

# Clearview Lodge Resident Handbook



## **Clearview Lodge**

4730 – 50<sup>th</sup> Avenue  
Taber, Alberta T1G 1N6  
Phone: (403) 223-2822

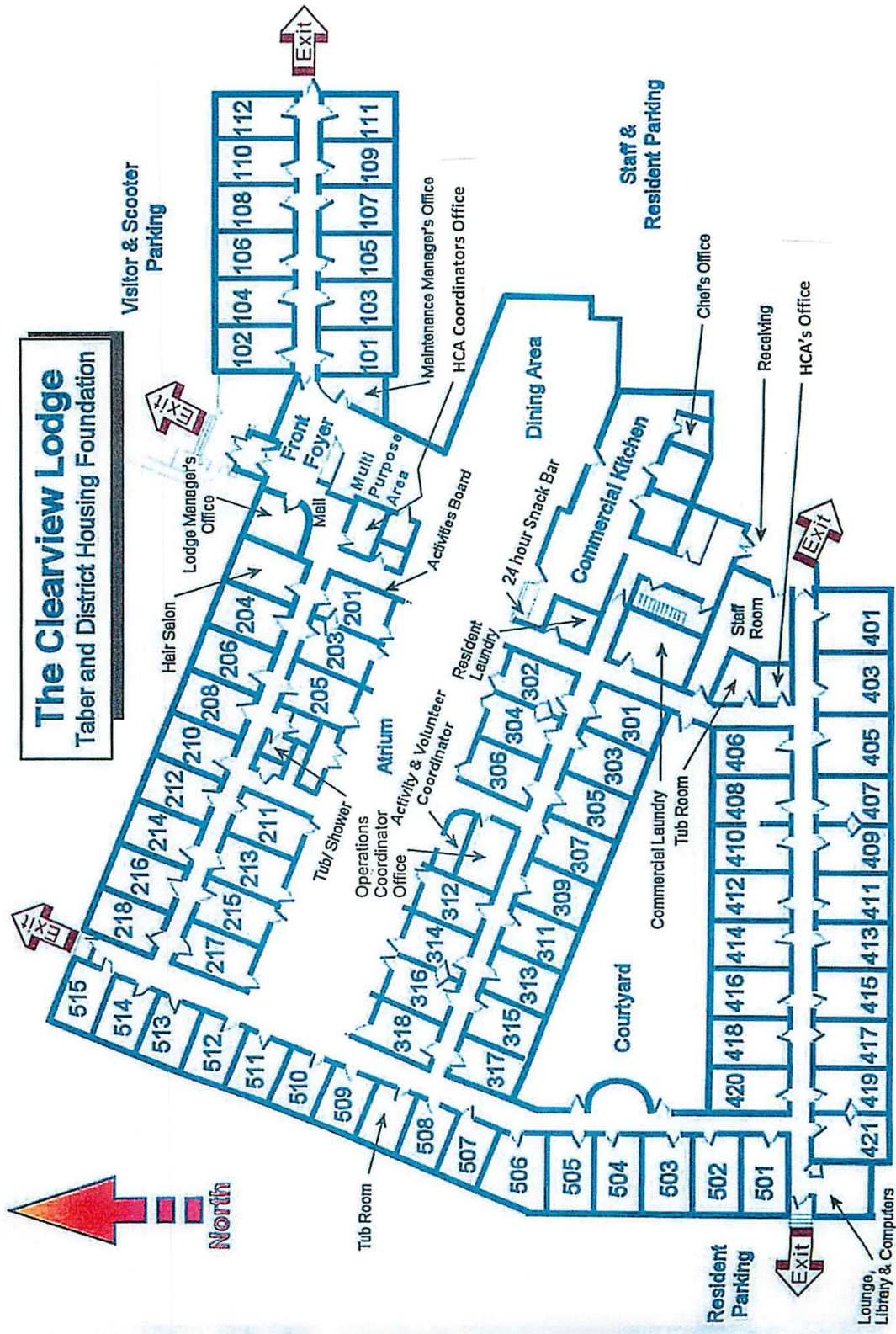
## **Taber & District Housing Foundation**

Main Office:  
5318 - 48 Ave.  
Taber, Alberta T1G 1S2  
Phone: (403) 223-2767

## My Phone Numbers

Taber Associate Medical Center	(403) 223 - 3525
Dentist	
Home Care Nurse	(403) 223 - 7201
Town of Taber Handi-Bus	(403) 360 - 3025
Taxi	(403) 223-2203
Family	
Friends	
Alberta Ombudsman	1-(888) 455 - 2756
Alberta Seniors Benefit	1-(800) 642 - 3853
Government Pension Cheques	1-(800) 277 - 9914

# The Clearview Lodge Taber and District Housing Foundation



## Table of Contents

Introduction.....	6
From the Board of Directors.....	7
Rights and Responsibilities.....	9
Safety and Security .....	16
Housekeeping.....	20
Personal Care .....	22
Nutrition.....	24
Communications .....	25
Transportation.....	26
Activities .....	28
Visitors' Guide.....	30
<i>Appendix 'A': Lodge Services &amp; Available Optional Services .....</i>	<i>31</i>
<i>Appendix 'B': Medication Assistance Program (MAP) .....</i>	<i>32</i>
<i>Appendix 'C': Acts and Regulations .....</i>	<i>33</i>
<i>Appendix 'D': Death of a Resident.....</i>	<i>35</i>

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J. Hart, Clearview Lodge Manager, Taber & District Housing Foundation

**Updated: Oct 29, 2018 by  
Taber & District Housing Foundation**

## **Introduction**

### **Philosophy of Care**

We are dedicated to meet the physical, social, spiritual and psychological needs of all residents in our care. Our goal is to help you be as independent as possible and to make you feel comfortable in your new home.

### **Mission**

Clearview Lodge is administered through Taber & District Housing Foundation. We are committed to maintaining a high level of professionalism and efficiency in our operations. Clearview Lodge is a proud member of ASCHA, Alberta Senior Citizen's Housing Association.

Our Lodge (your home) exists to provide home-like accommodations to all of our seniors. Our purpose is to allow our residents to function as valued and respected members of the community.

We will provide a peaceful, cheerful, and harmonious atmosphere, quality food and housekeeping services, stimulating leisure and social activities, within a safe, comfortable, friendly and secure environment.

We acknowledge the frailty of many of our senior residents and their need for increasing health care and attention from day to day. We will assist our residents and the Health Care Professionals in promoting a healthy lifestyle, addressing personal health needs, providing a supportive environment to ensure the well-being, dignity, and independence of our residents.

We wish to have residents who feel happy and privileged to live in our home and who value the kindness and friendship of our staff and other residents alike.

### **Mission Statement**

The Taber and District Housing Foundation provides individuals, families and seniors with affordable and caring accommodation.

## From the Board of Directors

**Welcome** to the Clearview Lodge! At Clearview Lodge you will find everything to make your retirement years comfortable. To help make your stay as pleasant as possible we have provided you with this **Lodge Handbook**. The Handbook was designed to provide you with as much information as possible and to help answer any questions that you may have.

### A Brief History

The Original Lodge, a First-Generation U-shaped building, was built in 1962, consisting of 18 double bed units and 14 single bed units. In 1970, on the west side of the building, an additional 8 single bed units and 2 handicap units were constructed. In 1995, the addition of the East wing and the Lodge upgrading, added 12 single bed units and saw a complete renovation to existing suites.

In 2000, Taber and District Housing Foundation undertook the construction of 25 new suites, enclosing the open courtyard into a closed Atrium, extending the interior courtyard rooms by 6 feet, providing a crafts room, new resident and commercial laundry space, as well as the expansion of the kitchen and dining area. This major expansion brought the total Lodge suites to 77.

In 2013 the Clearview Lodge Building Modernization and Expansion Project was completed. The project included the addition of a new Commercial Kitchen with all new state of the art equipment. The walk in cooler and walk in freezer were relocated for easier access for the kitchen staff. We also increased the size of the dining room, added an ice room, a new dishwashing area, an enlarged staff room, 3 new storage areas, and a much needed enlarged resident laundry room. This project also included extensive exterior and basement renovations.

### About Us

Taber and District Housing Foundation, a community based organization, was incorporated, by Ministerial Order, as a Management Body in 1995. Taber and District Housing Foundation is made up of a Board of Directors and administration staff, that provide housing for families and senior citizens in Taber and surrounding area.

The Board of Directors meets on a monthly basis and is comprised of one elected councillor from each of the member municipalities; MD of Taber, Town of Taber, Town of Vauxhall and The Village of Barnwell; as well as three board members selected from the Community-at-Large. The Members at Large are open to the public and sit on the board for two-year terms.

Our Chief Administrative Officer (CAO), reports to the Board of Directors and administers the day-to-day business operations for Taber and District Housing

Foundation. Reporting in turn to the CAO is the Lodge Manager, the Maintenance Manager, a Placement Officer, Administrative Associate and the Financial Administrator. In addition, 20 Full-time, 9 Part-time and 12 Casual staff report to the Lodge Manager and work specifically for the Clearview Lodge.

We would like to express our sincere appreciation for all the hard work and support Taber and District Housing Foundation receives from management, staff and volunteers within the organization. Their dedication to a high quality of care and the services provided to our residents is truly evident in the atmosphere at the Lodge.

Regards,

**Board of Directors  
Taber and District Housing Foundation**



## Rights and Responsibilities

Please see Appendix 'C' (pg 30 – 31) for reference to various legal Acts and other relevant information concerning our Resident's Rights and Responsibilities.

### Rights

As a resident of Clearview Lodge you have the right to:

- Information
- Freedom of expression
- Privacy
- Respect & dignity
- Freedom from abuse

### Lodge Residency Guidelines

At Clearview Lodge, we make every effort to help our Residents feel comfortable and at home, but as a Resident, your participation is vital.

1. Please become familiar with your signed Residency and Service Agreement, as well as our services, policies and procedures. If you have a question about how or why we do something, please ask.
2. You (the resident) are considered the center of our team. You are encouraged to participate in planning your care. Be informed about your medical condition and what you and your family can do to keep yourself well.
3. Please be considerate of staff and other residents.
4. Please make suggestions. Enter your suggestions in the Suggestion Box located beside the Lodge Manager's office or join the Resident Council.
5. Get involved with the activities at the Lodge, your home and contribute your special talents.
6. If you have a concern please let the Lodge Manager know.



## **Rights and Responsibilities: Financial Responsibilities**

At Clearview Lodge, we encourage independence. This includes taking care of your own financial responsibility with your family assisting if needed.

### **Accommodation Fee (Rent / Board)**

Room and Service Package rates vary according to the size of the room and the number of occupants. The Board/Service package is set by TDHF Board of Directors annually. Rent is due before the first of every month. See Appendix 'A' (pg 29) for available options. For current charges see Lodge Manager.

The Lodge room rental portion of the Total Accommodation charge is based on 30% of the resident's total annual income as shown on line 150 of the Notice of Assessment less any federal or provincial taxes payable on that income.

A Resident income review is conducted annually. The resident must submit their income (as per the preceding tax years Notice of Assessment) to the Lodge Manager on an annual basis. The resident will be notified in advance of the date when the new Accommodation Fee will take effect for that year.

### **Insurance**

All Residents are encouraged to purchase their own 'Contents Insurance' for their personal belongings.

### **Internal Transfer**

When a resident requests a transfer to another suite within the Lodge, the resident is responsible for all incidental expenses of his/her relocation to another suite. This includes a transfer fee payable to Taber and District Housing Foundation prior to the move. For current charges see Lodge Manager.

## Rights and Responsibilities: Governance

Clearview Lodge is regulated by the Government of Alberta and is owned and operated by Taber and District Housing Foundation. The day-to-day operations of Clearview Lodge are guided by policies set by the Board of Directors. Together with the Chief Administrative Officer, the Board also reviews existing policies to ensure current and accurate information.

### Resident Advisory Council

Clearview Lodge Resident Advisory Council meetings are scheduled the 3<sup>rd</sup> Wednesday of every other month. The purpose of the Resident Council is to provide residents, family, and staff the opportunity to meet as a group and share ideas, requests, or concerns, thus enhancing the lives of all those who live in the Clearview Lodge. Our goal is to provide the best services, meals, recreation, and care for you and your input is important. If you (or a member of your family) are interested in attending, please see the Activity and Volunteer Coordinator for the date of the next meeting. **Everyone is welcome!**



## **Rights and Responsibilities: Policy Items**

### **Personal and Sexual Harassment Policy**

Taber and District Housing Foundation recognizes the dignity and value of every person and will not tolerate harassment of any kind. Everyone is responsible for conducting him/herself in a manner that promotes a positive environment for staff, residents and volunteers and shows respect for all individuals.

### **Smoking Policy**

For reasons of health and safety, Clearview Lodge has been designated a “Smoke Free” Facility. Smoking / Vaping is strictly prohibited within the Lodge.

### **Liquor Policy**

Your Physician may agree to your partaking of alcoholic beverages while you are here. Administration does reserve the right to restrict this privilege when appropriate. Alcoholic beverages must be consumed in the privacy of your room.

### **Pets Policy**

At the discretion of Taber and District Housing Foundation, your pet may live with you as long as you are able to care for the pet yourself. We encourage your family to bring friendly pets to visit.

### **Electric Wheelchair Policy**

Residents may make application to the Lodge Manager to use an electric wheelchair in Clearview Lodge. New applicants proposing to use electric wheelchairs in Clearview Lodge must be assessed by an Occupational Therapist and receive clearance, in the form of a letter from the Therapist, in order to operate the electric wheelchair within the Lodge.

The applicant shall sign an undertaking accepting responsibility and liability for any damages caused to the building and/or furnishing resulting from normal use or negligent use of the electric wheelchair while a resident of Clearview Lodge. The applicant/resident shall undertake liability for any bodily injury caused to others while in the operation of the electric wheelchair.

Taber and District Housing Foundation has the final right and authority in permitting or denying the use of electric wheelchairs within Clearview

Lodge, or any other facility that it manages. Rights and Responsibilities:  
*Policy Items (cont'd.)*

### **Motorized Scooter Policy**

The applicant/resident applicant shall sign an undertaking accepting responsibility and liability for any damages caused resulting from the normal use or negligent use of the motorized scooter while a resident of Clearview Lodge. The applicant/resident shall undertake liability for any bodily injury caused to others while operating the motorized scooter.

Taber and District Housing Foundation has the final right and authority in permitting or denying the use of motorized scooters at the Lodge.



### **Rental Refund Policy**

The *Housing Accommodation Tenancies Regulation* under the *Alberta Housing Act*, Section 2(2) exempts Lodge accommodation from the *Residential Tenancy Act*. The *Social Housing Accommodation Regulation* under the *Alberta Housing Act* and the Alberta Senior Citizen's Housing Association's *Standards for the Operations of Seniors Citizens Lodges* govern Lodge accommodation.

To terminate tenancy, a resident must serve a notice in writing to the landlord (TDHF) prior to the commencement of the tenancy month to be effective on the last day of that tenancy month. (*Tenancy month means calendar month*). For example, if the resident plans to vacate the unit on September 30, the resident must provide a written notice on or before

## **Rights and Responsibilities: *Policy Items (cont'd.)***

August 31. *(If the first day of the tenancy month lands on a weekend then TDHF would accept the first business day of that tenancy month).*

Should the tenant fail to provide sufficient notice of his/her intention to vacate, TDHF may charge an additional month's rent.

In instances that a tenant is evicted for cause, as set out in the tenancy Lease Agreement, any monthly paid up rent is **not** refundable.

### **Special Circumstances**

#### **a) Death of a Resident:** (see also Appendix 'D' pg 31)

In the event of a death of a resident, the paid up rent for that month will not be refunded. The obligation of the resident to pay rent is not terminated and the remainder of that month's rent is payable and if pre-paid, belongs to the landlord, but only to the end of that month. If the resident's belongings are not removed by the first of the month following the resident's death, the resident's estate will be charged for that month's rent. This will offset costs in lieu of providing notice as laid out in the lease agreement.

TDHF will make every effort to re-rent the premises as soon as possible to reduce the additional charge against the resident. In the event that TDHF is able to fill the vacated unit with another resident before the end of that tenancy month, in which the rent has been paid, TDHF will refund the amount of rent, to the former resident on a pro-rated basis.

#### **b) Resident requires a higher level of care:**

From time to time, the occasion arises when a tenant moves from the Lodge or Senior Self Contained Apartment during mid-month without providing the required notice due to the requirement for a higher level of care, for example:

- The resident moves from the Lodge or TDHF Senior Self Contained Apartment to:
  - The Lodge (SL2) or Supportive Living (SL3)
  - Assisted Living or Designated Assisted Living DAL (SL4 or SL4D)

## Rights and Responsibilities: *Policy Items (cont'd.)*

- Hospital, Auxiliary Hospital, Nursing Home or Long Term Care (Extended Care) Facility.

In order to alleviate a financial hardship and paying rent in two places, rent will be returned to a resident who is considered to not actually reside in the unit, when they have moved to a health based facility requiring a higher level of care (described above).

The definition of when a resident is considered to “not actually be residing in the unit” is defined as: Once the resident’s personal effects are moved out of the unit (the room is cleaned out). Until then rent will be charged to the resident for that unit.

*\*Note: TDHF will notify the family to move the personal effects out of the accommodation as soon as possible so the number of occupied days can be calculated for the refund.*

### *Goals of Care*

‘Goals of Care’ is documentation that looks at end of life interventions. Your Physician or Community Care nurse can provide you with any documentation or answer questions you may have in regards to Goals of Care.

### **Vacations/ Leave of Absence**

Residents are required to give appropriate notice when missing a meal or going for an overnight stay outside of the Lodge.

We hope you will be able to attend outings and functions outside the Lodge whenever possible. We do ask for prior notice though, so we can have any required medications/supplies ready for you to take along. Please check with staff to see what the requirements are for notifying staff when leaving the Lodge.



## **Rights and Responsibilities: *Policy Items (cont'd.)***

### **Concern / Request Resolution**

Taber and District Housing Foundation is committed to providing you and your family with the best possible service and care. Your views and concerns are important to our team at Clearview Lodge. When you share your concerns, issues and requests with us we take them very seriously. The feedback you give us can help to improve the quality of our service.

If you have a concern or request, please tell us. Concerns or requests will be addressed in a fair and timely manner. Concerns can be initiated when a resident or a family member is dissatisfied with the care or the service provided by Clearview Lodge or if they believe they have not been treated fairly or respectfully. The resident council is also a viable place to take concerns or requests. The council will act as your liaison with the organization

Talk to a Clearview Lodge employee closest to the concern about it. The Lodge Manager, Operations Coordinator or HCA Coordinator can help. The best approach is to address the concerns quickly. You may be asked to complete a 'Concern / Request Form' and put your concern in writing. The concern or request will be investigated, and you will be notified verbally or in writing of the resolution.

Alternately, you can complete a 'Concern / Request Form' and mail the form to:

**Chief Administrative Officer,  
Taber and District Housing Foundation,  
5318 – 48 Ave, Taber, AB T1G 1S2**

Forms are located on the shelves in the front lobby of Clearview Lodge.

## **Safety and Security**

### **Occupational Health and Safety**

Taber and District Housing Foundation is committed to a Health and Safety Program, which protects residents, employees, volunteers, contractors and its property and the general public from injury. Taber and District Housing

## Safety and Security (cont'd.)

Foundation, Board, Management and employees are responsible and accountable for a healthy and safe environment in their facilities. Active participation by everyone, every day in every job is necessary to achieve this excellence in health and safety practices expected by the organization.

### Reporting Hazardous Conditions

Everyone is encouraged to report any potential fire or safety hazards to our Staff.

We want to ensure your safety and we require your help. If you notice any wet areas on the floor please let Staff know.



### In-Suite Electrical Appliances

Kitchen Appliances: Only small bar fridges and Manager approved auto shut off single serve coffee makers (eg: Keurig) are allowed in suites.

Other appliances: The use of halogen lamps is prohibited. The Lodge Manager must approve air conditioners. Personal Ironing must be done in the designated laundry area. To ensure that fire and safety standards are met, our Maintenance staff must inspect all electrical equipment.

### Fire Safety and Fire Drills

It is the objective of Taber and District Housing Foundation to provide a safe home for the Residents, and a safe work environment for the Staff. Fire drills are conducted throughout the year. Fire safety is an important responsibility for everyone. Remain calm and follow the directions posted on the back of your suite door. It is your responsibility to be familiar with the building & the emergency procedures. Everyone is encouraged to report any potential fire or safety hazards to our Staff.



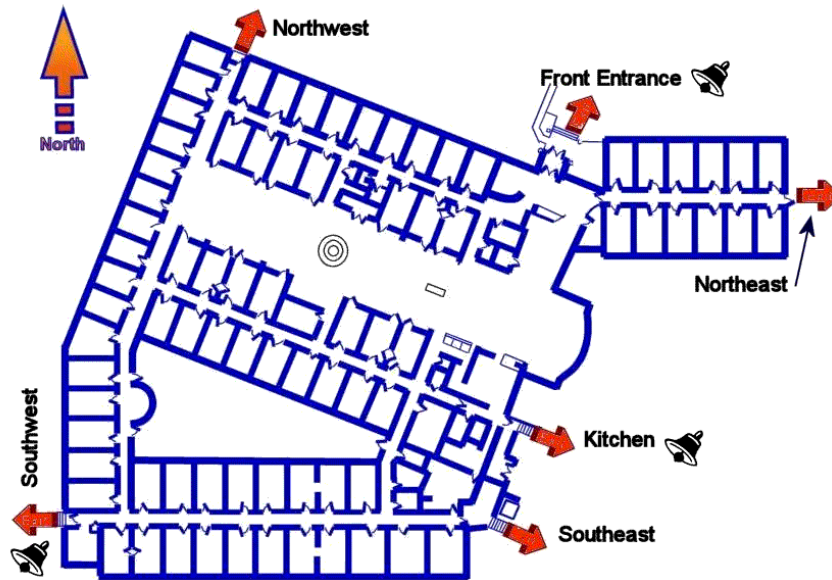
***\*Note:** CO (Carbon Monoxide) detectors may be installed by the resident at their own expense.*

### Emergency Call Bell System

At Clearview Lodge, each room is fully equipped with a call bell system for you to use in order to request assistance.

## Safety and Security (cont'd.)

### Entrances and Door Locks



All doors EXCEPT the North Front Entrance are locked at all times.

The North Front Entrance automatically locks at 10:00 pm and opens at 7:00 am. A doorbell is located in the North Front Entrance, SW Exit and at the East Kitchen Exit. Security cameras are located throughout the facility.



### Returning from an Outing

When a Resident returns to Clearview Lodge after an outing with their family or friends, we ask that the family or friend ensure that the Resident has safely gained entrance into the Lodge before departing.

### Care of Valuables

The Lodge Manager and Staff are not allowed to store Resident's money or valuables in their offices. When using the Lodge Furniture, your suite is equipped with a locked drawer or you can request a



secure cabinet mounted in your bathroom. Items of major value or large sums of money should be sent home with the family.

## **Safety and Security (cont'd.)**

### **Emergency Preparedness**

Clearview Lodge has an Emergency Preparedness Plan which is linked to the Town of Taber's Emergency Municipal Plan and Alberta Health and Wellness' Pandemic Influenza Response Plan. The Plan includes such things as:

- Loss of services; heat, cooling, power, water and domestic hot water
- Tornado or severe storms
- Pandemic preparedness
- Chemical Releases
- Bomb threats or suspicious packages
- Sewer backup
- Loss of essential equipment; freezer, cooler, commercial washer/dryer and stove
- Loss of emergency call bell system
- Boil water order precautions
- Wildfire smoke
- Employment disputes and other staff shortages

The plan is consistently evolving.

### **Evacuation Plan**

When Clearview Lodge is in danger, has been damaged or is in danger due to a surrounding disaster, residents will be advised to exit the facility or to proceed to the Atrium. Authorities will not ask for a full evacuation unless they have reason to believe you are in danger. In a full evacuation, Clearview Lodge's disaster plan will be instituted. Please follow instructions from the Staff.

A complete copy of the Emergency Plan is located at the front entry of the Lodge (across from the Lodge Manager's office) and in the Lodge library.



# Housekeeping

## Furniture

As a Resident of Clearview Lodge, you have the choice of bringing your own furniture or at no charge utilizing the furniture provided which can include:

- Single bed – bedding supplied
- Nightstand
- 4 drawer dresser
- 3 drawer desk

*\*Note: If you choose to bring your own bed and it is bigger than a single size, you must provide your own bedding.*



If you are on the Medication Assistance Program you will be required to use our Nightstand or a locked bathroom cabinet for your Medication storage.

## Extra Storage

At Clearview Lodge, each Resident is assigned a locker located in our storage area within the basement. Lockers are approximately 8' x 2' x 2' and are suitable for storage of items such as golf clubs, Christmas decorations or extra clothing.

For your safety, staff must always accompany you to your locker.

## Room Cleaning

Our Housekeeping services provide basic cleaning of floors, walls, bathrooms, windows and washing of furniture. The Housekeeping Staff cleans Resident rooms once a week including dusting, vacuuming, changing bedding, cleaning the bathroom, and emptying the garbage container. Major cleaning is done annually. You or your family members are asked to provide assistance in maintaining the cleanliness of drawers and cupboards in your room. Due to safety reasons you will be asked to leave your suite while it is being cleaned.



## Bathroom Rugs and Pillows

If the resident desires, the resident or family member is required to provide a rubber-backed rug for the resident's bathroom, and to supply a pillow or pillows.

## Housekeeping (cont'd.)

### Labeling Personal Items

All personal clothing, blankets, pillows, etc. must be labeled with the Resident's name.

### Laundry

As a Resident of the Clearview Lodge, you have the option of:

- On a first come basis, laundering your personal clothing items yourself using the washers, dryers, ironing board and iron provided at no extra charge to you (soap and softener not provided);
- On a first come basis, having a family member or friend launder your personal clothing items using the washers, dryers, ironing board and iron provided at no extra charge to you (soap and softener **not** provided);
- Having a family member or friend launder your personal clothing items for you outside of the Clearview Lodge;
- Having personal laundry done by Lodge Staff once per week for a fee (See Lodge Manager for current costs). The laundry will be picked up, laundered, pressed and hung on hangers (as required) and returned to you. The laundry service is based on (2) two loads of laundry per week. (One whites & One colors load). All items of clothing must be clearly labeled with a permanent marker;
- All Dry Cleaning will be the responsibility of the Resident.



## **Personal Care**

### **Doctor and Dentist Appointments**

Residents and their families are responsible for doctor appointments. The Town of Taber provides a handi-bus service for a small fee; for more information please call 403-360-3025.

### **Home Care**

The Home Care nursing staff visits the Lodge regularly. The Home Care Nurse will assess your bathing and/or personal care needs and, if needed, Health Care Aides (HCA's) will help you. If you are already a Home Care Client you may make arrangements with your Home Care nurse regarding your medical concerns by calling 403-223-7201 and asking for 'Home Care'. To make a new Client referral, contact the Alberta Health Services Access Centre by calling 403-388-6380 or 1-866-388-6380.

### **Medications Assistance Program (MAP)**

Residents requiring assistance with their medications may utilize the Medications Assistance Program. For more information about the MAP service, please refer to the Appendix 'B' (pg 30). See Lodge Manager for current charges.

### **Extra Personal Care**

Extra Personal Care Services such as extra room cleaning, extra bathing, extra clothing or bedding changes or extra personal hygiene services are available for Residents of the Clearview Lodge. For a list of available services, see Appendix 'A' (pg 29). See Lodge Manager for current charges.

### **Supportive Living Level 3**

Clearview Lodge has 20 Supportive Living (SL3) placements. These placements are for Residents who have been assessed by a Home Care RN and who require 24 hour supportive and personal care services and assistance. This program was developed in partnership with Taber and District Housing Foundation and Alberta Health Services to help Residents stay in the home-like atmosphere of the Clearview Lodge for as long as possible.

Note: General Health information is available province wide through Alberta Health Link 1-866-408-LINK (5465)

## Other Personal Care Services

### **Hairdresser/ Barber**

Hairdressing/ Barber services are available in the hair salon. Appointments should be made with the hairdresser/barber. Payment for this service is the resident's responsibility and is made directly to the Hairdresser.



### **Podiatrist – Foot Care**

Foot care services are available by certified professionals. Appointments should be made directly to the Podiatrist by the resident or family member. Payment for this service is the resident's responsibility and is made directly to the service provider.

### **Oxygen Services**

Respiratory aids (oxygen bottles) can be used in the Lodge. It is the responsibility of the resident to contact the vendor or their choice. Extra oxygen bottles must be stored properly. Never store in a doorway or hallway. Please see the Lodge Manager for more details.

## Nutrition



### Meals and Snacks

We hope that you will enjoy your meals. Between-meal snacks will also be provided throughout the day at the 24-hour snack bar. Breakfast is an open breakfast. Residents can enjoy their breakfast any time between 8-9:30 am.

A registered dietician approves our menus. Special diets may be provided, with a written request from a doctor. All meals are served in the dining room. Please advise us of food allergies that you might have. A copy of our menu is posted in the dining room or you can ask our Red Seal Chef for a copy.

The Lodge is licensed under the Public Health Act, and follows the food regulations under the Food Establishment Permit as posted.

Snacks are served in the **24-hour snack bar** in the dining room. Snacks vary from day to day and include: coffee, tea, milk, juice, fruit, jello, pudding, baking, cheese, crackers and sandwiches.

You will be assigned a table and seat in the dining room for your meals. This will be your place at meal times. If you know you will be away during a meal, you must inform the kitchen staff.

### Meal Times

8:00-9:30 am	Breakfast
12:00 NOON	Dinner
5:00 pm	Supper



### Family & Visitor meals

Residents of Clearview Lodge are encouraged to invite family and friends to stay for meals or to come for coffee. See Lodge Manager for Guest meal

## Nutrition (cont'd)

charges. The Kitchen Staff require 30 minutes' notice to provide meals for one or two guests. For larger numbers they require 24 hours' notice. Family and friends of Residents are invited to enjoy coffee and a light snack for a small fee.

## Communications

### Telephone

Individual telephones and phone service at the Clearview Lodge are the responsibility of the Resident and must be arranged by the Resident or a family member.

*\*Note: Previous residents of the Town of Taber can often keep their same home phone number.*



### Cable TV

Clearview Lodge provides a deluxe Cable TV package for Residents from Shaw, but Residents must provide their own television set. The Lodge supplies the Digital TV Cable box and Remote Control for cable access. These items are property of the Lodge and must remain with the room when a resident transfers to a different room or moves out of the Lodge.

In 2017 Telus set up their Telus PureFibre Network. Residents now have the option to purchase phone lines, internet, and Optik TV packages from Telus for their room.

Satellite dishes are not permitted at Clearview Lodge.



## Communications (cont'd)

### Mail Delivery

Upon moving in, Residents are provided with a mailbox and a key with a number that corresponds to their room number. Mailboxes are located in the front foyer. To send mail, there is a 'Mail Box House' for outgoing mail also located in the front foyer. The mailman picks up outgoing mail from this location.

Resident Mailing address will be:

Jane or John Doe  
Room#, 4730 – 50<sup>th</sup> Ave  
Taber, AB T1G 1N6



Canada Post does not recognize 'Clearview Lodge' as a delivery location.

When a resident transfers rooms within the Lodge it is the resident's responsibility to make the address change with the Taber Post Office.

When a resident moves out of the Lodge it is the resident or family member's responsibility change the address at the Taber Post Office immediately after the room has been vacated. Mail will not be held or forwarded by Lodge employees.

## Transportation

### Alberta Health Services Handi-bus

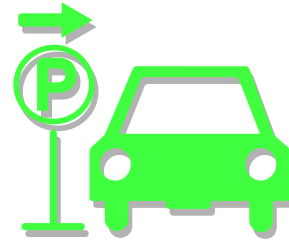
Clearview Lodge has been given the privilege of utilizing a handi-bus (and driver) service provided by Alberta Health Services. Operating costs for this service involve a user fee. This fee is shared between Taber and District Housing Foundation and the Resident Council, and is at no charge to the individual residents who utilize the bus. The Activities and Volunteer Coordinator at Clearview Lodge organizes outings involving the AHS handi-bus. Check your monthly Activities Calendar for dates and times.



## Parking

### Cars

Due to a limited amount of parking stalls at the Clearview Lodge, each Resident is allotted one parking spot per rental unit. In order to occupy the one allotted parking stall, the vehicle must be registered to the Resident and must have license plates and a current registration sticker. Damages caused to a resident's vehicle are at the owner's expense. See Lodge Manager for current parking charges.



### Motorized Scooters

There is an assigned area for storage of and electrical plug-ins for motorized scooters belonging to Residents. Motorized scooters are not allowed inside the building. See Lodge Manager for current parking charges.



## Activities

### Worship

At Clearview Lodge, different denominations hold worship at various times throughout the week in the Atrium. Check your Activities Calendar for dates and times.



### Recreation Programs

We provide an Activity and Volunteer program that promotes social, emotional, physical, cognitive and spiritual well-being. This is achieved through programs such as community outings, special occasion parties, exercises, arts and crafts, singing, and reminiscing and discussion groups. Check your monthly Activities Calendar (provided to you each month) for the dates and times of these activities. The Activities Calendar is also posted in the hallway just outside the Activities and Volunteer Coordinator's office. If you have any special hobbies or interests, please tell us!



### Hobby/Craft room

Clearview Lodge has a hobby/craft area in an alcove just off the dining area where numerous activities take place throughout the week. Check your Activities Calendar for details.

### Library

A large selection of books and magazines are located in the southwest library/lounge of Clearview Lodge for Residents to enjoy, as well as computers with internet access.

### Exercise

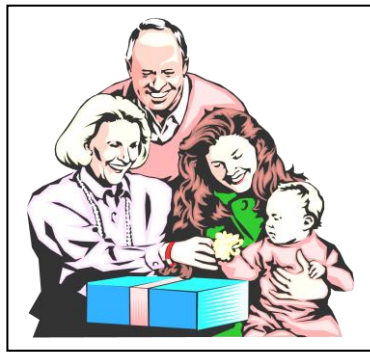
Our Activity and Volunteer Coordinator provides an exercise program many times throughout the week for residents. Please refer to the monthly Activities Calendar for dates and times.

## Activities (cont'd.): Family Hosted Events

At Clearview Lodge, families and friends are encouraged to host special events such as birthday and anniversary celebrations for their loved ones residing at the Lodge. The following Guidelines have been prepared to assist with planning.

1. Designated space in the Clearview Lodge may be used, free of charge, for special functions hosted by family members or friends of the residents.
2. The following must be pre-arranged at least one week in advance, through the Lodge Manager (or in her absence the Operations Coordinator):
  - a. Booking the area being used.
  - b. Extra tables, chairs, etc.
  - c. Selection made from the Clearview Lodge Catering Menu
  - d. Clearview Lodge Catering Service Order to be completed
3. The hosting family or friends are responsible for the following:
  - a. Supply of paper plates, napkins and plastic utensils.
  - b. Serving of the guests.
  - c. Purchasing, putting up and taking down of any decorations.
  - d. Setting up / taking down tables and chairs.
  - e. Washing and returning any dishes used to the kitchen.
  - f. Removing leftover supplies.
  - g. Cleaning and wiping all counters and tables.
  - h. Placing garbage in the garbage bin outside.

Any donations that are given for the use of the Lodge facility should be donated to "Taber and District Housing Foundation". You will be issued a tax receipt.



Thank-you for your generosity!

## Visitors' Guide

### Visiting hours

Clearview Lodge has an “open door” policy. Residents are welcome to have visitors any time of the day. However, we ask that visitors keep the comfort of all residents in mind. All visitors to the Lodge are required to sign in and out using our guest registry located at the front north entrance or the east kitchen entrance. Refer to the Security Section on page 16 for door lock times.

### Health and Safety

Guests and visitors are asked to respect and help safeguard the wellness and safety of our Residents.

Visitors are requested to stay home if they are not well. (During flu season we offer free flu vaccinations to all residents, staff and volunteers).

Visitors are required to observe safety and wellness practices and other procedures posted around the Lodge.

### Children supervised

Children who visit residents must not be left unsupervised and are the family's responsibility.

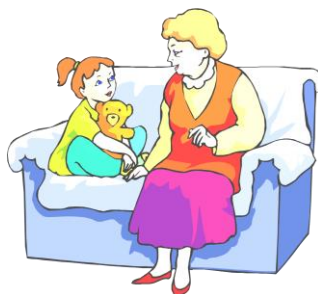
### Smoke free

For reasons of health and safety of our residents, Clearview Lodge has been designated a “Smoke Free” Facility.



### Pets

Family are encouraged to bring friendly, well-behaved pets to visit but must be supervised by the family at all times.



## **Appendix 'A': Lodge Services & Available Optional Services**

### **'Board' Service Package includes:**

- ✓ A private furnished Bed/Sitting Room with 2 or 3 piece bath
- ✓ Window coverings
- ✓ 3 Meals served daily in the dining room
- ✓ 24 Hour Snack Bar
- ✓ Activities & Recreation Program
- ✓ Deluxe Cable TV package
- ✓ Weekly housekeeping
- ✓ Annual suite cleaning
- ✓ Weekly linen & towel change
- ✓ Supportive Living Care and/or Care Plans
- ✓ Hydrosonic tub (as directed per Care Plan)
- ✓ 24 Hr. Security & Emergency response

<b>Available Optional Services:</b>	<b>See Lodge Manager for Monthly Fees:</b>
Medication Assistance (MAP)	Monthly Fee
Extra Personal Services	Monthly Fee
Personal Care Supplies	Monthly Fee
Personal Laundry	Monthly Fee
Safety Pendant	Monthly Fee
Suite Transfer Fee	Per Transfer
Scooter Parking	Monthly Fee
Vehicle Parking	Monthly Fee
Fridge or A/C	No charge
Installation of A/C	Monthly Fee

	<b>See Lodge Manager for Meal Costs:</b>
<b>Guest Meals:</b>	
Breakfast	Per Meal
Lunch	Per Meal
Supper	Per Meal
Guest Coffee	Per Visit

## **Appendix 'B': Medication Assistance Program (MAP)**

The Medication Assistance Program is designed to help residents who cannot manage taking their medications and can be requested by the resident, family, friends, resident staff or a health professional. The resident is referred to the Lodge Manager for assessment.

The right medication, taken at the right time can help residents stay healthier and be more alert. Many people work together when a resident is involved with MAP. The resident, family, staff, home care nurse, pharmacist and physician are the team members that help ensure the safe delivery of medications. Safety is very important in helping lodge residents with medications. To provide safe help, only MAP trained lodge staff may assist.

MAP will help a resident who:

- Has trouble opening packages or pill containers because of weakness in hands and fingers or pain due to arthritis.
- Has a problem with poor vision and the small print instructions on the medication package is hard to read.
- Has a problem with memory or is not able to understand the instructions from the doctor or pharmacist.
- Has trouble taking the right medication at the right time because there may be several medications that are easy to mix up.

### **Dispensing Medications**

All medication administered must be in a bubble pack from the Pharmacist. Medications are kept in a locked drawer in the resident's room and given before breakfast, lunch, supper and bedtime by the HCA's (Health Care Aides) staff. An additional cost is charged for this service (see page 27 for Schedule of Charges). Some residents may decide not to take their medication. These events are considered unusual and monitored regularly by the Home Care nurse or Lodge staff.

## **Appendix 'B': Medication Assistance Program (MAP (cont'd)**

### **Over the Counter Medications**

Over the counter medications can be purchased without a doctors' prescription. They may be harmful:

- When used too much
- When taken together with certain prescription medications

For these reasons, all over the counter medication need to be reported to the Home Care RN for assessment. They will determine if the medication is safe to take independently.

## ***Appendix 'C': Acts and Regulations***

### **The Dependent Adults Act**

This Act was created to provide an alternate decision maker (Guardian), where needed, for Albertans 18 years of age or older who are repeatedly or continuously unable to care for themselves and unable to make reasonable personal decisions. Guardianship is a legal process, appointed by the surrogate courts of Alberta, which gives an individual (the guardian) the legal authority to make, or assist in making, decisions about personal matters on behalf of a Dependent Adult. Application to be the Guardian of someone else does involve some costs.

Trusteeship is different from Guardianship in that Guardianship refers to making personal life decisions. Trusteeship refers to handling the dependent adult's financial matters only. For more information please contact the Office of the Public Guardian in Lethbridge at 403-381-5648.

### **The Freedom of Information and Protection of Privacy (FOIP) Act**

This Act allows Albertans to access their own information and other certain records. It also means Taber & District Housing Foundation has a responsibility to ensure only relevant information is collected and that this information is protected from unnecessary use.

Throughout your stay in Clearview Lodge staff will be collecting the necessary information to provide you with good care. This includes health and social information. The Activity and Volunteer department at times

## Appendix 'C': Acts and Regulations (cont'd.)

shares information (e.g. congratulations on your birthday) or photos. On admission you will be asked to sign consent for release of this type of information. If you do not wish this information shared, do not sign the consent form.

### **The Personal Directives Act**

This Act allows Albertans to give direction and / or name one or more persons to speak for them, should they ever become incapable of making their own decisions. The person(s) named are called “agents”. Should you ever lose the capacity to make your own decisions; your agent will automatically take over making them for you, thus preventing the need to apply for guardianship under the Dependent Adults Act. There is no cost associated with writing a personal directive. To reach someone for more information, call 1-877-427-4525 (toll free).

### **The Protection for Persons in Care Act (PPCA)**

This Act is designed to prevent or stop any intentional abuse of adults receiving care from one of the settings covered under the Act. This includes hospitals, lodges and continuing care facilities, group homes of four or more persons, emergency shelters and vocational training centers for persons with disabilities.

PPCA Contact Information:  
Station M, Box 476, Edmonton,  
AB, T5J 2K1

It is mandatory to report any abuse to:

- the government at 1-888-357-9339 in non-crisis situations; or
- to the local police or RCMP in a crisis.

If you have concerns please also share them with the Manager.



## **Appendix 'C': Acts and Regulations (cont'd)**

### **The Powers of Attorney Act**

An enduring power of attorney made under the Powers of Attorney Act may:

1. Appoint someone to assume control of an estate if the person making the power of attorney becomes mentally disabled or
2. Be prepared in such a way so that it takes effect immediately and continues to have effect after the person giving the power suffers a loss of capacity.

It deals only with the financial aspect and not with any individual's personal decisions. The Power of Attorney stops when the person making it has died.

## ***Appendix 'D': Death of a Resident***

### **In Clearview Lodge**

- Emergency Services will be notified immediately. They will contact police or the doctor on call for further direction.
- In certain circumstances, the police or medical examiner may secure the unit for investigative purposes. TDHF will ensure that the unit is released by the appropriate authorities before allowing anyone access.
- The locks to the unit will be changed as soon as possible. No one will have access to the unit until the executor authorizes entry. Changes to the locks will prevent persons who may have had a key from gaining access. It will also prevent anyone from removing belongings without the knowledge or permission of the executor.

### **Outside of Clearview Lodge**

- The locks will be changed as soon as possible in situations where the death may have occurred elsewhere. The new key will be made available to the executor as soon as the change is made.

## Appendix 'D': Death of a Resident (cont'd)

### Accessing the Resident's unit

- Family members may request access to look for a will, get clothing items for the funeral or remove perishable goods. A TDHF representative will accompany anyone entering the unit and obtain a written receipt for the items being taken. All parties involved will sign the record of items removed.

***Note:** Please see the Lodge Manager for more details regarding the TDH Foundation's policy entitled, "Death of a Tenant."*

