



*ALTRUISTIC*  
*RESIDENTIAL CARE*

# **RESIDENT AND FAMILY HANDBOOK**

## **Welcome!**

Altruistic Residential Care would like to welcome you and your family to your new home. We assure you that we will provide you with outstanding care with compassion.

We may not know your personal situation, but we understand the difficulties and stressful experience of moving to a new home. Our sincere hope is that you find peace of mind knowing that we are dedicated to guarantee dignity, choice, individuality and privacy for those who live within ARC Homes and Community.

In line with our Vision and Mission statement, we will provide astounding care that is client and family centred, aimed towards achieving set goals and attainable holistic growth within safe, affordable and accessible homes and inclusive communities. We “create excellence together” in caring communities for residents, families, employees and volunteers.

You will definitely have questions as you get a tour of your new home. We hope this handbook will help you and your family become familiar with us, our programs, services, and amenities Altruistic Residential Care offers in homes and communities. If you have any questions or concerns, please contact the site Manager directly.

We look forward to getting to know and working with you. Welcome!

## **Table of Contents**

- **Vision, Mission, and Values**
- **Our approach to Care**
- **Service Excellence - Our Standards**
- **Your New Home**
  - Preparing for your arrival
  - Person Centered Care
- **Move In Information**
  - You and your family must provide
  - Items you should have ready for your move In
- **Personal Laundry Services**
  - Personal Laundry Services
  - Clothing on Intake
  - Laundry Items
  - Mending
  - Lost and Found clothes
  - Clothing Rotations
  - Contact
- **Supportive Living care Language**
- **Altruistic Residential Care Pet Policy**
- **Resident Family Council (RFC)**
  - Bill 22 - Resident and Family Council Act
  - What is the purpose of a council?
  - Who can attend?
  - How can you make a difference?
- **Tips for Visiting**
  - Communication Tips
- **Safe Visiting Approach**
- **Special Information for You and Your Family**
  - Our Commitment to you
  - Our Commitment to Quality
  - Provincial and National Standards
- **Care Team Conference and Care Planning**
  - Advance Care Planning and Goals of Care
- **Your Care Team**
  - Director of Wellness
  - Site Administrator
  - Care Services Manager /Nursing Staff
  - Healthcare Aides/ Support workers
- **Spiritual Care**
  - Spiritual Care Practitioners
- **Your Hospitality Services Team**
  - Food Services
  - Housekeeping
  - Laundry Services
  - Volunteers
- **Uninsured Services**
  - Dental Care
  - Foot Care
  - Eyeglasses and Hearing Aids
  - Special Equipment
- **Legal Documents**
  - Independent Care Provider
- **General Information**
  - Tobacco and Smoke Free Environment
  - Alcohol
  - Guest Services
  - Postal Services
  - Communications
- **Creating a Safe Environment**
  - Partners in Safety
  - Building Security and Maintenance
  - Safety
  - Staff Rotations and Roundings
  - Fire Regulations and Drills
  - Emergency Contingency Plan
  - Safe Bath Temperature
  - Missing Persons
- **You Can Help Us By**
  - Voicing Concerns Surveys

- **Zero Tolerance To Abuse and Harassment**
  - Resident Abuse
  - Respectful Workplace
  - Here are a few things you can do to be a Respectful Partner in Care
- **Information and Privacy**
- **Gifts**
  - Acceptance of Gifts
- **Solicitations, Legal and Financial Matters**
  - Solicitations
  - Legal and Financial Matters
- **Altruistic Residential Care**
  - Helping Residents Feel at Home
  - How You Can Help in Creating Caring Communities

## VISION, MISSION, VALUES

**Vision:** Our vision is a community of safe and accessible homes, inclusion, wellness and health for all persons of different abilities.

**Mission:** Our mission statement is to provide astounding care, services and selfless support in order to aid clients wellbeing, achievement of set goals and attain holistic growth based upon our **values:**

- ★ Compassion
- ★ Respect and dignity of persons
- ★ Empowerment
- ★ Inclusion
- ★ Diversity
- ★ Excellence
- ★ Accountability
- ★ Sustainability
- ★ Stability

## OUR APPROACH TO CARE

From the moment you walk through our doors, you will know Altruistic Residential Care Facility is about connection, caring and community. Moving away from a traditional care model, we provide our residents with opportunities for moments of joy and purpose, creating a calm peaceful state of the holistic being.

Through our interdisciplinary approach of care, we develop and implement individualized care/support plans that ensure each resident gets the best holistic care possible to live a full and active life. We value having positive experiences and our approach to care is focused on making a difference to our residents' overall well-being. We serve residents who are at many different places along their life's journey, and we are totally committed to providing compassionate care through ARC' Philosophy of early and timely intervention, with emphasis on the least intrusive/restrictive measures to promote the best interests of individuals and families. We believe in "Creating Excellence Together"

Our culture supports employees taking responsibility, ownership, and holding themselves and each other accountable in living out our values each and every day.

## **Service Excellence**

At Altruistic Residential Care Facility, we stand for excellence and are committed to embedding it in all that we do. The driving force behind our Service Excellence program is our commitment and desire to continually improve service delivery.

### **The key pillars of the program are:**

Performance Management, Leadership Development, Recognition, and Service Excellence Standards.

Our Service Excellence Standards apply to all employees across the organization. They guide our interactions with residents and families, visitors, partners, contractors and each other.

## **Our Service Excellence Standards**

### **Attitude**

We are a person-centered organization.

We are courteous, respectful, and kind to everyone we encounter.

We are mindful of how what we say and do impacts others.

We strive to meet expectations and deliver service with excellence.

We find ways to help others and spread joy and happiness.

### **Sense of Ownership and Pride**

We take pride in everything we do at Altruistic Residential Care

We treat our residents and tenants with respect and dignity.

We respond to needs and requests in an early and timely manner

We provide an environment which everyone can enjoy, take pride in and flourish.

### **Relationships and Respect**

We build strong relationships through genuine, compassionate care

We respect and protect the privacy of those in our care.

We treat others the way they want to be treated.

### **Gratitude and Recognition**

We say thank you and continuously recognize each other.

### **Greetings and First Impressions**

We welcome everybody with a smile and eagerness to assist where need be

### **Faith and Spirituality**

We nurture spirituality as part of our holistic approach to care.

We value diversity and honour all faith traditions.

**Continuous Improvement**

We try new approaches to innovate, grow and improve our service.

We provide a supportive environment to report mistakes, learn, support and improve.

**Personal Appearance**

We dress to reflect the professionalism of our work, and our commitment to work safely.

**Safety**

We are committed to ensure a safe environment for all.

**Communications**

We communicate in ways that ensure everyone has the information they need to offer the best in service.

**Teamwork**

We ensure team members have the opportunity to contribute.

We work collaboratively to achieve our goals.

We recognize and respect the diverse backgrounds, culture and faith traditions of all those that call Altruistic Residential Care facilities home.

Each of you is unique. Our person-centered approach guides us to understand that everyone defines quality of life differently and we are committed to work together to meet your specific needs. Relationships are at the center of all that we do. We believe in caring for the whole person.

## **YOUR NEW HOME**

### **Preparing for Your Arrival**

Once you have made the decision to move into an Altruistic Residential Care Facility, you will be contacted and a date and time will be arranged for you to complete the forms required for your move in. As part of this process, we will answer any questions that you may have and clarify our mutual responsibilities. You will need to arrange your transportation to the ARC facility on move in day. If you are coming from AHS, they will make arrangements for you.

During the first several weeks of moving into ARC, care employees will orientate you to your new home, daily schedules and activities. This is a time for you to become acquainted with the employees that will be caring for you, the other residents and our safety and emergency information.

Within the first six weeks of your move to Altruistic Residential Care facility, the Care/Support Team will be completing assessments and will work with you to develop your own personal support or care plan and to set up your first care conference. The care conference is an opportunity for you, your family and the interdisciplinary team to meet to discuss your care needs and your goals.

### **General Medical Services**

Alberta Health establishes the extent and variety of provincially funded medical benefits for residents of continuing care.

Individuals covered by Alberta Health and Wellness receive automatic coverage for additional health care benefits from Alberta Blue Cross at age 65.

While living at ARC facility, residents may have access to emergency services, including on-call medical services, hospital care and ambulance services or through personal health insurance for the above medical services

### **Person Centered-Care**

ARC is a person-centered organization. Person-centered care means that your care is built around you - who you are, your values, beliefs, preferences and your social and emotional needs in addition to your physical and health needs.

We are committed to building a strong relationship with you and your loved ones so that we can get to know you and what is important to you. We strive to meet your expectations and to deliver service with excellence.



## Move In Information

The ARC Admission checklist will assist you in your move to an ARC Facility by outlining the important things for you to do before, during and after your move.

### **You and Your Family Must Provide:**

- Taxi service/transportation for personal outings or medical appointments except where you have Calgary Access Transit ID
- Special equipment such as walkers, scooters and electric wheelchairs.
- If you own a scooter or an electric wheelchair, you should carry liability insurance in case of an accident
- Maintenance of approved medical equipment purchased before moving into the site
- Maintenance and cleaning of personal items and equipment

### **List of items you should consider ready for your move in:**

**Personal care items** - Incontinent supplies. Dental care items. Personal toiletries (soap, deodorant, lotion, shampoo etc). Shaving equipment. Tissues. Toilet paper.

**Furniture** - Single bed or hospital bed. Mattress. Small night stand. Chest of drawers.

**Bedding and Linens** - Blanket/quilt. Sheets. Mattress cover. Pillows. Towels, face cloths. Laundry basket.

**Clothing**- Daytime and nighttime clothes. Seasonal outdoor wear. Footwear

**Personal items** - Pictures. Television. Clock. Radio. Books, magazines etc

**Mobility equipment, if necessary** - Walker. Canes. Wheelchair/ scooter.

**Specialized equipment**- Oxygen concentrator. Oxygen supplies. CPAP/BIPAP machine. Water for humidifier or concentrator.

**Special Care Supplies**- Colostomy supplies. Wound care supplies. Catheters and equipment. Diabetic supplies (test strips, glucometer)

## **ALTRUISTIC RESIDENTIAL CARE (COMMUNAUTÉ DYNAMIQUE)**

### **Available Services and Cost**

<b>Basic Monthly Individual Cost</b>	<b>Amount</b>
<b>ACCOMMODATION CHARGE</b> - Includes: rent, utilities, meals, snacks, light housekeeping	<b>\$1800 - \$2315.00<sup>1</sup></b>
<b>Housekeeping - Full/Deep cleaning</b>	<b>\$50</b>
<b>Personal Laundry</b> (Staff directly laundering clothing)	<b>\$25</b>
<b>Damage Deposit</b>	<b>\$500 refundable</b>
<b>Tenancy Insurance</b>	<b>Residents will obtain it within 1 week in new home at their own cost.</b>
<b>Telephone - Personal phone</b>	<b>Resident responsible for cost and payment.</b>
<b>House phone</b>	<b>Free</b>
<b>Cable /WiFi - facility</b>	<b>\$15</b>
<b>Recreation outdoors/Special Events</b>	<b>As needed</b>
<b>Transfer Belt/Slings (as required)</b>	<b>Resident pay the cost</b>
<b>Medications procurement</b>	<b>Pharmacy provider will bill you benefit carrier( e.g Blue Cross</b>
<b>Special Devices- personal</b>	<b>Resident responsible for cost.</b>
<b>Medication Management (\$12/day)</b>	<b>\$364</b>
<b>Level 1 Care</b> - set ups for meals, baths, grooming, medications reminder,	<b>\$1504.35</b>
<b>Level 2 Care- partial</b> assistance with feeding, bathing, hygiene, etc	<b>\$1875.79</b>

<b>Level 3 Care - Total Care with activities of daily living.</b>	<b>\$3379. 95</b>
<b>Indoor Recreational activities</b>	<b>\$30/month</b>

#### **<sup>1</sup>Room and Boarding Breakdown**

<b>Room Size</b>	<b>Daily</b>	<b>Avg. Monthly</b>
<b>Standard Bedroom 10 x 10</b>	<b>\$59.35</b>	<b>\$1800</b>
<b>Standard Bedroom 12 x 10</b>	<b>\$61.31</b>	<b>\$1860</b>
<b>Large Basement Bedroom 15 x 10</b>	<b>\$65.75</b>	<b>\$2000</b>
<b>Large Basement Bedroom 15 x 12</b>	<b>\$72.82</b>	<b>\$2215</b>
<b>Extra Large Master Bedroom 20 x 14 with Private Bathroom</b>	<b>\$76.11</b>	<b>\$2315</b>

#### **Personal Laundry Service**

Personal Laundry Service for residents' clothing is an optional service that is available for a monthly fee.

#### **Personal Clothes Labeling**

ARC labeling ensures our ability to return clothing to the rightful owner. The label is permanent and is required for all residents regardless of whether they participate in the Personal Laundry Service or not. A one-time labeling fee is charged during admission. This service is optional for families or residents that are able to do the labeling themselves.

Laundry Services will generate labels that will be heat sealed to the personal clothing items. Any new clothing the resident receives over time must be labeled following the same labeling process.

Marked clothes are returned to the residents unit each day, from Monday to Friday.

An article going to the laundry on Friday may not be back until Tuesday.

#### **Clothing on Admission**

We recommend that you review and use the checklist provided in the Admissions package.

Upon admission bring at least seven or eight clean outfits that have been clearly marked on the tag with the resident's full name in permanent marker.

The remaining clothing will be placed in a clear plastic bag clearly marked with the resident's full name. Upon moving in, please provide the Registered Nurse (RN) or Licensed Practical Nurse (LPN) with all clothing and personal linen that the resident owns. The RN or LPN will fill out the Labeling Requisition forms and send residents' clothes to the laundry.

It is very important that items are labeled before being placed in the resident's dresser or closet. This will help us to locate any lost or misplaced items.

**Note:** Labelling of clothings and personal linen may be unit specific or individual resident preference.

### **Non-Compatible Items That Will Not Be Washed**

- Sheepskin
- Slippers
- Wool items
- Suede
- Velvet
- Rayon
- Cashmere
- Silk
- Embellishment/decorative items
- Pillows
- Stuffed animals
- Items requiring hand wash or hang to dry wash instructions

### **Laundry Items**

For better laundering results, we advise that you have "wash and wear" clothing (articles that are washable in hot/sanitizing water temperatures and dryer temperatures).

Polyester/cotton fabric is recommended for all clothing articles. The laundry does not dry clean, iron, or wash non compatible items. Please ensure that these items are not left at the Care Centre, as ARC facility will not be held responsible for any damage to these items,

### **Mending**

Mending, alterations, and tailoring is not part of the Personal Laundry Service.

**Lost & Found Clothes**

Occasionally unlabelled items get into the laundry. These will be kept in the lost & found area for 90 days.

We invite you to check the laundry lost and found rooms to identify items.

**Clothing Rotations**

Due to limited space, we request that seasonal or clothing no longer worn be removed or rotated.

**Contact**

For more information, contact your local Site Administrator or Site Manager.

**Care Centre Language (ARC POLICY)**

Most of our residents speak English and all of ARC's written communication is in English, including information related to safety and resident care.

We do our best to provide interpreter services when required by residents or families.

**ARC Pet Policy**

Family pets are welcome to visit but require prior approval before visiting in ARC facilities. Family and friends are asked to contact employees for a copy of the policy regarding requirements for pet visitation. Once approved, the pet will be given a tag which must be on the pet at all times during their visit.

**Animals are not allowed in:**

- Food preparation area
- Medication preparation area
- Resident bathroom

## Resident And Family Council (RFC)

### **Bill 22 - Resident and Family Councils Act**

The legislation gives residents and their families the right to establish self-governing councils at any long-term care and licensed supportive living facilities.

### **What is the Purpose of a Council?**

Councils are a mechanism for residents and families to present any requests, concerns, and proposed solutions to a facility representative or the administrator/site manager. The council will meet monthly.

### **Who can Attend?**

- Resident
- Anyone the resident identifies as a family member (e.g., friend, guardian, Sister, brother, etc.)
- An appointed representative of the Care facility

### **How Can You Make a Difference?**

Below are some examples of activities that a council can do to improve residents' quality of life:

- Creating ways to welcome new residents and their families
- Raising funds for activities or resources
- Providing feedback on resident and family education brochures or policies

For more information, please visit

Government of Alberta website:

[www.alberta.ca/resident-family-councils.aspx](http://www.alberta.ca/resident-family-councils.aspx)

## Tips for Visiting

We encourage your family and friends to visit. Families play a vital role in the well-being, health and care of family members in care. We recognize that families may experience a period of transition when their family member moves into ARC homes.

We have the following tips for your family member when they are visiting you at ARC Homes:

- ARC does not have visiting hours and encourages family to visit you at a time that works well for you and your support staff. In this way, family and friends of residents must call to schedule a visit at least 48 hours in advance.
- We are committed to respecting your privacy and confidentiality and ask that your visitors do not enter areas where resident information is kept and are mindful of the personal space of other residents
- ARC values all members of the ARC community and supports a positive environment that is free from discrimination, abuse, bullying, harassment, violence, and mistreatment.
- Visitors of all ages are welcome. For the safety of residents and children, we ask that children are always supervised.
- When visits are planned ahead of time they create anticipatory excitement for the visit. Planning with other family members and friends creates the opportunity for regular visits from many people.
- It is a great idea to plan fun activities such as a lunch outing, a walk in the park, or a shopping trip. There are always opportunities to participate in our recreation programs and even get involved by volunteering

## Communication Tips

As people age, physical changes may affect their ability to communicate, so:

- Maintain good eye contact at eye level
- Show respect with your words and actions
- Be aware of the changes in mood and behaviour
- Use gestures and expressions to emphasize your feelings. A smile is worth a thousand words
- If someone has hearing problems, speak louder without shouting
- Offer ideas rather than answering for those that struggle to speak
- Talk to care employees to confirm information that you have been told
- Responsive behaviour is a means of communication for those that experience difficulty expressing thoughts, feelings and needs.
- When you're visiting, if you ever find yourself in a situation where you feel that your personal safety or well-being is at risk, remove yourself from the situation and please contact staff for assistance

## Safe Visiting Approach

Taking steps to prevent the spread of infections to protect the health of all those that call Altruistic Residential Care home is a responsibility that we take seriously.

There are simple things that everyone can do to reduce the spread of germs. everyone in our community to get.

Hand washing and use of hand sanitizers is the most effective way of preventing the spread of infections. Washing hands should be done when you enter or exit

the building, before and after visiting, before and after entering and exiting the room or care area, after visits to the bathroom and before meals. Cover your mouth and nose with your sleeve or arm when coughing or sneezing. Put used tissues in the garbage. Wash your hands after coughing or sneezing. This stops the spread of germs from hands to doorknobs, telephones, and anything else you touch.

Please encourage your family and friends to not visit if they are feeling ill. Family members and friends, including children, who are sick or have been exposed to influenza or COVID-19 in the community should not visit. Urge your family member or friend to tell a nurse or support worker if they have any symptoms of influenza or COVID-19 (e.g. cough, fever, sore throat, runny nose, difficulty breathing, aches, pains).

The COVID-19 pandemic has had a significant impact on vulnerable individuals, especially those in the Long-term care and supportive living environments. Altruistic Residential Care encourages everyone in our community to get immunized against Covid-19. Vaccinations assist by reducing the risk to all those who are vaccinated- including residents, staff, families, students, external stakeholders, and volunteers from contracting the virus and from the associated complications of infection, including serious acute illness that may require hospitalization or even death.

ARC recognizes that families play a crucial role in your care and support.

Connecting with your loved ones is important and we will work with your family through site based Resident and Family Councils and other means to create safe visitation spaces and provide access to technology to increase the use of visual visits.



## Special Information

### Our Commitment to You

ARC is committed to providing and maintaining high standards of quality care, services and safety for residents, family and employees. Open and honest communication between you, your family and ARC is vital in providing optimal care and support. We are committed to sharing information in various ways including the admission conference, care team conferences, newsletters, family meetings, family support groups, resident and family councils, community education nights, and communication boards

### Our Commitment to Quality

ARC is a learning organization supported by a culture of continuous improvement. We are continuing to improve our understanding of the role you and your family can have in the planning, delivering and evaluating our care services and environments. An important focus is to understand both your role and your needs when providing education, undertaking quality improvement activities and participating in research. The opportunities to better meet your needs and the needs of those in our community can only be understood with you and your family. As a valued member of our community we encourage and welcome the role you choose to play with sincere gratitude. Whether it is general curiosity or direct participation and involvement in our education, quality improvement or research efforts, please do not hesitate to ask what we are doing to improve your experiences while living at ARC.

For more information on education, quality and research please visit:

Alberta Health [health.alberta.ca](http://health.alberta.ca)

Alberta Health Services [albertahealthservices.ca](http://albertahealthservices.ca)

Health Quality Council of Alberta ([hqca.ca](http://hqca.ca)) provide leadership and guidelines that support continuous quality improvement across our health care system

Alberta Continuing Care [alberta.ca/continuing-care.aspx](http://alberta.ca/continuing-care.aspx)

The Canadian Patient Safety Institute provides information that ARC uses to determine safety guideline [patientsafetyinstitute.ca](http://patientsafetyinstitute.ca)

The Canadian Institute for Health Information provides information comparing quality performance indicators to all Canadians. If you have any questions about this information, please talk to the Site Administrator

## **Provincial and National Standards**

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

Continuing Care Health Services Standards address the publicly-funded basic health care and personal care services provided to continuing care residents. This includes assessed health and personal care services provided by nurses, therapists, health care aides and other health care professionals. In addition to internal quality reviews and initiatives, ARC care centres are subject to inspections, audits and reviews from various agencies including Accreditation Canada to ensure compliance to provincial and national standards. During these reviews you may be approached by an auditor and asked questions. Please be advised that all auditors will display official identification.

If you would like additional information or should you have any questions or concerns, please contact the Site Administrator.

## **Care Team Conferences and Care Planning**

At ARC, the care you receive is reviewed at care team conferences. A care team conference is normally held within six weeks following admission and then once a year, unless there are concerns that need to be discussed. It is important that you and your family participate in the care team conference as it provides an opportunity for you to ask questions and provide direction regarding advance care planning and goals of care. An individual plan for your care will be developed with input from you, your family and your care team. The care plan will be discussed with you and/or your family during the care conference. The care plan includes your assessed unmet health care and support needs, related health care goals and interventions. Your care plan will include your preference for assistance with oral care and bathing. A copy of the care/support plan is available to you or your legal representative. Your care plan will be reviewed every three months (or more frequently if your care needs change). Individual care plans serve as written guides to all members of the care team on how to support and care for you. Care plans address your physical, mental, emotional, social, intellectual, and spiritual health care needs and corresponding goals.

## **Advance Care Planning and Goals of Care**

Advance care planning is a way for you to think about, discuss and document your wishes for health care in the event that you become incapable of either consenting to or refusing treatment or care. Although it may not be something you ever need, if you plan now you will make sure that your voice is heard if you are unable to speak for yourself. Advance care planning includes goals of care conversations. The goals of care communicates to the care team the general focus of your care and your preferred location of care. In the absence of documented direction for your care in your health record (Goals of Care Designation Order or written instructions in a personal directive), and in the event that you have a health emergency, 911 will be called and Cardiopulmonary Resuscitation (CPR) will be initiated by ARC employees as per ARC's CPR policy.

More information about goals of care is available at: <https://myhealth.alberta.ca/alberta/Pages/advance-care-planning-conversation-matters.aspx>

## **Your Care Team**

Members of the care team work together with you and your family. All ARC employees and volunteers undergo a criminal record check, as required by law, and abide by ARC's Code of Conduct. ARC care employee models are designed to meet or exceed the accountabilities established by the Government of Alberta and Alberta Health Services. ARC ensures that regulated health care providers work within their scope of practice as defined by the Health Professions Act, or other relevant legislation and governing professional organization. ARC health care employees receive ongoing in-service training, as well as work under the supervision of a regulated health care provider to provide safe care. This ensures that your changing needs are addressed and current best practices are followed.

### **Site Administrator**

The Site Administrator is responsible for providing outstanding care and support to residents, families, volunteers and employees by ensuring a safe living environment focused on resident-centered care, and actively seeking new ways to improve the quality of programs and services.

### **Care Services Manager**

The Care Services Manager coordinates the care and services you will receive. This individual is also responsible for hiring and supervising the nursing and personal care employees.

### **Nurses**

#### **Licensed Practical Nurse (LPN)**

LPNs provide leadership at the Supportive living facility, coordinate the development of individual support/care plans, conduct ongoing assessments, administer medications, coordinate activities and act as a contact for family members. Licensed Practical Nurses (LPNS) provide personal and health

services including, for example: changing dressings, taking blood pressures, performing treatments, administering medications and other duties.

Health Care Aides and/or Support Workers provide assistance with personal care including bathing, dressing, personal grooming and assistance with mobility and meals. In some of our care centres they also assist with medication reminder and administration.

**Registered Dietitian**

ARC will help you get a consultation with a Registered Dietician if you are on special or modified dietary needs or follow an existing dietary order you may already have working for you. Within a few days of moving in, the registered dietitian will assess your nutritional needs. The registered dietitian also participates in menu planning. Menus can be adjusted for therapeutic and clinical reasons. It is important that you discuss your food preferences with the registered dietitian. The texture of your diet and additional modifications will be approved by the registered dietitian according to your preferences and nutritional needs.

**Pharmacist**

Upon your arrival, the Nurse (LPN) will review all of your medications and prescriptions are sent to the facility pharmacist if you prefer. If you already have a community pharmacist where you get your medications in blister pack, our staff will support you in making sure you get your supply to your new address. This will help ensure you are receiving all the medications as they are prescribed. The employees will ask you about medications you are taking; This includes vitamins, minerals, over the counter medications and herbal remedies. Medication is also regularly reviewed to optimize effectiveness, review side effects and improve comfort level.

**Personal Services** such as advanced foot care, hairdressing, dental care, and/or vision care, and Private physical therapy etc, may be accessed in the community. The resident is responsible for this cost and payment is generally made directly to the service provider.

ARC offers leisure and recreational therapy services at all ARC homes and in the community as well as a variety of therapies including music, art and animals, camping, live band, reading, movie night, game night etc. The resident is responsible for the cost, and participation is optional.

Therapy services are based on your assessed needs and the availability.

**Occupational therapy (OT)** encourages rehabilitation through the performance of activities required in daily life. You or your family can also request OT services.

Occupational therapists can also assist residents by providing and/or recommending: individualized rehabilitation programs, adaptive equipment, splinting, mobility assessments, mobility equipment and seating (e.g., wheelchairs, walkers), wound prevention equipment and strategies, fall prevention equipment and strategies, lower leg assessments and compression garments, cognitive assessments and many other therapeutic interventions.

### **Recreation Therapists**

The goal of recreation therapy is to help you maintain independence and stay as active as possible. Most of our programs provide an opportunity for social activities while allowing choice and opportunities for self expression and enjoyment. Monthly calendars provide information about recreation programs and are located on bulletin boards throughout the site.

The recreation program is a mix of therapeutic activities and entertainment functions, each designed to maintain intellectual functions as well as develop a sense of joy and well-being. Residents are responsible for the cost of Recreational programs provided by a professional therapist.

### **Physicians**

Residents of ARC must be under the care of a physician. You should consult with your current family physician about his or her ability to continue as your physician once you move in. If your physician is unable to continue to provide medical care, then we will assist you in finding a physician.

### **Social Workers**

Social workers assist with providing information for financial resources/benefits that you may be eligible for. Information is also available about community resources, financial and legal decision making like personal directives, trusteeship, guardianship, power of attorney, etc. ARC will help you keep a regular update and consult with your Social workers as needs arise with your consent.

### **Spiritual Care Practitioners**

We recognize and respect the diverse backgrounds, culture and faith traditions of residents, tenants, families, employees and volunteers. Each resident is unique and is treated as such. Our person-centered approach guides us as we understand that every resident defines quality of life differently and we must work together to meet their specific needs. Relationships are at the center of all that we do. We believe in caring for the whole person and spiritual care is a purposeful part of our core services.

We honour our legacy of caring, compassion and inclusion, and welcome and respect the spiritual beliefs of everyone.

## **Ethics Consultation**

Care and decision making at all levels of the organization are guided by an ethics framework. This framework brings together our mission, vision and values, structure and processes to support ethical actions and practice.

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

The committee provides education and support throughout the organization.

A request for an ethics consultation is submitted using an Ethics Consultation Request form (available from your Care Services Manager).

Members of the Ethics Committee will engage in an ethics consultation to help clarify the issues and principles that should be considered in each case, as well as look at the ethics issue, dilemma or concern from all sides, understand others' points of view, and explore alternative solutions to the problem.

Resident care decision making ultimately remains the responsibility of the resident and their physician (or when applicable, the legal representative). Issues referred to the Ethics Committee are treated with utmost confidentiality.

If you have any questions regarding the Ethics Committee or an ethical concern, Please talk to a representative at the site.

## **ARC Hospitality Services Team**

ARC Hospitality Services would like to welcome you to your new home. We provide food services, nutrition, housekeeping and laundry. We want you to know that we appreciate the opportunity we are given, to take care of you and your family. We will strive to provide you with ease of access and an unwavering commitment to high standards of services. We will ensure that your room cleanliness is a priority, laundry is folded and returned in a timely manner and for every meal of the day you will receive the highest quality of food, service and choice from our team. Your health and well-being is our number one concern, your health goals are our goals!

We understand that no two people are the same and that is why your support plan will be designed uniquely for you. ARC can help you get a consultation for a Registered Dietitian, If you are on a special or modified diet within your first two weeks in your new home. Residents are responsible for the cost and payment is generally made directly to the service provider.

You are at the center of everything we do! If you have any questions about any of the forms or processes in place, please let any of our support employees know, they will be glad to assist you.

**Food Services**

All regular and special event meals are prepared for you as part of the accommodation services at the site. In addition, snacks, tea, coffee etc are provided in between meals as part of accommodation services.

**Housekeeping**

Housekeeping and support employees will complete a light daily cleaning and thorough weekly Cleaning of your room, dust your room once a week or as required, including vacuuming or mopping your floors. Your bathroom will be cleaned and the garbage removed daily. However, due to the risk of breakage, you and your family are responsible for dusting fragile items, fine ornaments and other valuable items in your room. Please contact employees with any specific questions about the housekeeping schedule.

**Laundry Services**

Bed linens and towels are changed as required. Please refer to page eight for information regarding personal laundry service.

**Volunteers**

ARC is proud to have a dedicated and knowledgeable team of volunteers who provide services that support you, your families and the employees. Volunteers are valued partners in providing quality care and quality of life. They provide support in many ways, such as hosting recreational programs, and assisting with special events and outings. Volunteers do not assist with personal care. Like employees, they go through a screening process, including a criminal record check, and must act within the ARC Code of Conduct. If you know someone that is interested in becoming a volunteer with ARC, please contact the Volunteer Coordinator.

**Uninsured services**

Altruistic Residential Care team can assist with referrals to help you access other health services not considered part of Supportive living, Alberta Health Services or Home Care programs. You and/or legal representatives have the primary responsibility for accessing these services and are entirely responsible for any fees and associated risks. You are responsible for the cost of your own eye glasses, hearing aids, wheelchairs etc. Wheelchairs and Scooter can be rented. Occupational therapist can provide details.



**Dental Care**

If you have a dentist in the area, you are encouraged to continue seeing him/her. ARC employees will assist you to find a local dentist if needed. Local denturists also visit the care centres. If you wear dentures they should be engraved with your name. This can be done by a denturist before you move into ARC homes. You are responsible for the cost of your own dental care.

**Foot Care**

Foot care service is brought into the care centre as required and the costs associated are your responsibility. ARC nursing employees will assist you with basic nail trimming. For more information, please contact the nurse or Care Services Manager.

**Eyeglasses and Hearing Aids**

Please have your name engraved on eyeglasses and hearing aids so they can be identified easily (most optometrists and audiologists provide an engraving service). The services are paid by you. If you have an optician, ophthalmologist or hearing aid specialist in the area, you are encouraged to continue seeing your specialist.

**Special Equipment**

There may be an opportunity for you to access the Alberta Aids to Daily Living Program for financial support in acquiring wheelchairs, walkers, etc. Please discuss this with your occupational therapist or social worker.

**Legal Documents**

ARC encourages each resident to have legal documents in place before moving to ARC. Having these documents completed will ensure that the interests of both you and your family will be respected regarding specific personal financial and health decisions. You should sign these documents while you are able.

Your social worker can explain any information related to these documents:

- Enduring Power of Attorney
- Personal Directive ("Living Will")
- Will
- Trustee
- Guardianship

## **Independent Care Provider or Private Companions**

Family members may want to hire independent care providers or private companions to provide social visiting or to offer extra assistance. ARC fully supports these relationships. However, we are responsible for proactively supporting quality of care, and health and safety for all residents. If you are planning to hire an independent care provider you must bring this to the attention of the Care Services Manager, who will provide you with specific information. The Care Services Manager can also provide you with a copy of our ARC policy and information regarding the registration and orientation process for independent care providers.

## **General Information**

### **Tobacco & Smoke Free Environment**

Tobacco and tobacco-like product consumption is prohibited within all ARC buildings/sites and surrounding property. Any person that wishes to smoke must be able to remove themselves from ARC property and smoke no closer than ten metres to any building/site entrance.

### **Alcohol**

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

### **Audio and Video**

#### **Recording Devices**

ARC encourages the use of devices such as smartphones and tablets for residents to stay connected to loved ones, family and friends, while also protecting the privacy of other residents, staff and volunteers and ensuring a safe environment to deliver care. Residents and families must get consent from all individuals that appear in a recording before posting or streaming content on a public platform.

### **Guest Services**

Residents and families can reserve dining areas and lounges for special occasions such as birthday and anniversary celebrations. Recreation or business office employees can provide information on how to reserve these areas. In some cases, a fee may apply. Parking is available on the street and in designated areas for family members and friends.

**Postal Services**

Postal services are available at the business office.

**Communications**

Bulletin boards and display cases are available for ongoing communication notices. Employees can assist you to locate the boards. Our website is [www.altruisticresidentialcare.aslservices.ca](http://www.altruisticresidentialcare.aslservices.ca)

**Creating a Safe Environment****Partners in Safety**

ARC is committed to maintaining a culture which reflects high standards of care and safety for you, employees, families, visitors and volunteers. You, your family and visitors are important members of the care team and we welcome your involvement in areas that will inform care decisions, enhance quality of life and improve safety. We hope you will work with us to create the safest environment for all.

**Building Security and Maintenance**

Outside doors are locked in the evening. For after-hours entrance, please use the phone or buzzer in the designated area.

The call will go to a member of the support team and someone will let you in. Please check with your ARC location to find out when the doors are locked. For any building maintenance, including repairs and room temperature, please let a member of our team know.

**Safety**

We strongly encourage a homelike environment, within the bounds of safety for you and the employees. Your cooperation in these areas will help ensure that our mutual goals are met. You are encouraged to wear supportive shoes.

Throw rugs are a tripping hazard and are not allowed

Transfer aids such as transfer lifts, super poles, commode, and bathroom safety rails are available to promote safety with independent and assisted transfers when required.

**Release from Responsibility**

ARC will initiate a risk management protocol releasing the organization and its employees in entirety from responsibility for a resident who refuses safety measures or care.

**Call Bell Location and Comfort Rounding**

Each resident room is equipped with a call bell located at the side of the bed and in the bathroom where applicable. When the cord is pulled, a team member will respond as soon as possible. In addition, care team members check the residents for comfort rounds on an hourly basis to know if the resident has any concerns or require assistance with activities of daily living.

**Fire Regulations and Drills**

ARC site has a plan to deal with emergencies and for continuance of care. Fire drills and education sessions are conducted regularly. When the fire alarm rings, stay where you are and wait for directions from employees.

**Emergency Contingency Plan**

We have a number of other emergency protocols and contingency plans in place for various emergency situations.

If there is an emergency, the administrator or emergency services will determine if there needs to be an evacuation. ARC employees will coordinate with you, your family and visitors to a predetermined safe location. Should an emergency occur (e.g., site evacuation) we will notify the family member/individual who is the designated decision maker. ARC has continuation of services plans to ensure accommodation services are uninterrupted during an emergency.

If you have any questions or concerns please feel free to speak with your attending caregiver or speak with the Site Manager or Care Director immediately.

**Safe Bath Temperatures**

ARC is committed to safe bath/shower water temperatures in accordance with applicable legislation, codes, standards, and best practices. If residents feel the water temperature is too hot, staff should be contacted.

**Missing Persons**

If an ARC resident is missing, we will follow our missing person protocol. Family as well as the police may be contacted to help with the search efforts. ARC keeps current photos of all residents.

**Name Tags and IDs**

Upon admission, you may be provided with an identification bracelet (ID) where/when applicable. Depending on the cognitive status of resident and/or Name Alert. We ask that

residents update their Alberta ID Card information prior or within 4 weeks in their new home. The resident is responsible for the cost and payment. ARC employees or Family may assist with accompanying residents to the community Registry office.

ARC employees and volunteers will introduce themselves at every point of care, and/or wear name tags so you can recognize them. Visitors are required to sign in and out of the facility.

**You Can Help Us By** Voicing Concerns and Surveys. ARC knows the importance of input and feedback, so we complete regular surveys. You and your family will have the opportunity to respond to a satisfaction

survey, anonymously. The results of the surveys are used to develop action plans to improve programs and services. The results are shared with you and your family so that you know how we are doing. Other

authorized organizations may send you a survey subject to a particular topic. These organizations may include the government, Alberta Health Services, Health Quality Council of Alberta, as well as various authorized research projects.

If you have a concern about the care provided to you or a family member, please take the following steps to have it resolved:

- Speak with the Registered Nurse or Licensed Practical Nurse on your care team.
- If the nurse is not able to resolve the situation, speak with the Care Services Manager.
- If you still have a concern, bring it to the attention of the Site Administrator.
- If you are still not satisfied with the care centre's response, contact the Executive Director, Clinical Operations at ARC. Please put the specifics of your concern in writing so we can investigate and respond appropriately.

Resident and Family Feedback forms are available at the business office.

If your concern is still not resolved, or if you are unable to speak to someone in person, you can contact:

Alberta Health Services,  
Patient Relations Department 1-855-550-2555  
Alberta Ombudsman 403-297-6185 (Calgary)  
780-427-2756 (Edmonton)  
From elsewhere in Alberta,  
Canada and the U.S., call toll-free 1-888-455-2756.

### **Zero Tolerance for Abuse and Harassment**

ARC has strict policies to prevent harassment or abuse of residents, employees and volunteers. Any action that could be considered abuse will not be tolerated.

## **Resident Abuse**

Any suspected incident or resident abuse should be reported to the Site Administrator immediately. Immediate reporting assists in a timely investigation and decreases the chance of a repeat incident. No person will be penalized for reporting an incident, unless the charge proves to be malicious. The Site Administrator will investigate any complaint raised by an employee, resident, family member, volunteer, or other person.

Under the Protection of Persons in Care Act, any incident of suspected resident abuse or harassment must be reported, whether it is physical, verbal or other; and whether it involves employees, residents, family members, volunteers, care

Under this provincial legislation, any person witnessing or suspecting that a person in care has been abused, is to report it by calling Protection for Persons in Care at (toll-free):  
1-888-357-9339

## **Respectful Workplace**

ARC strives for a safe and healthy workplace where everyone is treated with fairness and dignity, and where all people are respectful of one another. We value all members of the ARC community and support a positive environment that is free of discrimination, abuse, bullying, harassment, mistreatment and violence.

Disrespectful behavior is a challenging issue in healthcare workplaces. This type of behavior includes objectionable language, uncontrolled anger and verbal and/or physical threats.

Employees do not have to endure disrespectful families, visitors or members of the public. Any known act of employees abuse, disrespect or mistreatment will be taken seriously, investigated promptly and appropriate action will be taken.

## **Zero Tolerance for Abuse and Harassment**

Here are a few things you can do to be a Respectful Partner in Care

- Interact with employees, residents, families, volunteers and others with courtesy, respect and dignity
- Always use a calm non-threatening tone of voice and body language
- Refrain from conduct that might be offensive to others
- Raise concerns in a respectful solution focused manner
- Respect the confidentiality of others
- Be involved and be informed about proper care procedures on use of equipment like wheelchairs and walkers. If you don't know how to use it safely, please ask us
- In the event that you have a concern about care, we encourage you to take the following steps to have them addressed:

Speak with the Nurse on your care team. If the nurse is not able to resolve

your concern, speak with the Care Service Manager  
If your concern remains unresolved, bring it to the attention of the  
Administrator or Site Manager  
If your concern still remains unresolved, please contact the  
Executive Director, Clinical Operations  
at Altruistic Residential Care 1-825-205-8703

You have the right and responsibility to communicate your concerns In confidence to a manager. ARC will ensure confidentiality, integrity and objectivity for prompt investigation and resolution of all reported concerns.

### **Information and Privacy**

ARC is committed to protecting the privacy, confidentiality, and security of personal and health information that is collected, used, retained and disclosed throughout the organization.

ARC is equally committed to ensuring all employees, volunteers, and other persons acting on behalf of ARC also uphold these obligations.

All ARC employees, volunteers, and contracted personnel that collect, use, disclose or have access to confidential personal or health information are required to sign a confidentiality agreement.

Personal and health information will only be collected, used, and disclosed for approved purposes and in compliance with Alberta's access and privacy legislation: the Freedom of Information and Protection of Privacy Act (FOIP), the Health Information Act (HIA) and the Personal Information Protection Act (PIPA).

You and your family members also have a responsibility not to collect or share information regarding other residents.

This includes not taking photos of residents without that resident or their legal decision maker's consent. This includes not taking photos, videos or audio recordings of residents without that resident or their legal decision maker's consent.

### **Gifts**

#### **Acceptance of Gifts**

While we understand that you and your family may wish to express gratitude and appreciation to employees through gift giving, ARC's policies do not allow employees to accept gifts. If you wish to show appreciation, gifts such as flowers, chocolates, etc. may be given to an entire group of employees and/ or department. We encourage you to express your appreciation by completing thank you cards and placing them on the WAVE recognition boards for individual employees/volunteers. ARC's policy also prohibits employees from accepting loans, cash, gifts, commissions, honorariums, services or tips from any resident, company, organization, Visitor or person who does business with ARC.

## **Solicitations, Legal and Financial Matters**

### **Solicitations**

As a Private social services organization ARC takes the responsibility of protecting its seniors and individuals with disabilities, residents and employees from unwanted solicitation very seriously. ARC restricts any solicitations for funds, contributions or the sale of goods and services to residents and/or employees of the site. Any company/ person wanting to solicit the resident(s) and/or employees member(s) of ARC facility, must make their request known to the administrator or Site Administrator of the site and receive formal approval.

### **Legal and Financial Matters**

With the exception of an employee, who is a relative of a resident at ARC, employees and volunteers are prohibited from having financial and non-financial dealings with residents including involvement in wills, estate planning and powers of attorney. If employees are making purchases on behalf of the residents they must follow the facility procedures.

ARC has a conflict of interest policy and all employees must follow the code of conduct to ensure they are compliant.