU DISCOVER A FIRE: (Follow REACT)

- R**emove those in immediate danger
Ensure that you close the door and windows behind you
Activate the fire alarm at a pull station (if alarm is not ringing)
Call 911
Try to extinguish the fire if you are able

Loss of Services

Loss of services and other emergency processes are in place to ensure your safety during power outages, water shutdown or any other disruption to your accommodation. Our staff are trained to deal with and manage our contingency plans ensuring resident safety. Please attend resident meetings for additional details and ongoing education. Please speak to management team with any concerns

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 when coughing or sneezing. Put used tissues in the garbage.
3. **Responsible visiting:** Please do not visit and remain in your apartment if you are feeling ill or have symptoms of vomiting, diarrhea or influenza (fever, cough, sore throat, 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 for those 65 years and over, and is usually only given once.

Hoarding creates unsafe conditions; such as, an increased risk of falls, unsanitary conditions create an increased prevalence of insects and vermin and the increased risk of fire putting all residents in jeopardy. Residents are expected to keep all areas of their suite clear and clean for access by maintenance staff and emergency personnel.

Insurance

Residents are responsible for obtaining insurance on their personal property as well as maintaining adequate general liability insurance to cover legal claims against the resident or damage to the suite and common areas in the site caused through fault of the Resident or members of the Resident's family. You must maintain the liability amount outlined in your lease agreement and provide a copy

of insurance to the leasing office. Insurance must remain in good standing throughout the lifespan of the tenancy agreement

Keys

All keys remain the property of Shepherd's Care Foundation. Each resident will receive two suite keys upon move in. Proxy keys (key cards) allow residents access to the building from the outside. Residents will receive one Proxy card per suite upon move in. There will be a fee for any additional keys or proxy cards required. Keys cannot be duplicated except by Shepherd's Care Foundation.

Loss or Damage

Shepherd's Care is not able to accept responsibility for loss or damages to personal belongings. Each resident is solely responsible for the care, protection and well-being of all valuables, personal effects, prosthetic devices or cash. We suggest labelling your wheelchair, walker or cane.

Motorized Wheelchairs and Scooters

Motorized wheelchairs and scooters are permitted within a Shepherd's Care site based on eligibility criteria to ensure the safety of all residents, staff and visitors at the site, as well as property and other equipment. There will be a maximum number of motorized scooters/wheelchairs allowed in the facility at one time. Motorized wheelchairs and scooters require pre-approval from the Site Lead/Administrator. Motorized wheelchairs and scooters must be stored in the resident suite and may not be left in the hallway or common areas.

Scooter and motorized wheelchair users may be required to pass an assessment test, sign a "Code of Courtesy" agreement, provide proof of insurance monthly and be subject to a monthly fee. Please discuss with the leasing office.

Oxygen Use

Residents who require the use of oxygen must inform the front desk. Tanks are not to be stored outside of the suite and should be maintained with care. "Oxygen in Use" signs must be displayed outside suite doors.

Scent-Free Environment

The chemicals used in scented products can make some people sick, especially those with fragrance sensitivities, asthma, allergies and other medical conditions. Please refrain from wearing perfume, cologne, aftershave and other fragrances to protect the health of our residents, staff and visitors.

Smoke-Free Environment

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

IMPORTANT PEOPLE AND SERVICES

Clinical Services

Various clinics visit on an ongoing basis. Podiatrists, Blood Pressure Clinics, and Hearing Clinics make regular visits. Times and locations can be found in the Recreational Calendar.

Gift Shop

The gift shop is located on the main floor of the Care Centre near the reception and is open during reception hours. Items available include stamps, milk, bread, greeting cards, snacks, toiletries and gift items.

Guest Suite

There is a guest suite available for rental, please see reception for rates and availability. Please ask your guests to arrive through the main Care Centre doors if possible.

Hair Salon

A Beauty Salon is located in the Care Centre and appointments may be booked directly at 780 461 3761.

Housekeeping

Residents are responsible for the care and upkeep of their suite. Housekeeping services are available through Shepherd's Care if needed. Please inquire about individual service costs.

Laundry Services

A coin-operated washer and dryer are available in the laundry room on each floor. Health and Safety restricts residents from leaving personal soaps and powders, irons and other items in the common areas. Please clean lint traps after you have used the dryer. Full lint traps are a fire hazard.

Laundry service is available for a fee.

Library

The library is located in the Recreation Auditorium at the Care Centre. The books and movies on the shelves are available to all residents on an honour system.

Maintenance Requests

For non emergent maintenance issues in your suite, please call reception at 780-463-9810 to request service. There will be a service charge for designated repairs (for example: plugged toilet or sink, replace the light bulbs etc.).

For emergency or after hour maintenance issues, please press your Telecare Pendant.

Our maintenance staff is dedicated to keeping our buildings safe and running smoothly.

Mail

Incoming mail is delivered to your mail box in the front lobby for which you have been given a key. Outgoing mail can be left at the Care Centre reception.

Meals

Your monthly accommodation package includes 24 meals. All meals are served in the dining room with open seating. Service times and menus are posted in each dining area.

Newspapers

Newspapers can be ordered directly at your expense from the supplier and delivered to your door.

Parking

Visitor, as well as handicap parking, is available in the marked parking stalls at the front of the buildings. If you need a parking stall, our Leasing Agent will be happy to assign you one at move-in time as available. There is a monthly fee for parking.

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.

Room Bookings

Various sized social rooms are available to rent by residents for private family functions. Bookings can be arranged through Main Reception. Catering can be arranged by speaking directly to the Food Service Staff.

Volunteers

We offer a number of volunteer opportunities for you to serve others and keep involved with gardening and organizing special events. Volunteers are the heart and soul of Shepherd's Care Village, and provides a great way to make new friends and make your new home a wonderful place to live

COMMUNICATION

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. Client Feedback Forms are available to express compliments and concerns. We are committed to addressing and acting upon feedbacks, comments and concerns within a reasonable amount of time. Any issues of concern can also be e-mailed to info@shepherdscares.org where they will be directed to the appropriate manager.

Every two years we invite feedback from you through regular satisfaction surveys. The information provided by these surveys helps us identify areas for improvement and action required.

We have several electronic communication methods to easily and efficiently communicate with residents and family members. These include:

- The SCF Website (www.shepherdscares.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 daily menu, monthly activity calendar, and upcoming educational seminars.
- The Facebook Page (www.facebook.com/shepherdscarespage) provides photographs and snapshots of the many social events happening at Shepherd's Care.
- The Quarterly Newsletter, sent out electronically, features residents, 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 add your e-mail address added to our distribution list for the Quarterly Newsletter and Site-Specific e-mails, please go to our website www.shepherdscares.org and under "Sign up for Our Newsletters" on the homepage add your e-mail address to the information you would like to receive. At any time you can also go here to manage the information you are receiving.

Resident and Management Meetings

Regularly scheduled meetings with residents and management address concerns and receive communication. We like to know what we are doing well and what we can improve. We welcome your participation and invite you to attend. Meeting times and locations are scheduled in your monthly recreation calendar.

CELEBRATE THE SPIRIT OF GIVING

SCF is a registered not-for-profit organization. Donations help to create a more home-like environment in our centres 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 centre, 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.

Annually a Cake Auction and Golf Tournament take place as a fundraiser for our sites. Residents and families are welcome to participate.

Please call the Fund Development Office at 780-463-9810 for more information or online at www.shepherdscares.org, click "Donate Now".